



**Rabbit Holdings Public Company Limited**

## **Stakeholder Engagement Policy**

**Effective on 14 February 2026**

	<b>Department:</b> Financial Planning and Analysis Department	<b>Page:</b> 2/7
	<b>Topic:</b> Stakeholder Engagement Policy	<b>Effective Date:</b> 14 February 2026

No.	Date	Description	Approval
1	14 February 2026	Establishment of Stakeholder Engagement Policy	Board of Directors in the meeting No. 1/2026 on 13 February 2026.

	Name	Signature	Position
<b>Prepared by</b>	Rawinda Khuenjindawong		Department Manager of Financial Planning and Analysis Department
<b>Presented by</b>	Natthabongse Yavijaya		Associate Director of Financial Planning and Analysis Department
<b>Reviewed by</b>	Soraya Satiangoset		Acting Chief Executive Officer and Chief Financial Officer

	<b>Department:</b> Financial Planning and Analysis Department	<b>Page:</b> 3/7
	<b>Topic:</b> Stakeholder Engagement Policy	<b>Effective Date:</b> 14 February 2026

**Table of Contents**

- 1. Scope of the Policy ..... 4
- 2. Objectives of Stakeholder Engagement ..... 4
- 3. Stakeholder Engagement Framework ..... 5
  - 3.1 Identification and Prioritisation of Stakeholders ..... 5
  - 3.2 Stakeholder Engagement Approaches ..... 5
  - 3.3 Enhancing Stakeholder Engagement Effectiveness ..... 5
  - 3.4 Risk Management in Stakeholder Engagement ..... 6
  - 3.5 Communication Channels ..... 6
  - 3.6 Disclosure of Information ..... 7

- For www.rabbit holdings.co.th only -

	<b>Department:</b> Financial Planning and Analysis Department	<b>Page:</b> 4/7
	<b>Topic:</b> Stakeholder Engagement Policy	<b>Effective Date:</b> 14 February 2026

## Stakeholder Engagement Policy

Rabbit Holdings Public Company Limited (“the Company”) believes that support from external stakeholders—including communities, local stakeholders, vulnerable groups, customers, shareholders, business partners, and government agencies—is a key factor in achieving long-term business sustainability. At the same time, the Company places strong emphasis on internal stakeholders, particularly employees, who play a vital role in driving the Company’s operations.

Accordingly, the Company proactively engages with stakeholders and provides a variety of communication channels to facilitate meaningful participation. This Stakeholder Engagement Policy serves as a framework for defining the Company’s strategies and business operations with due consideration for all stakeholder groups. Effective stakeholder engagement and a strong commitment to corporate social responsibility contribute to enhanced transparency within the organization.

### 1. Scope of the Policy

This Stakeholder Engagement Policy applies to both internal and external stakeholders who have an impact on, or are affected by, the Company’s business operations, as well as those who may have an interest in or influence over the Company’s performance. These stakeholders include, but are not limited to, employees, customers, communities, shareholders, business partners, and government agencies.

Information relating to stakeholder engagement is disclosed in the Company’s Sustainability Report.

### 2. Objectives of Stakeholder Engagement

- To understand stakeholder issues, concerns, and expectations
- To build and maintain trust and mutual respect with stakeholders
- To enhance stakeholder confidence in receiving positive outcomes
- To strengthen confidence in the quality and accessibility of the Company’s services

	<b>Department:</b> Financial Planning and Analysis Department	<b>Page:</b> 5/7
	<b>Topic:</b> Stakeholder Engagement Policy	<b>Effective Date:</b> 14 February 2026

### 3. Stakeholder Engagement Framework

#### 3.1 Identification and Prioritisation of Stakeholders

The Company identifies both internal and external stakeholders, including communities, local stakeholders, vulnerable groups, customers, shareholders, business partners, government agencies, and employees, all of whom are essential to the Company’s sustainable operations.

The Company consults with business units that interact directly with stakeholders to identify and prioritise stakeholder groups. Prioritisation is based on the level of impact stakeholders have on the Company’s business operations, or the extent to which they may be affected by such operations. Stakeholders with significant impact are given priority and engaged more closely

#### 3.2 Stakeholder Engagement Approaches

The Company adopts engagement approaches appropriate to the level of stakeholder importance. High-priority stakeholders are engaged through multiple channels, such as meetings, consultations, in-depth research, and independent surveys.

At the same time, the Company provides accessible communication channels for all stakeholder groups, including telephone, email, letters, and social media platforms. Relevant local stakeholders are consulted, and their feedback is incorporated into the development and improvement of engagement practices to ensure collaboration and representation of diverse perspectives.

The Company also emphasizes equitable access for all stakeholder groups by providing suitable venues and facilities, as well as clear and context-appropriate communication, to support inclusive and effective participation.

#### 3.3 Enhancing Stakeholder Engagement Effectiveness

The Company establishes measures to enhance the effectiveness of stakeholder engagement through transparent, inclusive, and continuous communication. Key stakeholder groups are systematically identified and categorized, and engagement methods are tailored to the nature of each business unit.

	<b>Department:</b> Financial Planning and Analysis Department	<b>Page:</b> 6/7
	<b>Topic:</b> Stakeholder Engagement Policy	<b>Effective Date:</b> 14 February 2026

Stakeholders are encouraged to provide feedback and suggestions, which are considered and integrated into operational improvements and business strategy development. The Company also monitors and evaluates engagement outcomes to continuously improve engagement practices, generate shared value, and support sustainable organizational growth.

### 3.4 Risk Management in Stakeholder Engagement

The Company recognizes that stakeholder engagement may involve certain risks, such as differing viewpoints among stakeholders, feelings of exclusion, lack of information dissemination, power imbalances, stakeholder disruption, and engagement fatigue.

To mitigate these risks, the Company clearly defines and communicates the objectives, scope, and expected outcomes of engagement activities to stakeholders. This approach promotes alignment of perspectives and inclusive participation through interactive communication. The Company also responds promptly to stakeholder concerns and maintains ongoing communication until issues are resolved.

The Company is committed to periodically reviewing its stakeholder engagement processes to strengthen risk prevention measures, implement corrective actions, and continuously enhance engagement practices with a strong focus on sustainable risk management.

### 3.5 Communication Channels

The Company communicates engagement outcomes to stakeholders primarily via email and regularly follows up on resolved matters. Progress updates are communicated through meetings or written correspondence.

Stakeholders who wish to communicate, raise inquiries, or submit complaints may contact:

**Email:** [sustainability@rabbitholdings.co.th](mailto:sustainability@rabbitholdings.co.th)

Stakeholder engagement plans, activities, and outcomes are regularly reported to the Board of Directors.

	<b>Department:</b> Financial Planning and Analysis Department	<b>Page:</b> 7/7
	<b>Topic:</b> Stakeholder Engagement Policy	<b>Effective Date:</b> 14 February 2026

### 3.6 Disclosure of Information

The Company discloses stakeholder engagement information accurately and comprehensively and presents such information in formats that are accessible and understandable to stakeholders. One of the key disclosure channels is the Company's annual Sustainability Report.

- For [www.rabbiholdings.co.th](http://www.rabbiholdings.co.th) only -