INTERLINK COMMUNICATION PUBLIC COMPANY LIMITED
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INTERLINK COMMUNICATION PUBLIC COMPANY LIMITED

Community and Social Development and Engagement Policy and Guidelines

1. Introduction

Interlink Communication Public Company Limited (the "Company") recognises that conducting business alongside community and social development and engagement is an important foundation for sustainable growth. The Company therefore conducts its business with responsibility towards society, the environment, communities and all stakeholder groups, with due regard to human rights principles under the United Nations Guiding Principles on Business and Human Rights (UNGPs), the OECD Guidelines for Multinational Enterprises, and the United Nations Sustainable Development Goals (SDGs).

The Company recognises that its business operations may have direct and indirect impacts on communities and stakeholders. It therefore seeks to prevent, minimise and manage potential impacts, while providing opportunities for transparent, fair and inclusive stakeholder consultation and participation. These efforts are intended to foster positive relationships and trust and create shared value between the business, communities and society, contributing to sustainable growth and development.

2. Objectives

This Policy aims to promote community and social development and engagement by supporting activities and projects that are aligned with the Company's business strategy, with a focus on creating shared value among the Company, communities and stakeholders, while generating benefits in both the short and long term.

The Company focuses on improving community quality of life, supporting education, promoting environmental stewardship, contributing to local economic and social development, and supporting necessary infrastructure, taking into consideration community needs, stakeholder participation and the management of impacts arising from business operations. These efforts are intended to strengthen relationships and trust and support sustainable growth and shared development.

3. Guidelines

The Company focuses on supporting activities that contribute to improving people's quality of life. Such support is provided through various initiatives undertaken by the Interlink Hai Jai Foundation, including:

3.1. The Company supports educational initiatives, including the "Senior Teaches Junior" Project: "Cultivating Knowledge, Sharing Warmth," which aims to support educational opportunities for children and young people across Thailand, as well as teacher development programmes intended to contribute to improving the quality of teaching and learning in schools.

3.2. The Company collaborates with the Interlink Jai Foundation on initiatives that support persons with disabilities. These include collecting used calendars for conversion into Braille books to support the education of persons with visual impairments, as well as the "See Rak" Handmade Elephant Doll Activity, which supports people living with paralysis or physical disabilities by helping to alleviate hand muscle stiffness.

3.3. The Company supports initiatives related to health and environmental stewardship. Examples include the "Safe Food for Healthy Living" project, through which proceeds are contributed to support the Foundation's initiatives, and tree-planting activities aimed at restoring forest areas for communities, contributing to climate change mitigation and a healthier environment.

3.4. The Company supports social activities that contribute to constructive relationships with local communities. These include traditional community activities, such as Kathin merit-making ceremonies, and assistance for communities affected by flooding, where appropriate. Such activities are intended to support community relationships and strengthen the Company's role as a responsible member of society.

3.5. The Company supports activities that contribute to relationships with local communities, including the "Taphan Hin Walking Street" project, which supports the development and promotion of local products and community identity. The Company also supports the distribution and promotion of OTOP products as a means of contributing to local income generation.

3.6. The Company supports initiatives for children and young people, including the "Seeds of Social Good" Project, which provides a platform for young people to develop environmental innovations and enhance their environmental skills and creativity. The Company also supports agricultural activities in schools.

3.7. The Company supports initiatives that promote opportunities for women and young people and contribute to social equality, including participation in activities supporting women organised by Zonta Club of Bangkok.

4. Monitoring, Evaluation and Continuous Improvement

The Company will continuously monitor and evaluate the implementation of its projects, taking into consideration the outcomes, impacts, and effectiveness of its activities. The Company will also establish appropriate Key Performance Indicators (KPIs) to monitor progress and support continuous improvement, with the aim of generating sustainable benefits for communities.

In addition, the Company provides directors, executives, employees, and business partners with regular opportunities for knowledge development and training on human rights, business ethics, and community engagement, in order to promote understanding of and effective implementation of this Policy.

The Company will listen to comments, suggestions, and complaints from communities and stakeholders and use such feedback to improve its approaches and develop projects that appropriately respond to community needs in a transparent manner and contribute to mutually beneficial outcomes over the long term.

5. Grievance Mechanism and Remediation

The Company maintains a formal grievance mechanism covering human rights matters, impacts on communities, and matters related to its business operations. The mechanism provides communities and stakeholders with accessible channels to raise complaints, suggestions, or concerns in a transparent and fair manner. The Company will maintain the confidentiality of complainants who raise concerns in good faith.

The Company has established processes for reviewing, monitoring, and appropriately addressing grievances, and will communicate the outcomes of the process to relevant parties, as appropriate. Where the Company identifies that its business operations have caused or contributed to adverse impacts, the Company will take appropriate measures to address, mitigate, and provide remediation for such impacts in a fair manner, in accordance with applicable laws and relevant international standards. The Company will also use the outcomes and lessons learned from the process to improve its operations and prevent recurrence.

6. Reporting and Disclosure

The Company is committed to transparently disclosing information on its community and social engagement through appropriate communication channels, such as its annual report, the Company's website, and public information-sharing activities. These disclosures are intended to enable stakeholders and the public to continuously follow the Company's performance in community and social engagement.

This Policy and Guidelines supersedes the Community and Social Development and Engagement Policy and Guidelines dated 28 February 2023 (B.E. 2566). The revised Policy and Guidelines were reviewed and approved at the Company's Board of Directors Meeting No. 5/2026 on 11 August 2026 and shall be effective from 12 August 2026.

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Chairman of the Board of Directors