



**Policy of the Board of Directors of  
General Environmental Conservation Public Company Limited**

<b>Topic:</b>	Policies and Practices Towards the Stakeholders	
<b>Resolution of the meeting:</b>	Board of Directors No. 10/2013	
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## Policies and Practices Towards the Stakeholders

The company focuses on the rights of all interested individuals of the company and has the policies of treatment towards each interested individual group as follows:

### 1) Shareholders

The company focuses on the company management for growth and stability by using the full knowledge, abilities and experiences as well as makes decision to take any actions honestly, faithfully, carefully and fairness for the most benefits of the whole shareholders. The company has the policies and practices of fair and equal treatment towards the shareholders as follows:

- Perform the duties and operates the business honestly, be responsible towards the shareholders regularly, disclose the data to the shareholders correctly and completely by meeting the standard under the legal framework of the ethics and guideline of good business supervision.
- Exploit own benefits and for the concerned individuals by disclosing any internal information of the company being confidential and/or not being disclosed to the public or outsider, leading to the disadvantages of the company.
- Give respect to the shareholders' rights by reporting the status and operation result of the company as well as the data of information technology to all shareholders equally, regularly, punctually, correctly and completely based on the facts with the reasonable supporting information and meet the requirements of the Stock Exchange of Thailand and the Securities and Exchange Commission.
- The company shall not take any action, which may cause the conflict of benefits.

### 2) Customer

The company realizes the importance of the customer towards the business. Therefore, it seeks for the methods to respond to the customer's demand continuously with the following practices of service towards the customer as follows:

- The company is committed to provide service with good quality and reliability under the standard and safety.
- The company shall adhere to the fair price and honesty of negotiation and conclusion of the contract, sincerity on management of the customer's complaint as well as attempt to solve any possible deficiency from the activity or service in order to maintain the permanent relationship with the customer.
- The company shall keep the confidential information of the customer and not disclose the information of the customer and/or service without consent and exploit other benefits, except for the information being disclosed to outsider according to the relevant laws.

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### 3) Trading partner

The company realizes the equal and fair treatment towards the trading partner based on the fair commercial compensation for both parties and avoids the situation causing the conflict of benefits. The company also prepares the manual regarding the purchase of products and service obviously, observes the commercial terms and agreed contract, does punctual payment as well as give cooperation to the seller of products and service of necessary information. The company has the following policies and practices:

- The company shall do business jointly with the trading partner based on the fair commercial compensation.
- The company shall select the trading partner by observing the rules and practices regarding the purchase and recruitment correctly and transparently.
- The company shall observe the conditions being agreed with the trading partner strictly. If the company could not observe any commercial conditions, the company shall give notice to the trading partner as soon as possible in order to find the solution.

### 4) Competitor

The company operates the business under the rules of independent and fair competition with the practices towards the commercial competitor as follows:

- The company shall observe the rules of good and fair competition.
- The company shall not cause the wrongful news for defamation against the competitor.
- The company shall not seek for the confidential information of the commercial competitor with the fraudulent, dishonest or improper method or in contrary to any law.

### 5) Creditor

The company adheres to the business operation to cause the reliability to the creditor with the following practices towards the creditor as follows:

- The company shall observe the loan conditions based on the agreement and due duties towards the business creditor.
- The company shall manage the financial system to reimburse the loan and interest to the business creditor of all categories fully and punctually and observe the loan conditions based on the agreement.
- The company shall manage the business efficiently and maintain its capability of debt payment at the best. In case of defaulted payment, the company shall observe the conditions of penalty in the rate provided by the creditor and shall find the solution as soon as possible.



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**6) Society**

The company shall adhere to the business operation under the principle of ethics and guideline of good business supervision together with the responsibility towards the society, community and environment according to the policies of social responsibilities of the company by integrating with the vision, mission, strategies and target of the organization, leading to the permanent growth of the business.