

STAKEHOLDER ENGAGEMENT

The REIT Manager, in collaboration with WHA Group, has developed a plan or framework for stakeholder involvement that encompasses the operations of the Trust as a whole. The objective is to manage the expectations of stakeholders and analyze and prioritize stakeholder groups to determine the impact of each stakeholder group on the Trust's projects or operations from various perspectives, the process of managing stakeholder involvement will help alleviate negative impacts and be effective in addressing issues such as environmental impact, well-being, and the health and safety of stakeholders. It also helps to promote positive aspects and maximize benefits. Additionally, it helps to build confidence among all stakeholder groups in the value chain.

MANAGEMENT APPROACH

1. Managing stakeholder groups is crucial in reducing negative impacts and generating positive outcomes for the benefit of society and the business operations. Therefore, The REIT Manager and WHA Group have developed a stakeholder management framework for the entire organization. The objective is to effectively manage the expectations of each stakeholder group. The framework includes establishing appropriate relationships with each stakeholder group and ensuring that operational activities rotate within each of the business hubs comprehensively.
2. Analyzing and prioritizing stakeholder groups to identify the aspects in which each group has an impact on projects or operations, the framework for managing stakeholder engagement includes the following:
 - Gathering both direct and indirect stakeholder groups to classify and prioritize the key stakeholders is important. Guidelines for stakeholder prioritization consider two primary factors: impact and dependence. These factors are used to determine the importance and ranking of stakeholders who have significant relevance.
 - Plan and define strategies for engaging with stakeholders that are suitable for the identity of each group. This can involve activities such as meetings, survey design, communication through letters, conducting interviews during visits, and more. After that, assign responsible individuals and determine appropriate timeframes. Additionally, provide guidance on managing other risks that may occur during stakeholder engagement activities, such as addressing protests or unfavorable environmental conditions like rain or flooding, in order to keep the WHA Group informed of stakeholder expectations and concerns regarding business management.
 - Analysis: Evaluate and analyze the issues that stakeholders are concerned about, including concerns, risks, and opportunities, based on the principles of risk management that assess impacts and opportunities. This helps identify the necessary actions and prepare appropriate response processes.
 - Manage: Monitor and implement actions according to the stakeholder engagement processes. This involves maintaining communication with all stakeholder groups, as well as responding to issues and addressing various problems following the complaint handling procedures.
 - Review and Improve: Evaluate the performance and effectiveness of stakeholder engagement activities by presenting them to the Board of Director for review at least yearly. Additionally, provide communication and public relations materials to inform stakeholders of Trust about the progress and development, ensuring their confidence through the Trust website.

In addition to that, WHA Group also convenes monthly meetings with the Corporate Social Responsibility (CSR) Committee, comprising high level executives of the organization and relevant stakeholders. These meetings take place once a month and aim to present suggestions, complaints, and various issues related to the community. The purpose is to collectively find solutions and prevent recurring incidents, ensuring the organization's sustainable coexistence with the community.

The REIT manager and the WHA Group have established a complaint handling process for all stakeholders, both internal and external to the organization. This process aims to identify problems and implement effective measures to address the concerns and complaints raised by stakeholders. Additionally, employees or external stakeholders are encouraged to report issues, provide suggestions, or file complaints. to the designated department within the WHA Group. An internal audit team will then investigate and address the reported complaints, providing regular reports to the board of directors. This allows for the identification of problems, evaluation, resolution, and the development of strategies to meet the expectations and address the complaints of stakeholders in an efficient manner.

WHISTLEBLOWING CHANNEL

CHANNELS FOR EMPLOYEES

Website: www.wha-group.com/en/corporate-governance/corporate-governance?form=whistle_blowing

Email

To:

- CEO of WHA Group
ceo_office@wha-group.com or
- Audit Committee
auditcommittee@wha-group.com

Comment box

HR department

CHANNELS FOR EXTERNAL STAKEHOLDERS

Website: www.wha-group.com/en/corporate-governance/corporate-governance

Email

To:

- CEO of WHA Group
Ceo_office@wha-group.com or
- Audit Committee
auditcommittee@wha-group.com

Contact through REIT Manager

Website: www.whareit.com/en/sustainability/whistleblowing

In 2023, the REIT Manager determine and prioritized nine key stakeholders that are equally important including, Employee, Trust Unitholder/Investor, Property Manager, Customer, Supplier/Creditor, Government/Regulator, Community and Financial Institution

THE PROCESS OF AUDITING STAKEHOLDER ENGAGEMENT

- The opinions, expectations, and concerns of stakeholders are obtained through various forms of stakeholder engagement and communication channels that the WHA Group has established.
- Reporting concerns received through stakeholder engagement channels to the relevant department heads within the WHA Group and the sustainable development committee, which includes managers and responsible personnel from related departments. This is done to ensure that effective and appropriate strategies are developed and implemented to address stakeholder expectations and concerns.
- Reporting the results of stakeholder engagement processes to the management is important for making informed decisions on business expansion and setting future directions for stakeholder engagement.

RESULTS FROM STAKEHOLDER ENGAGEMENT

STAKEHOLDER	ENGAGEMENT APPROACH	STAKEHOLDERS' EXPECTATION	PERFORMANCE SUMMARY
Employee	<ul style="list-style-type: none"> • Various all-time communication channels (email, supervisor, intranet etc.) • Annual Town Hall with CEO • Quarterly Meeting with management team • Annual employee satisfaction and engagement survey • Suggestion box • Whistle blowing channel • Monthly management meeting • Organizing operational workshops to gather feedback on sustainability issues from all stakeholders 	<ul style="list-style-type: none"> • WHA Group outlook • Business trends and updates • Update on news and knowledge sharing • Training and career development program • Work environment • Compensation, welfare, and benefits • Management of occupational health and safety • Business continuity plan • Progress in career path • Receiving equal treatment without discrimination • Flexible working 	<ul style="list-style-type: none"> • Update the performance and business outlook • Share business trends and updates via WHA's communication channels • Communicate and share updated situations and useful information • Developing and enhancing employee training programs for both general skills and specific expertise, catering to both new and existing staff • Communicate on corporate values and strategy • Regularly review and improve employees' compensation and benefits • Promote good occupational health and safety culture • Report business performance and business direction • Conduct business continuity plan rehearsals to ensure practices and requirements are strictly and effectively • Establishing a Nomination Remuneration and Compensation Committee (NRC) to oversee the appointment of executive-level employees based on qualifications, skills, and abilities, without any restrictions or discrimination based on gender, age, skin color, race, nationality, or cultural background

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			<ul style="list-style-type: none"> Assigning tasks to individuals who possess suitable qualifications and capabilities
Customer/ Tenant	<ul style="list-style-type: none"> Contact the REIT manager / property manager Roadshow/ marketing events/ webinar Quarterly business meeting/ video conference Annual customer satisfaction survey Quarterly customer clubs Quarterly WHA Connect magazines Various all time communication channels i.e. telephone, email etc. Visiting companies, including touring industrial estates online via a virtual 360° tour system Whistle blowing channel Site visiting and annual property appraisal 	<ul style="list-style-type: none"> Product and service inquiry Quality of after sale services Environment management compliance and standards Risk and crisis management Effective waste management practices Presenting innovative and environmentally responsive products that address environmental challenges. Avoiding environmental issues with neighboring communities Ensuring good corporate governance and business ethics to promote a positive image for customers 	<p>Coordinate with the property manager to work together as follows:</p> <ul style="list-style-type: none"> Provide product and service information on website and other media of Trust and Property Manager Provide prompt response to customers' inquiries Establish effective customer relationship management. Continuously improve customer relationship management from customer's comments / suggestions Strictly comply with related laws and regulations and apply international environmental management standards where possible. Conduct risk and crisis assessment and implement appropriate mitigation actions. Inform customers of relevant risks and crisis management plans and measures Utilizing new technologies and innovations for environmental management Planning energy usage and implementing energy storage for future use Reducing the quantity of materials used and waste

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			<p>generated in production processes</p> <ul style="list-style-type: none"> Having environmental management standards (ISO 14001) that do not impact the environment and communities
Supplier	<ul style="list-style-type: none"> Communication through online media/ email/ telephone Contact the property manager/ the REIT manager Whistle blowing channel 	<ul style="list-style-type: none"> Transparency in procurement process Business opportunities and collaboration Compliance with WHA Group's standard On-time payment and following the contract agreement Environment, social and governance management Material quality and its environmental impacts Labor conditions (i.e. human rights) 	<p>Coordinate with the property manager to work together as follows:</p> <ul style="list-style-type: none"> Developed procurement policy and procedure Conduct Suppliers-meet Customers day Communicate procurement policy Conduct supplier assessment and provide feedback/ corrective action plans to guide suppliers for improvement Follow the contract agreement Disclose information according to the agreed condition Communicate concerns related to environment, social and governance criteria Evaluate supplier criteria to ensure that environmental, social and governance concerns are limited Ensure environmental management compliance are strictly followed Develop screening process to ensure that it complies with the Supplier Code of Conduct Assess human rights risks and Ensure there is no violations of

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			<p>labor conditions or human rights issues</p> <ul style="list-style-type: none"> Supporting the Building Social Impact Initiatives (BSI) committee to foster positive societal outcomes, aiming to create a safe environment, access to health and education benefits, and protection for children and families residing in construction worker camps.
Financial Institution	<ul style="list-style-type: none"> Communication via electronic communication channel/ Email/ telephone Contact via the REIT manager Annual greetings Roadshow Opportunity day 	<ul style="list-style-type: none"> Business performance and outlook Compliance with the law Business transparency Changes in business management and business risks Sustainability performance Green initiative Continuous business operations 	<ul style="list-style-type: none"> Improve and keep business competitiveness and business directions up-to-date Ensure good corporate governance Strictly comply with Disclosure Policy Notify significant updates or changes in a timely manner Manage sustainability material topics Promote innovation and sustainability initiatives Implementing Business Continuity Planning (BCP) to ensure preparedness for crises
Trust Unitholder	<ul style="list-style-type: none"> Trust Unitholder Meeting 56-REIT/Annual Report Roadshow Opportunity Day Contact with Investor Relations Email: whart@wha-rem.co.th Website: www.whareit.com 	<ul style="list-style-type: none"> Business performance, such as returns, benefits and profits Business transparency Changes in business management and business risks on sustainability performance Sustainable growth and expansion of the business with safe working systems and standards in place, ensuring continuous management to 	<ul style="list-style-type: none"> Improve business competitiveness and business directions to be up-to-date Ensure good corporate governance Establishing processes for identifying, assessing, and controlling operational risks, capital risks, and profit risks of the company, both existing and emerging risks. And developing emergency response plans and

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		<p>operate the business without interruptions.</p> <ul style="list-style-type: none"> • Effective risk management in response to rapid changes in global climate conditions. • Equal treatment and practices among Trust Unitholders 	<p>procedures to ensure business continuity in the event of unforeseen circumstances.</p> <ul style="list-style-type: none"> • Conduct enterprise risk management and establish short and long-term plan • Provide information on flooding risk prevention • Manage sustainability material topics • Ensure environment and social compliance • Promote innovation and sustainability initiatives • Manage and meet the needs of stakeholders equally, without any discrimination
Trustee	<ul style="list-style-type: none"> • Virtual meeting / Email / Telephone • Contact the REIT manager 	<ul style="list-style-type: none"> • The Trust is managed by the REIT Manager in compliance with the Trust Deed and applicable laws • To prevent severe damage to the benefit of the Trust or Trust unitholders 	<ul style="list-style-type: none"> • Operating in compliance with trust deed and related laws • Good corporate governance • Risk management
Property Managers	<ul style="list-style-type: none"> • Virtual meeting/ Physical meeting / Email / Telephone/ • Contact the REIT manager 	<ul style="list-style-type: none"> • Fair trade • Cooperation for business growth 	<ul style="list-style-type: none"> • Equal treatment to employee of the property managers • Operating in compliance with property management agreement and trade term and conditions • Operating with business ethics • Knowledge sharing and supporting to build collaboration process
Community	<ul style="list-style-type: none"> • Communication through Property Manager <ul style="list-style-type: none"> • Public hearing and meeting • Community activities • Community engagement survey • Local community representatives 	<ul style="list-style-type: none"> • Business operations impacts the livelihoods of people in communities (such as traffic congestion problems, security issues, water scarcity, air pollution, wastewater, and waste management etc.) • Environmental management performance 	<p>Coordinate with the property manager to work together as follows</p> <ul style="list-style-type: none"> • Conduct regular community feedback survey to ensure there is no impact on local community • Implement mitigating actions where business operation activities affect community's well-being (i.e. use of smart traffic

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	<ul style="list-style-type: none"> • Site visits • Whistle blowing channel 	<ul style="list-style-type: none"> • Developing communities and promoting community activities (such as education promotion, health promotion, and community enterprise promotion) • Community engagement • Ensuring that business operations do not impact the geographical conditions of communities and their way of life 	<p>management to improve traffic problem)</p> <ul style="list-style-type: none"> • Involve surrounding communities in crisis management and emergency drill • Ensure compliance with environmental related laws and standards • Regularly implement community development project (e.g., as collaborating with educational institutions to develop youth skills aligned with labor market demands and promoting health and medical equipment support to local hospitals and healthcare facilities) • Share WHA Group's expertise with local communities • Provide effective and prompt response to community complaints • Conduct community meeting to understand communities' needs and suggestions • Conduct public consultations and report on the results of Environmental Impact Assessments (EIA) to gather feedback and develop preventive and control measures. • Support the local economy by fostering community engagement and preserving cultural traditions and customs (e.g., promoting community products through WHA Pan Gan project).

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Government/ Regulator	<ul style="list-style-type: none"> • Communication through the Property Manager <ul style="list-style-type: none"> • Meeting on occasion • Communication channels (i.e. telephone, email and Line application) • Contact through the REIT Manager <ul style="list-style-type: none"> • Communication channels (i.e. telephone, email and Line application) 	<ul style="list-style-type: none"> • Conducting business in compliance with laws and regulations • Stakeholder impact management • Corporate governance and transparency • Conducting business with integrity, awareness, and implementation by all employees at all levels of the organization • Serving as a role model organization for other organizations • Conducting business without creating negative environmental impacts 	<ul style="list-style-type: none"> • Strictly comply with relevant laws and regulations • Managing the needs of stakeholders, including ensuring ethical business practices, in order to instill confidence in stakeholders. • Corporate governance and transparency Ensure good corporate governance and implementation of business code of conduct • Environmental, Social, and Governance (ESG) risk management • Emphasizing long-term financial planning and organizational flexibility