



Corporate Social Responsibilities

The company has established policies and goals for sustainability management. To be used as a management guideline in accordance with the direction of business operations Corporate strategy, laws and regulations related to sustainability issues in 3 dimensions. These are economic and corporate governance dimensions, social dimensions, and environmental dimensions.

1. Economic

1.1 Value Chain

Stakeholders Analysis in Value Chain			
Stakeholder	Approaches of engagement	Expectation of stakeholders	Responses toward expectation by the stakeholders
Employees	<ul style="list-style-type: none"> Internal communication between the HR department and the employees. Employees' meeting on a monthly basis Communication through online media, intranet, and email. Survey of Employee Engagement toward Organization on an annual basis. 	<ul style="list-style-type: none"> Business direction and corporate performance Business ethics Employee's quality of life Compensation, welfare, benefits as appropriate Career development and its stability. Good working environment Competency and Skill development 	<ul style="list-style-type: none"> Good CG Challenge and Opportunity Business Ethics and Anti-corruption Innovation and Working process development Employee Care Human Capital Development Occupational Health and Safety
Customers	<ul style="list-style-type: none"> Customer Satisfaction survey on an annual basis. Engaged in customer relations activities/marketing activities Direct visit and meetings Online communication/email Customer Service 	<ul style="list-style-type: none"> A quality after sale service Customer Relationship Management Environmental Management Effective responses toward the customer's complaints. Risk and Crisis Management 	<ul style="list-style-type: none"> Product and Customer Stewardship GHG emission Environmental management, such as water, energy, and waste
Suppliers	<ul style="list-style-type: none"> Meetings with the key suppliers on a monthly, quarterly, and annual basis. Communication through online media/email Business Activity Business site visit 	<ul style="list-style-type: none"> Good Corporate Governance and business ethics Equality in conducting business. A transparent and fair procurement process. 	<ul style="list-style-type: none"> Supply Chain Management Good Corporate Governance Anti-corruption Human Rights Occupational Health and Safety Legal compliance



บริษัท ยูนิออน ปิโตรเคมีคอล จำกัด (มหาชน)

UNION PETROCHEMICAL PUBLIC COMPANY LIMITED

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Stakeholders Analysis in Value Chain			
Stakeholder	Approaches of engagement	Expectation of stakeholders	Responses toward expectation by the stakeholders
Communities	<ul style="list-style-type: none"> Visit and engaged in activities with communities 	<ul style="list-style-type: none"> Good relationship with communities Law compliance on Social and Environmental 	<ul style="list-style-type: none"> Community engagement Social activities Legal compliance
Shareholders	<ul style="list-style-type: none"> organize the Annual General Meeting of Shareholders Board of Directors' meetings in subsidiaries and associated companies Op Day Presentation at the Stock Exchange of Thailand. Investor Meetings on a quarterly basis. Communication through corporate website Whistleblowing 	<ul style="list-style-type: none"> Corporate performance and sustainable and profitable growth New business development in a consistent manner. Enterprise Risk Management 	<ul style="list-style-type: none"> Good Corporate Governance Economic distribution to the stakeholders Enterprise Risk Management and Business Continuity Plan Legal compliance
Business Alliance	<ul style="list-style-type: none"> Board of Directors' meetings in subsidiaries and associated companies Meetings with business alliances/ investors meetings though standardized online platform 	<ul style="list-style-type: none"> Operates its business with integrity that is fair and transparent. Collaboration in business development and together growth New business development in a consistent manner. 	<ul style="list-style-type: none"> Economic distribution to the stakeholders Enterprise Risk Management and Business Continuity Plan
Creditors	<ul style="list-style-type: none"> Meeting with financial analysts Meetings with creditors Online communication/email 	<ul style="list-style-type: none"> Compliance with the terms of the loan and debentures. Enterprise Risk Management 	<ul style="list-style-type: none"> Economic distribution to the stakeholders Enterprise Risk Management and Business Continuity Plan
Government and State Enterprise agencies	<ul style="list-style-type: none"> Engaged in government projects Business visits 	<ul style="list-style-type: none"> Compliance with the laws and related regulations Transparent disclosure of operating information. 	<ul style="list-style-type: none"> Community engagement and social activities Legal compliance
Media	<ul style="list-style-type: none"> PR News/Press Conference Special interviews as required by the press Disclosure of information or reports based on facts. 	<ul style="list-style-type: none"> Obtaining complete, accurate and timely information Disclose information that is true and correct. Treat the media with good relations. 	<ul style="list-style-type: none"> Good Corporate Governance Anti-corruption Community engagement and social activities
Business Rivals	<ul style="list-style-type: none"> Joint meetings at various industry-related organizations. Working together as a network according to government policies. 	<ul style="list-style-type: none"> Fair and legal competition. 	<ul style="list-style-type: none"> Good Corporate Governance Challenge and Opportunity Business Ethics Anti-corruption



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1.2 Stakeholder analysis in the business value chain

Value Chain					
Inbound Logistics	Operations	Marketing and Sales	Customer Services	Outbound Logistics	Support Activities
<ul style="list-style-type: none"> • Business Development • Procurement of quality and safe chemicals and raw materials from domestic and oversea suppliers. • Application for import license of chemicals imported from overseas with the custom department. • Application for excise Tax exemption • Application for privilege under the agreement of FTA • Importing chemicals from foreign countries into dangerous goods warehouses. • Domestic transportation of chemicals into dangerous goods warehouses. 	<ul style="list-style-type: none"> • Storage of chemicals into our own warehouses and the leased warehouse. • Warehouse space management. • Chemicals Packaging • Quality inspection according to the goods standards. 	<ul style="list-style-type: none"> • Conduct and update customer database • Appropriate pricing and services • Provide accurate and complete information about usage. • Customer Relationship Management 	<ul style="list-style-type: none"> • Customer Service Management • Coordinate between warehouse and customer for delivery • Product quality assurance and satisfaction • Complaints management 	<ul style="list-style-type: none"> • Warehousing Management • Logistics Management • Quality and on-time delivery of goods and services 	<ul style="list-style-type: none"> • Accounting and Finance • Procurement • Human Resource management • Corporate Governance • Enterprise Risk Management • Occupational Health and Safety • Technology and Information system