



Human
Wellness

STAKEHOLDER ENGAGEMENT GUIDELINES AND PRACTICE



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**



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1. Introduction and Purpose

Mega Lifesciences' sustainable development includes involvement of large variety of interest groups. Through daily business process, feedback from public, employees, customers, consumers, trade events, shareholder/ analyst meetings, government guidelines and other platforms our stakeholders' voices help us realize our material issues.

Mega Lifesciences Public Company Limited and its subsidiaries (hereafter "MEGA" or "the company") realizes that stakeholder's explicit expectation, interest and concerns is crucial for our sustainable growth. The company values our stakeholder's opinion as significant component to learn from their insights into emerging trends and innovations, as well as the risks and opportunities for our business.

2. Objective and Scope

This Stake holder engagement guideline has been communicated to and adopted by all the employees of MEGA.

The key objectives of the Guideline are:

1. To help MEGA employees and management the channels, approaches and tools for communication with stakeholders and to collect stakeholders' material opinion where operationally and practically possible to implement with the aim to build and maintain inclusivity.
2. To include engagement outcome in key strategic decision-making and this responsively contributing to stakeholders' expectations.
3. To build and maintain Mega's contribution to UN's Sustainable Development Goal to ensure mutual benefit to Society and environment.

3. Guiding principles

1. **Inclusivity:** MEGA will ensure participation of stakeholders in developing and achievement of strategic response to sustainability. MEGA shall acknowledge and accept its accountability towards those whom MEGA impacts by reason of it's business and operations.
2. **Materiality:** MEGA shall note the materiality including relevance and significance of matters and the role of stakeholders in influencing its decisions, actions and performance.



3. Responsiveness: MEGA will respond to stakeholders' concerns and expectations especially on issues affecting its sustainable performance and will back it with decisions, actions, performance and transparency/ reporting to stakeholders.

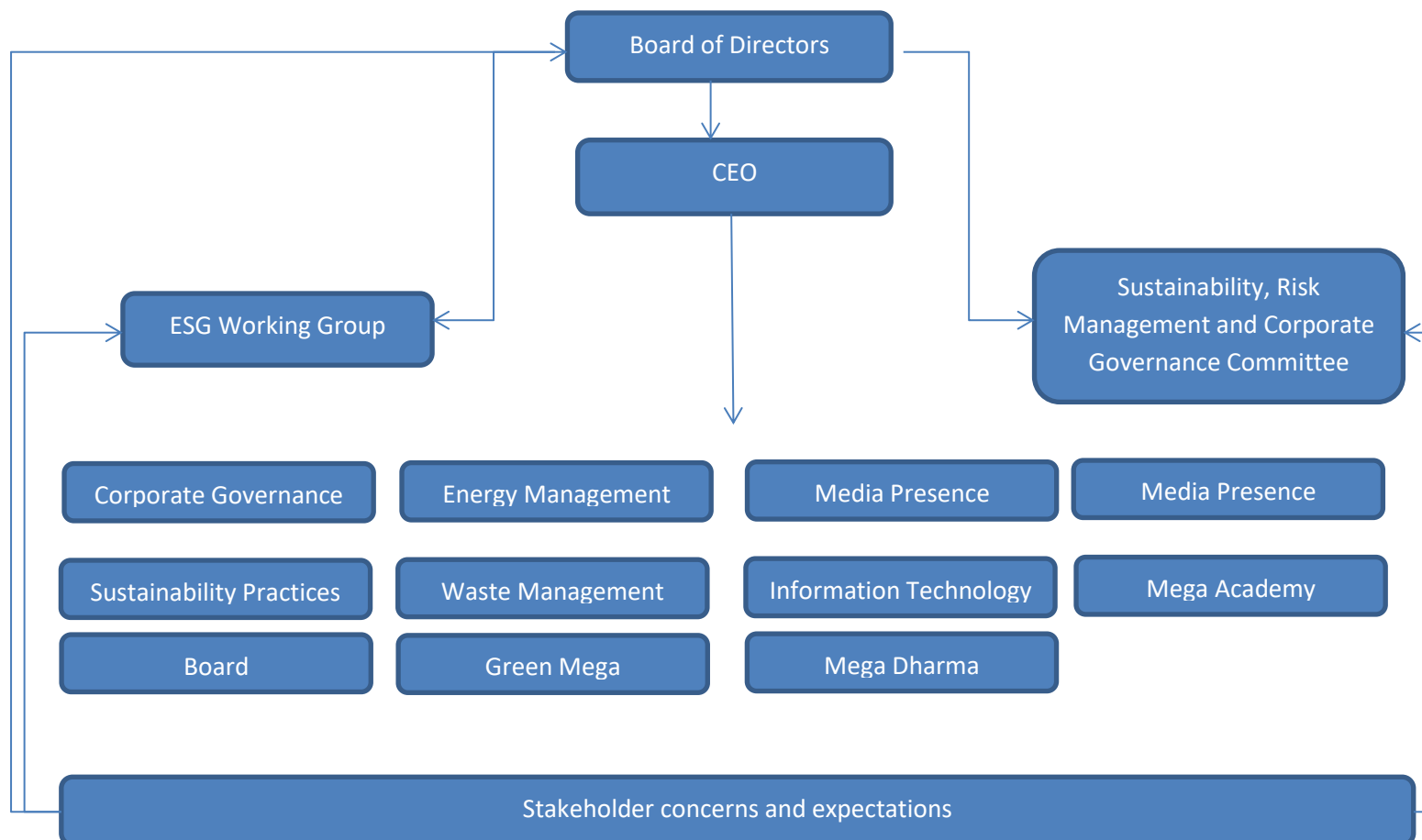
4. Accountability in Company

The CEO is responsible for the Sustainability of the Company and the Board has constituted Sustainability, Risk Management and Corporate Governance Committee comprising of two (02) Independent Directors and Executive Director & CFO.

The Company has appointed a ESG working group which will report to the Management and will responsible for the reporting of Sustainability linked actions and decisions.

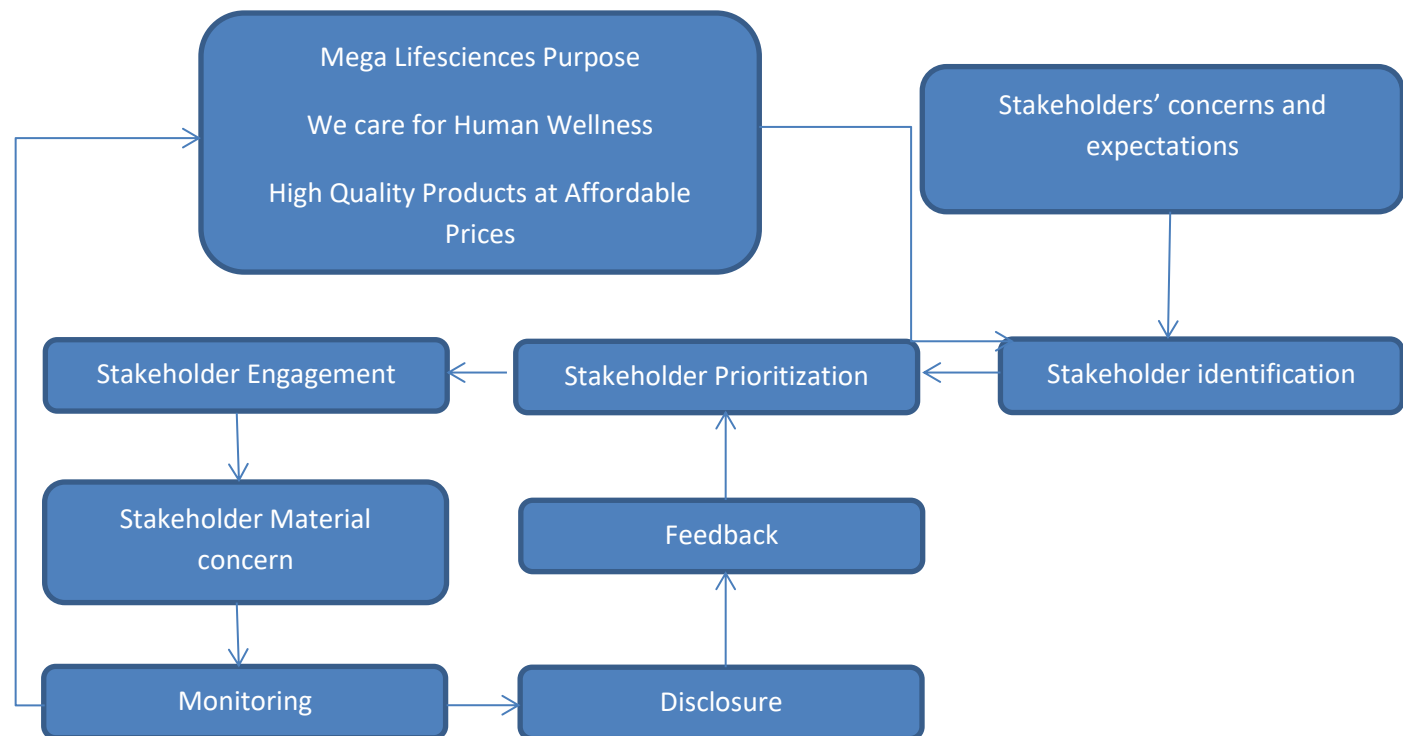
Each function head shall be responsible for communicating with the key stakeholders.

The Above team comprising of CEO, ESG Working Group and the Function heads in the Company shall play a role in shaping the strategies and communications with the stakeholders.



5. Procedure

Mega has attempted to adopt the principles of ISO 26000 and AA1000 for stakeholder engagement and build strategies according to address stakeholder concerns.





5.1 Stakeholder identification

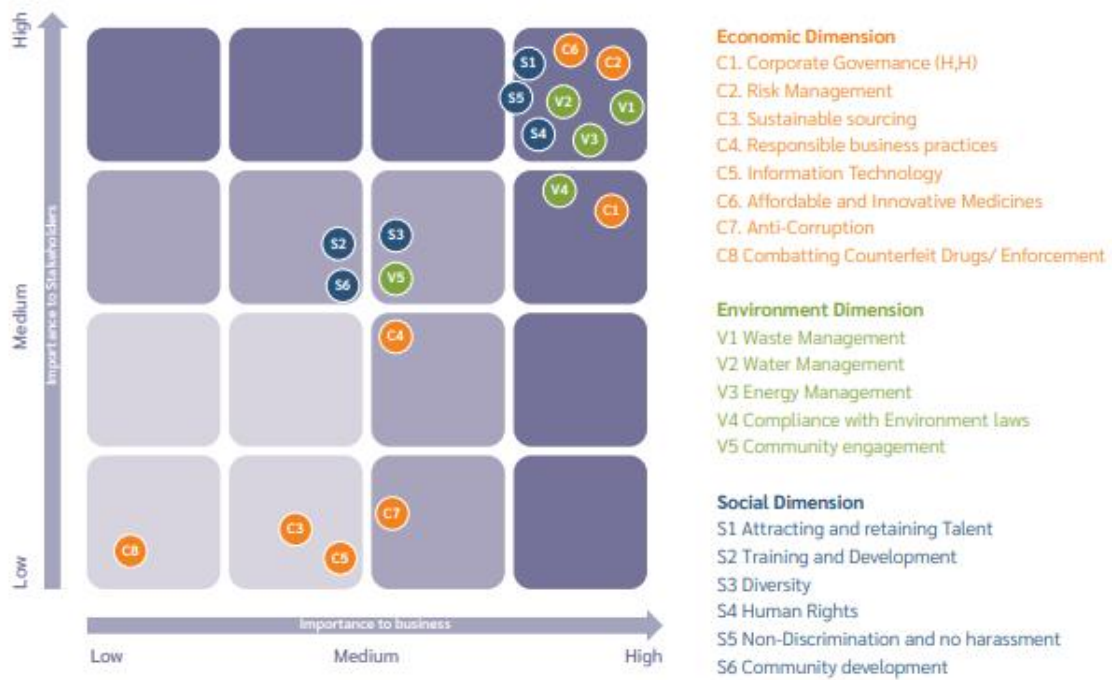
The Stakeholder' expectation is identified with materiality analysis so we can take the action and also change the strategies/ tactical plans. The key objective of MEGA is to care for Human Wellness and Provide good quality products in developing and frontier markets at affordable prices. Stakeholders are prioritized based on emerging risks and materiality analysis. The stakeholder concerns then elevated and strategy this results in evolved strategies and responses to material concerns.

Emerging Risk	Risk Indicators/ Impact	Material Issue	Stakeholders
There is a growing as our business environment changes, data convergence with third parties and cyber security threats become more sophisticated.	<ul style="list-style-type: none"> Threats to business continuity Hacking incidents Data breach 	<ul style="list-style-type: none"> Information Technology Personal Data Protection 	<ul style="list-style-type: none"> Employees Shareholders Government & regulatory bodies Suppliers
Our high quality standards and sustainability combined with inherent scarcity of the raw materials/ ingredients for our products run a risk of shortage of such materials. Combined with these factors and Mega's strategy to supply to fast growing under developed and developing countries may lead to a shortage of supplies and there is a risk of climate change affecting the supplies in response to rising demand.	<ul style="list-style-type: none"> Environmental non-compliance No or scarce reporting Absence of leadership involvement 	<ul style="list-style-type: none"> Sustainable sourcing Affordable and innovative medicines 	<ul style="list-style-type: none"> Consumers Customers Shareholders Government Employees Suppliers
Society has seen a significant increase in consumption of supplements, NSAIDS and immunity building products during the Pandemic period.	<ul style="list-style-type: none"> Increase in competitors Falling margins New Brands 	<ul style="list-style-type: none"> Sustainable sourcing Affordable and innovative medicines 	<ul style="list-style-type: none"> Employees Shareholders Competitors Government Consumers

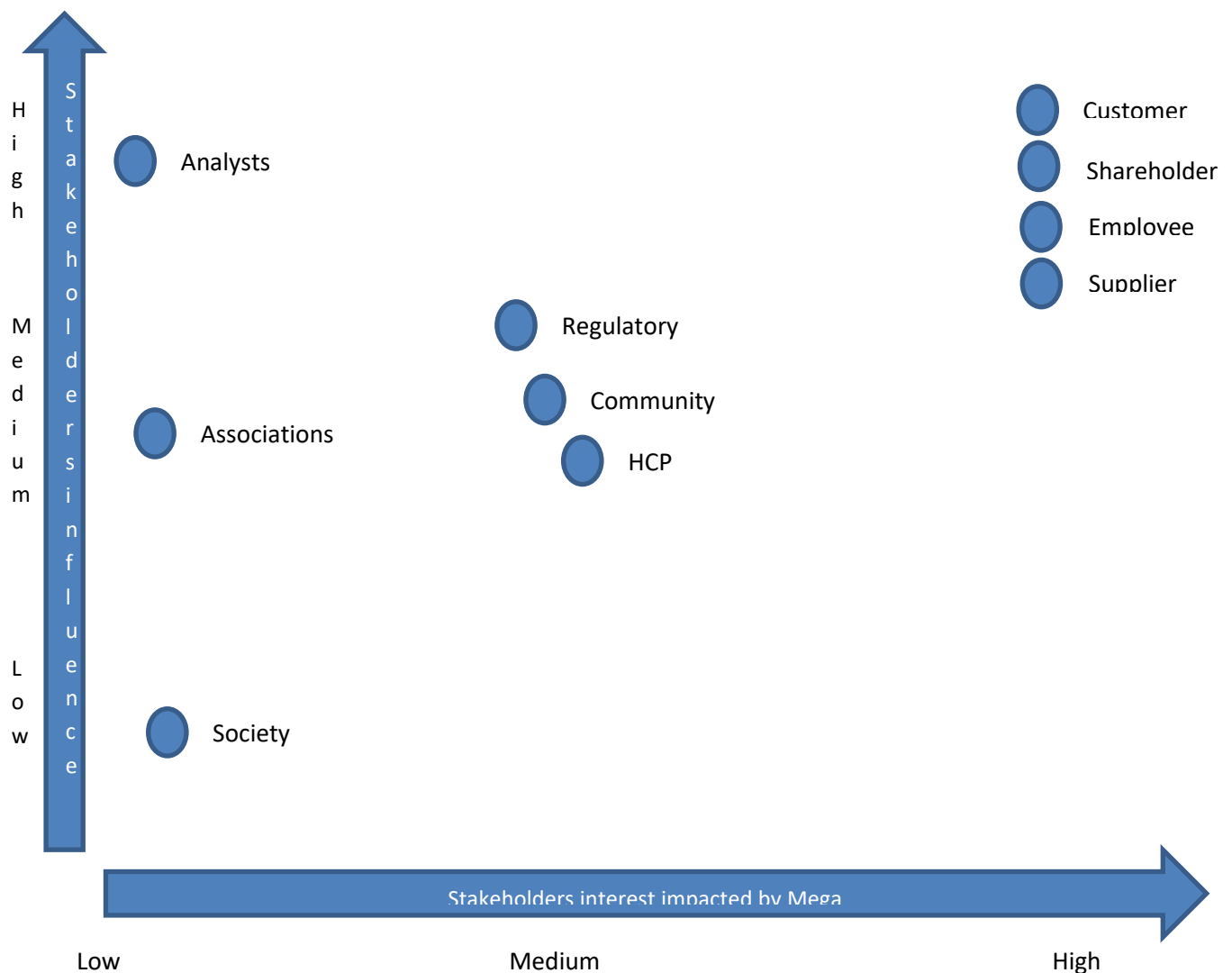


<p>This has attracted new local and foreign competitors in the market. Regulatory bodies have opened gates for production and sale of pharmaceutical products and medicinal supplements. The new demand and new players will elevate their aggression to retain their market share and revenues in the markets including those where Mega Lifesciences is present. Pharmaceutical companies have expanded capacities to cope with the increase in demand of certain products and will now utilise the capacity for other products. The market will see serious changes including reduction in demand for supplements and return back to slightly above pre-pandemic levels and higher number of competitors.</p>			<ul style="list-style-type: none">• Customers
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5.2 Materiality Matrix



5.3 Stakeholder Prioritization



5.4 Stakeholder engagement planning

MEGA engages with stakeholders frequently in variety of languages and on various media. This helps us gather more explicit and realistic feedback from our stakeholders. MEGA ensures that employees are trained in Inside Information policy, personal data protection, privacy notices, Human rights policy and other required policies to equip them to deal with stakeholders.

The Key Principles of Stakeholder Engagement are *RESPECT, RESPONSE, SHARE AND ADAPT.*

5.5 Stakeholder engagement frequency

Stakeholder Engagement modes and frequency

		Daily	Periodically	Monthly	Quarterly	Annually
1	Employee					
	Welfare meeting		Y			
	Annual report					Y
	Announcements		Y			
	Employee Engagement	Y				
	Employee Satisfaction					Y
	Suggestion boxes/ emails		Y			
	Questionnaire		Y			
	Viewnews					Y
	Email network		Y			
	Intranet		Y			
	Training		Y			
	Website: Megawecare.com		Y			
	Facebook/Megawecare		Y			
	Email:		Y			
	Audit.Committee@Megawecare.com		Y			
	whistleblow@megawecare.com		Y			
2	Investors/ Shareholders/ Analysts					
	Annual report					Y
	Opportunity Day				Y	
	Roadshows		Y			
	Earnings Call				Y	
	Annual General meeting					Y
	News Release		Y			
	Info@megawecare.com		Y			
	Investor@megawecare.com		Y			
	Tel: 027694222 Ext 4203		Y			
	Sustainability report					Y
	MD&A				Y	
	Financial Statements				Y	
	Analysis and reports				Y	

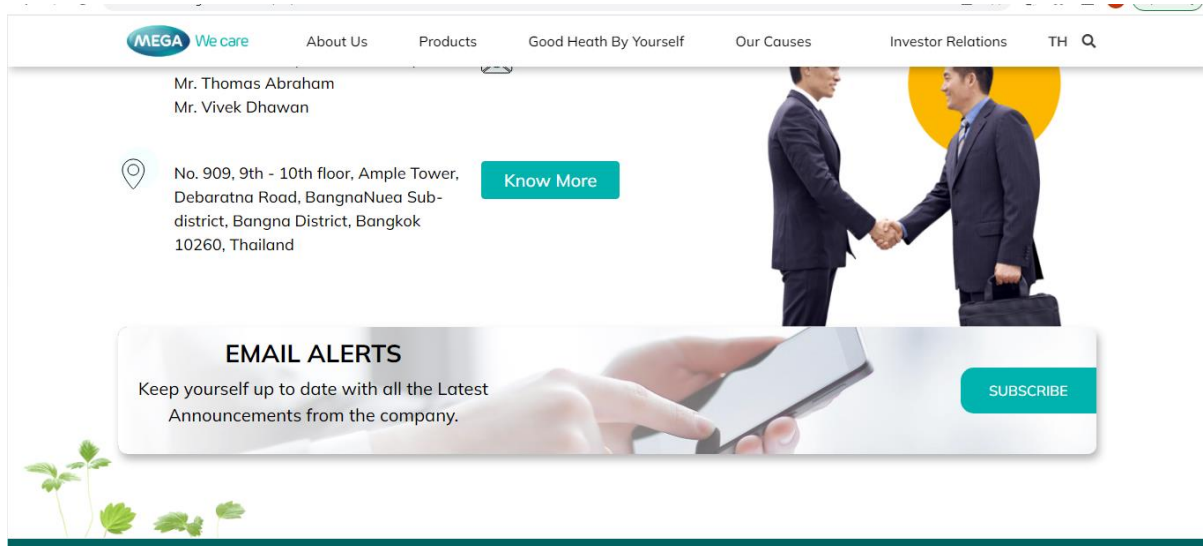


	IR portal		Y			
3	Suppliers					
	Annual report					Y
	Corporate website		Y			
	info@megawecare.com		Y			
	Supplier code of conduct		Y			
	Questionnaires		Y			
	Quality Audit		Y			
	Supplier news		Y			
4	Government and Regulatory bodies					
	Reports		Y			
	Payment of taxes		Y			
	Inspections		Y			
	Audits		Y			
	Annual report					Y
	News Release		Y			
	Website		Y			
	Product packaging		Y			
	Questionnaires		Y			
	Inquiries		Y			
5	Media					
	News release		Y			
	Annual report					Y
	info@megawecare.com		Y			
	investor@megawecare.com		Y			



5.6 Stakeholder engagement tools

Some stakeholder engagement windows as examples below.



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We thank you for your interest in Mega Lifesciences Public Company Limited (MEGA). We are committed to help you in understanding MEGA by answering your queries

over a call or an email depending on the apt communication felt based on your queries. You are requested to share below information about yourself to enable us serve you better:

FULL NAME*

TELEPHONE

EMAIL*

COMPANY/INSTITUTION

JOB POSITION

MESSAGE*

☐ I have read and accepted terms and conditions specified in the [Privacy Statement](#) and do hereby consent to the collecting, processing and/or disclosing of the personal data provided by me to fulfil the above-said purposes.





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Please fill the form

Name

Address

Phone

Email

Question / Comment

Please type the characters *

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This helps us prevent spam, thank you.



Mega Lifesciences Public Company Limited

เพื่อเป็นการปรับปรุงคุณภาพของการประชุมผู้ถือหุ้นและรายงานประจำปี บริษัทฯ ขอความร่วมมือนิเทศน์
โปรดตอบแบบสอบถามดังนี้

To enhance the quality of our AGM meeting and annual reporting, please let us have your views

หัวข้อ Topic	ควรปรับปรุง Poor	พอใช้ Fair	ดี Good	ดีเยี่ยม Excellent
รายงานประจำปี Annual Report				
• เนื้อหาเข้าใจง่าย Easy to understand				
• มีข้อมูลที่เป็นประโยชน์ และครบถ้วน Helpful information				
• ภาพรวมของรายงาน Overall rating				
การจัดการประชุมผู้ถือหุ้น AGM Meeting				
• สถานที่ Venue				
• ขั้นตอนการลงทะเบียน Registration Process				
• อาหารและเครื่องดื่ม Food & Beverage				
• เนื้อหาในการประชุม Conference Content				

ท่านต้องการให้รายงานประจำปีเพิ่มเติมข้อมูลอื่นๆ อีกหรือไม่ โปรดระบุ

Was there any additional information you expect to receive in the Annual Report? Please specify.

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ท่านมีคำถามหรือข้อแนะนำใดๆ เกี่ยวกับการประชุมผู้ถือหุ้นอีกหรือไม่ โปรดระบุ

Do you have any question or suggestion for AGM meeting? Please specify.

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