



STAKEHOLDER ENGAGEMENT

Human
Wellness



RESPECT each other's differences

FREEDOM in your work and
personal lives

TRUST you as an adult

TRUTH in what we do every day



MEGA COMMITMENT

is to provide

Quality Products and Services to
Our Customers

Through constant Improvement and
Innovation



1

Introduction

We are all privileged to work for one of the finest companies. It is our utmost responsibility and duty to preserve and strengthen our Company's worldwide reputation built by people over many years. We have built our successes on the strong foundation of sustainable, transparent & Ethical business practices and quality products. Our quest for growth and excellence goes hand in hand with unflinching commitment to integrity in all our relationships with employees, customers, suppliers, government, local communities and our collaborators and shareholders.

Mega believes in conducting effective business through good corporate governance and to build a sustainable business with social acceptance and stakeholder wellness. This Code applies to all Directors, Executives, Management and Employees of Mega Lifesciences Public Company Limited and its subsidiaries, associates and assigns ("Mega"). Mega strongly encourages implementation of this code for the benefit of the Company, Suppliers and Communities dealing with Mega worldwide. Mega Lifesciences has always paid close attention to the expectations of stakeholders and this is evident from the company philosophy of *Improving Human Wellness*.

2

Foundation

Stakeholders are persons directly or indirectly impacted by the operations and business of Mega Lifesciences including but not limited to those who have interests in Mega's business or those who have the ability to influence the operations of Mega Lifesciences. Stakeholders would include, without being exhaustive, customers, consumers, employees, communities, shareholders, business partners, government agencies, intellectual leaders, etc.

The Stakeholder engagement policy is aimed at reaffirming Mega's commitment to good citizenship in every community where Mega has business including office and or operations with third party partners. We honor the rights of our stakeholders and treat them fairly which includes listening to their opinions, encourage constructive



cooperation with stakeholders and become a partner in developing the environment in communities where Mega operates.

Mega Lifesciences believes in respecting, promoting and encouraging stakeholder engagement. This Stakeholder Engagement Policy (Policy) is by reference made alongside and also in reference to Mega Lifesciences' Business Ethics and Code of Conduct, Non-Discrimination and Non Harassment policy, Anti-Bribery policy, Marketing Code of Ethics, Supplier Code of Conduct and a Non-Retaliation Policy.

3 Guidelines

Mega needs to clearly determine, identify and categorize our stakeholders after considering the connection with each business unit to analyze risks and impacts, direct or indirect while dealing with each stakeholder. Each stakeholder has its unique set of expectations while engaging with the Company. Engagement with each stakeholders requires a distinct strategy/ process for engagement and Mega needs to understand the materiality of each such engagement/ relationship. A material issue is a matter that has significant impact on the operations of Mega.

Identify and build stakeholder relationships: Stakeholder mapping should be ensure appropriate emphasis based on materiality and significance of impact by Mega on such stakeholders. Good relations with stakeholders should be initiated from the very beginning, that is, from the planning stage, so that plans can be adjusted or work procedures can be revised on time.

Communication: Mega commits to closely communicating and persistently building relationship with stakeholders to ensure a correct perception and nurture relationship with each stakeholder. We believe in building and maintaining trust by adopting sincere and focused communication strategies with each group of stakeholders to create opportunities and minimize risks.

Disclosures: Mega Discloses information which is accurate, timely, comprehensive and focused to ensure that the disclosure is appropriate and within the applicable legal framework. Mega's disclosure guidelines needs to be followed and Legal implications need to be studied to ensure that confidential information is



handled as per the applicable regulations, contractual covenants and disclosure norms of the competent authorities.

Participation of stakeholders: Mega Lifesciences provides channels for communication to the stakeholders for sending suggestions, complaints, sharing problems and or for inquiries and other matters. We systematically provide inputs, record the discussions and share reports with the participants.

Risk Management: We anticipate, identify and prioritize risks from stakeholder engagement in order to prepare a responding plan and handle Stakeholder Dialogue constructively. There are possible common risks of stakeholder engagement that should be considered, e.g. unwillingness to engage, participation fatigue, creating expectations of change that the organisation is unwilling or unable to fulfil, lack of balance between weak and strong stakeholders, disruptive stakeholders, uninformed stakeholders, disempowered stakeholders, technical barriers in case of online engagement processes, and conflict between participating stakeholders, etc.

Review and Reporting: We shall collect the inputs from Stakeholder engagement and review the quality of the engagement and also plan improvements to ensure a systematic engagement of Mega and Stakeholders, follow the engagement process, and inform stakeholders of the outcome. In addition, Mega shall publicly report on the aggregate of engagement activities together with overall outcomes and impacts to show the extent and impact of Mega's reach with the stakeholders.

4

Management responsibility

Management needs to provide resources including skilled and understanding staff at appropriate levels to ensure a smooth engagement with stakeholders. The staff who engage with stakeholders should be skilled, experienced and should be sensitive to the requirements of the stakeholders. Stakeholder engagement should be a part of the strategy of the Company.

5

Engagement with employees

Engaging with employees is one of the most key stakeholder engagements. Employees are responsible for the operations of the Company and meaningful



engagement is needed to build and maintain good relations with the employees. Meaningful engagement is important to build longer lasting relationship and also to provide job security, career advancement and *Improving lives*.

1. To recruit employees through a fair and efficient selection system and employment, conditions to find “smart and ethical” employees having strong qualifications and integrity to join the Company.
2. To treat employees with sensitivity and fairness while paying due respect to their personal rights, protecting these rights from being violated. Likewise, to support and respect the right of employees to express their opinions independently.
3. To provide channels for communication including grievances and report any illegal or unwarranted activities without fear of retaliation.
4. Continuous professional development and ethical sense of duty.
5. Team building and collective work environment to ensure social awareness and discipline.
6. Performance evaluation, feedback for improvement and fair compensation according to capability, suitability, performance and experience. To provide benefits other than salary and ensure the benefits are commensurate with staff competence, experience and industry practices and country/global practices.
7. Promote Occupational Health and Safety to ensure safety and security at work place and thereby *Improve Human Wellness*.
8. Compliance with international standards of occupational health and safety standards as well as environmental management standards.
9. To encourage employees to find a balance between family life and work.
10. To provide channels where important information can be disclosed to employees to keep them informed of the operations and operating results of business.



1. To deliver products and services appropriate for customers and society's needs and help in improving life of the society by improving the quality of products and wellness of the society including consumers.
2. To improve continuously and encourage innovation and research and development and product high value products to address the needs of consumers in day to day life.
3. To develop environmentally-friendly products and services with a focus on resource-efficiency, energy-efficiency, recyclability, and long life of service.
4. To produce safe, reliable products and services as well as to give accurate and adequate information about them to customers.
5. Price the products according to the value and costs to avoid exploitation of the society and avoid unfair profiteering.
6. To store, process and share data only for the requirements of business and as per the purpose of the data.
7. Optimise the quality management system as per required standards and if possible the best available standards without compromising on affordability and safety.
8. Customer queries regarding consumption of products, ingredients and any adverse effects need to be addressed and to set up a call center/ helpline for this purpose.

7

Engagement with Suppliers

1. To procure at fair and reasonable prices commensurate with the quality, efficacy and use for the product and the prices shall be matching the quality of product or service levels and subject to audit.
2. Pay the Suppliers on time
3. Establish procurement policy and rules.
4. To operate business sustainably and transparently by complying with the terms and conditions agreed upon in the transaction taking into account fairness.
5. Comply with anti-Bribery policy and to refrain from taking unfair advantages/ bribes.
6. To ensure that suppliers do not violate human rights or environmental regulations. The procurement should be from ESG sensitive suppliers.



7. To respect intellectual property rights.
8. Confidentiality of information to be respected as per the contractual and practical obligations.
9. To avoid and abstain from any illegal transactions with suppliers
10. To encourage the compliance of Mega's Supplier Code of Conduct by suppliers.

7

Engagement with shareholders

1. To conduct business and operate across all markets in accordance with Mega's policies and code of conduct with honesty and prudence and maximise the returns to shareholders. We need to ensure transparency of dealings and disclose any conflict of interest.
2. To ensure fair and equitable treatment to shareholders irrespective of the amount of holding and ensure that the rights and privileges of shareholders are upheld.
3. To allow the shareholders to recommend any agenda including nomination of Directors to be appointed on the Board of Directors of the Company. We need to make appropriate announcements providing reasonable time to the shareholders to recommend the above.
4. To provide shareholders with sufficient information with reasonable notice in respect of the shareholders' meetings to ensure shareholders are prepared before the meeting and avoid/ abstain from discussing additional agenda in the meeting.
5. To ensure that inside information is not used for personal gains by those who are privy to such information.
6. To assign independent directors to take care of minor shareholders and to receive complaints or suggestions from shareholders through easily accessible channels established by the Company.
7. To establish efficient measures for internal control, internal audit, and risk management.
8. To disclose the Company's significant information, financial reports, and operating results on an accurate, complete, timely, transparent, and reliable basis through easily accessible channels to consistently keep shareholders abreast of the Company's operating performance.



7

Engagement with third party contractors

1. Mega would ensure a fair remuneration and training to the contractors including training on Occupational Health and Safety measures, Quality and Sustainability including Human rights and environmental measures.
2. Mega would also provide a skill training including governance and technical evaluation.
3. Mega would seek to build contractors to ensure a continuous supply chain of services and other requirements for business

8

Engagement with Community

1. Mega aims to understand and engage with the communities positively as a part of its Human wellness objective.
2. Mega shall train the communities to engage in healthy practices including diet and exercise and also train the community to counter the challenges such as chronic diseases resulting from lifestyle
3. Mega will promote projects for training the youth for them to engage in meaningful employment
4. Mega shall provide technical training including ethical practices to ensure that the community engages in value building activities including employment
5. Mega shall ensure that its businesses do not cause any harm to the communities and the environment surrounding the communities
6. Mega shall assist the community during times of disasters including but not limited to environmental and political.
7. Mega shall support charitable foundations and drive purposes which are beneficial to communities

9

Government Agencies

1. Strictly abide by laws and cooperate in times of investigations by supporting the agencies with information



2. Facilitate the visits by agencies
3. Respond to the queries and request for information in a timely and accurate manner
4. Participate in the committees and or other engagement forums for betterment of Industry
5. Refrain from influencing government agencies in any form including but not limited to bribery and or providing employment to government employees without background check

10

Engagement with Media

1. Mega shall follow its disclosure policy while engaging with Media
2. Mega shall ensure that any information to Media is in consideration with the laws and regulations of the government and regulatory bodies including Stock Exchange of Thailand and Securities Exchange Commission
3. Mega shall provide means for media to contact the company and to seek information
4. Mega shall provide opportunities for Media to engage with the Company
5. Allow Media and facilitate the visits to Company including manufacturing facilities
6. Share information which is true and correct and in a ethical manner

11

Engagement with Competitors

1. Mega shall follow its competition policy while engaging with competitors
2. Mega shall ensure a fair competition and will not engage in any pricing arrangements or other forms of collusion
3. Mega shall not infringe or violate the Intellectual Property Rights of its competitors
4. Mega shall promote free trade and not indulge in any form of agreements to reduce or limit competition
5. Comply with competition laws in substance and form

**12**

Engagement with Healthcare Professionals and other influencers or academic institutions

1. Mega shall work with the academic institutions to promote specialization and to help build knowledge for the society and industry
2. Mega shall comply with the laws and its policies in engaging with the Healthcare Professionals and institutions.
3. Mega shall collaborate with the institutions and professionals for the betterment of the society, industry and institutions
4. Mega shall conduct business with concern for impact on the environment and the community and to encourage involved persons to take part in protecting the environment.
5. Mega shall receive comments, suggestions or complaints for collaboration and to meet the needs of all stakeholders

13

Enforcement of this Code

All Directors, Executives, employees and associates including suppliers, joint ventures partners, consultants and service providers shall comply with this code in addition to any specific requirements as per the Agreements signed with Mega. IN the event of discrepancy between this Code and the Agreements/ documents, the Agreements/ documents shall prevail.

Mega Lifesciences is committed to resolved concerns from stakeholders and would encourage to raise the concerns at audit.committee@megawecare.com or to whistleblow@megawecare.com. Company will follow the principles laid down in Non-Retaliation Policy before during the course of and after such complaints.

14

Non-retaliation



We do not tolerate retaliation against an employee or stakeholder who files a non-compliance incident report. Each report is and will be diligently investigated and appropriate remediation measures taken to prevent further wrongdoing and penalize aberrations in the past, to the extent such acts are determined in the inquiry to be in the nature of misconduct.