



# Stakeholder Engagement Guideline

Sustainable Development Office

Delta Electronics (Thailand) Public Company Limited

Manufacturing and exporting of power supplies and other

Electronic Equipments and Components

Company registration number 0107537002559

Headquarter

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# Forewords

Delta's substance "Sustainable Development", entails the involvement of large variety of interest groups. Through daily business process, feedback from related public disclosure, various communication channels, trade events and partnership with leading institute; our stakeholders' voices help us realized the material issues in extended view.

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## 1. Purpose

Delta Thailand and its subsidiaries (hereafter “Delta” or “the company”) realizes that stakeholder’s explicit expectation, interest and concerns is crucial for our sustainable growth. The company values our stakeholder’s opinion as significant component to learn from their insights into emerging trends and innovations, as well as the risks and opportunities for our business.

## 2. Objectives

In this guideline, Delta adopts the [AA1000 Stakeholders Engagement Standard](#) (AA1000SES) to boost up our stakeholders participation. The key objectives of this guideline include:

1. To help Delta personnel to design proper activities, channels, approaches and tools to get stakeholders’ explicit and material opinion for inclusivity.
2. To provide guidance of stakeholder’s material comments screening for effective ESG activity and performance development.
3. To incorporate engagement outcome into key strategic decision-making and thus responsively contributing to stakeholder’s expectation fulfillment while achieving the triple bottom lines.
4. To maintain Delta’s participation in Sustainable Development Goal 16.7, 17.6 and 17.7 which create mutual benefit to society and environment.

## 3. Scope

This stakeholder engagement guideline has communicated and adopted by all personnel of Delta Electronics (Thailand) Public Company Limited and its subsidiaries as stated at <https://www.deltathailand.com/en/investment-structure>.

## 4. Commitment

To continue creation added value, reduce negative impact and retain positive performance; Delta commit to engage its stakeholders by following AA1000SES principles as following:

1. **Inclusivity:** Delta will enhance its stakeholder’s participation in developing and achieving an accountable and strategic response to sustainability. The company will accepts its accountability to those on whom it has an impact and who have an impact on it.
2. **Materiality:** Relevance and significance of an issue to an organization and its stakeholders will influence Delta’s decisions, actions and performance of an organization or its stakeholders.
3. **Responsiveness:** Delta will response to stakeholder issues that affect its sustainability performance, and is realized through decisions, actions and performance, as well as communication with stakeholders.

## 5. Authority and Responsibility

Sustainable Development Committee consists of four key members to delegate sustainable development to respective managers, develop and review strategic sustainable development plans, monitor and continuously improve CSR-in-process, response to stakeholder’s material expectation and ESG-related initiatives and annually and/or any time that is necessary to present a detailed report to the Board of Director.

Though all Delta’s executive-level position has responsible for economic, environmental, and social topics up to nature of their functions, Sustainable Development (SD) Office had founded to connect smarter and greener values chain

across related functions. In addition, Sustainable Development Office plays its roles to translate stakeholder's expectation, concern and interest in to Delta's actions with

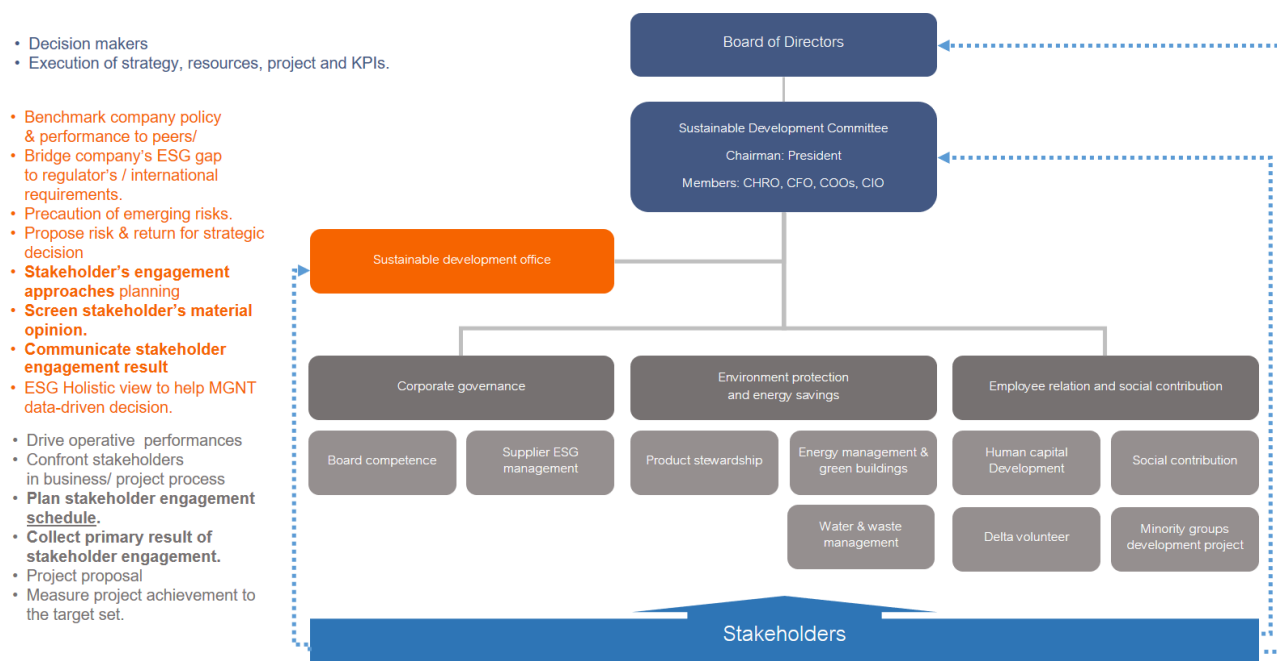


Figure 1: Roles and Responsibilities of Sustainable Development Committee

6. Procedure

In addition to timely hearing activity, Delta Thailand has adopted ISO 26000 and AA1000APS 2018 principle to communicate with both direct stakeholders who have a visible role in the organization and entities that use the service or are impacted by it; and indirect stakeholders interested in Delta's performance.

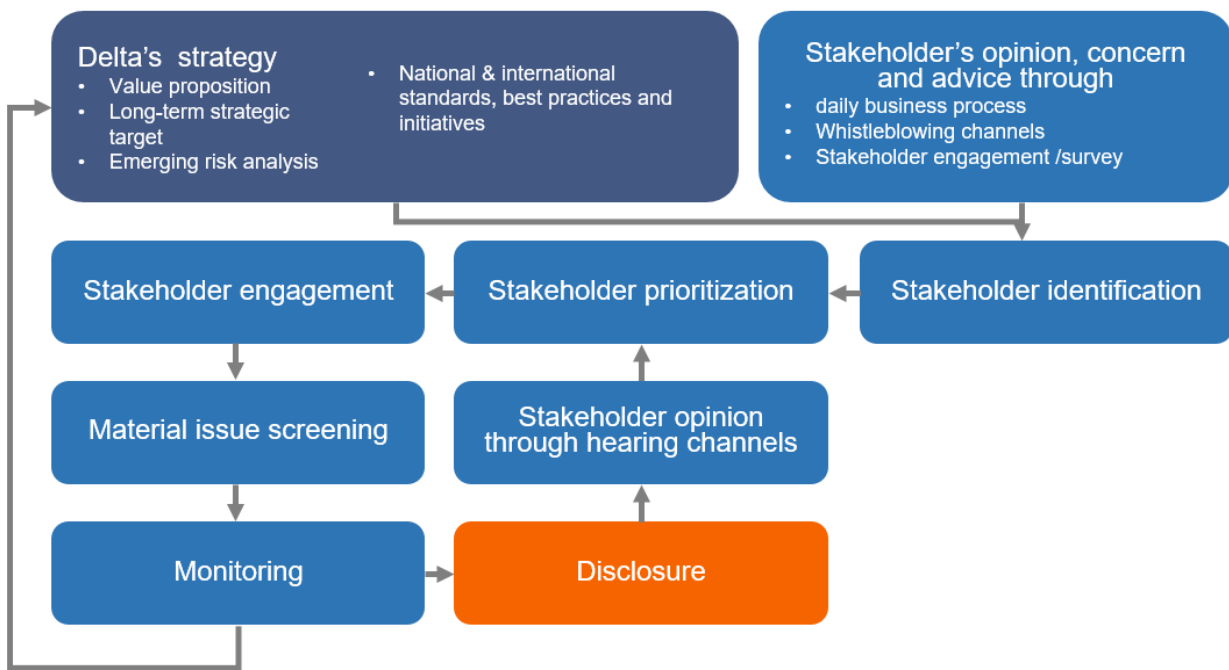


Figure 2: Procedure of Delta's stakeholder engagement

## 6.1 Stakeholder Identification

The stakeholders' expectation identified with systematic materiality analysis, so that we can take the necessary responsive action and enrich the content of our information disclosures. Furthermore, any stakeholder's highlights raised in "Other important area" portion of the on-line questionnaire had reported to the management and Sustainability Development Committee to seek for any further action as well. According to Delta founded mission "To provide innovative, clean and energy-efficient solutions for better tomorrow", we realize related stakeholders in our value chain as following.

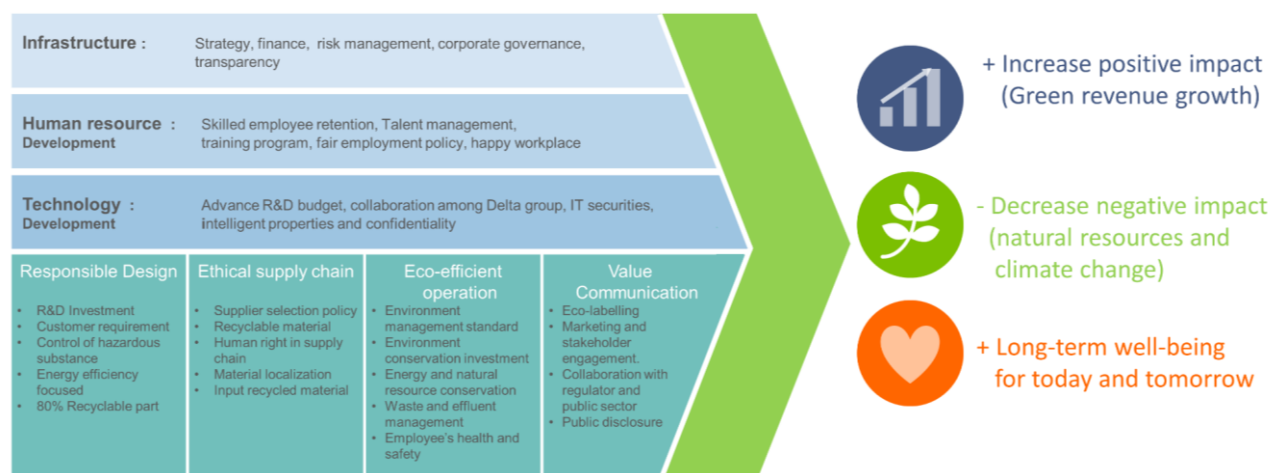


Figure 3: Delta Thailand Group's value chain

## 6.2 Stakeholder Prioritization

### 6.2.1) Consider emerging risk

Since embarking on its ongoing sustainability journey, Delta Electronics (Thailand) relentlessly exploit emerging trends and impacts. To counter emerging risks, we take mitigating actions and create proactive strategies to bolster our company's long-term (impact over 3 years) resilience. We seek to manage risks through informed decision making, foresight and agility and to forge a business that will response to stakeholder's expectation while minimize related potential impact far into the future. In long-term Delta focus on 4 emerging risks as followings

Emerging Risk	Raised issue	Delta material issue	Potential impact - Negative   + Positive   ? Unknown	Related stakeholders
Rapid urbanization and Climate change	<ul style="list-style-type: none"> <li>• Demand ramp up</li> <li>• Material (+manufacturing factor) shortage</li> <li>• Air pollution and emerging diseases</li> </ul>	<ul style="list-style-type: none"> <li>• Eco-efficient operation</li> <li>• Economic performance</li> <li>• Innovation management</li> <li>• Supply Chain management</li> <li>• Norm of Transparency</li> <li>• Occupational Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>+ Demand ramp-up in energy-efficient and clean energy products and solutions.</li> <li>- Increase in local electricity intensity</li> <li>- Increase in fossil fuel used to generate electricity</li> <li>- Higher production cost</li> <li>- Natural resource scramble</li> <li>- Flood way blockage</li> <li>- Customer's higher expectation on ESG-related information</li> <li>? Difference of governmental policies to face</li> <li>? Difference in supply and demand behavior</li> <li>- Operation lost time</li> <li>- Employee health and safety</li> <li>- Higher social security cost</li> </ul>	<ul style="list-style-type: none"> <li>• Employee</li> <li>• Customer</li> <li>• Suppliers</li> <li>• Community</li> <li>• Public &amp; Society</li> <li>• Regulator</li> <li>• Investor/ shareholders</li> <li>• NGOs</li> <li>• Media</li> </ul>



Emerging Risk	Raised issue	Delta material issue	Potential impact - Negative   + Positive   ? Unknown	Related stakeholders
Shift in global economic power	<ul style="list-style-type: none"> <li>Public policy change</li> <li>Fluctuated exchange rate in subsidiary sites</li> <li>Trade war impact on operation, supply chain and customer finance performance</li> <li>Tax</li> <li>Corruption</li> </ul>	<ul style="list-style-type: none"> <li>Supply chain management</li> <li>Economic performance</li> <li>Norm of transparency</li> </ul>	<ul style="list-style-type: none"> <li>? High competition of supply chain in emerging market</li> <li>- Raw material scarcity</li> <li>- Intellectual information and confidentiality break-in effort</li> <li>? Difference of governmental policies to face</li> <li>? Difference in supply and demand behavior</li> <li>? More queries on ESG question from new investors in emerging market</li> </ul>	<ul style="list-style-type: none"> <li>Employee</li> <li>Customer</li> <li>Suppliers</li> <li>Community</li> <li>Public &amp; Society</li> <li>Regulator</li> <li>Investor/ shareholders</li> <li>Creditor</li> <li>Media</li> <li>NGOs</li> </ul>
Demographic and social change	<ul style="list-style-type: none"> <li>Labor welfare at subsidiary plants in India</li> </ul>	<ul style="list-style-type: none"> <li>Eco-efficient operation</li> <li>Innovation management</li> </ul>	<ul style="list-style-type: none"> <li>- Skilled labor force shortage due to aging population and new industries flourishing (e.g. AI and programming)</li> <li>? Faster turnover of product life cycle.</li> <li>+ Higher expectation / requirements on responsible product &amp; services esp. in ESG aspect.</li> </ul>	<ul style="list-style-type: none"> <li>Employee</li> <li>Customer</li> <li>Suppliers</li> <li>Community</li> <li>Public &amp; Society</li> <li>Investor/ shareholders</li> </ul>
Technological breakthroughs		<ul style="list-style-type: none"> <li>Eco-efficient operation</li> <li>Innovation maintaining</li> <li>Supply chain management</li> </ul>	<ul style="list-style-type: none"> <li>- IoT application to home appliances/ devices</li> <li>- Adoption of Industry 4.0</li> <li>- Information security : Hacking frequency increases</li> <li>+ Higher power and capacity demand for datacenters</li> <li>+ Higher expectation / requirements on responsible product &amp; services esp. in ESG aspect.</li> <li>? Faster turnover of product life cycle.</li> </ul>	<ul style="list-style-type: none"> <li>Employee</li> <li>Customer</li> <li>Suppliers</li> <li>Community</li> <li>Public &amp; Society</li> <li>Regulator</li> <li>Investor/ shareholders</li> <li>Media</li> </ul>

### 6.2.2) Consider stakeholder's influence and impact

Based on 2018 Financial Statement stakeholder's influence and impact score had executed based on their potential to affect Delta's **Sustainability Capital** including reputation, financial performance, business Growth

Assigned that :

- The minimum influence/impacted sustainability capital is 0 THB
- The maximum influence /impacted sustainability capital is 400 Million Thai Baht (approximate 1% of 43,607 Million Thai Baht of Delta's Thailand's revenue.)
- Decided number of class is 5

When  $(400-0)/5$  the range of each class is 80. The interval of the scores had classified into 5 classes as following:

**Table 1: Score interval for stakeholder's influence and impact consideration**

Score	Level of influence/ impact	Sustainability capital influence/ impact potential (Million Thai Baht)
5	Very High	320 – 400 and over
4	High	240 - 320
3	Moderate	160 - 240
2	Low	80-160



1	Very Low	0 – 80
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Result of recent stakeholder engagement prioritization demonstrates various degrees of both direct and indirect stakeholder's influence on Delta Sustainability and the potential of being impacted by Delta ESG-related decision.

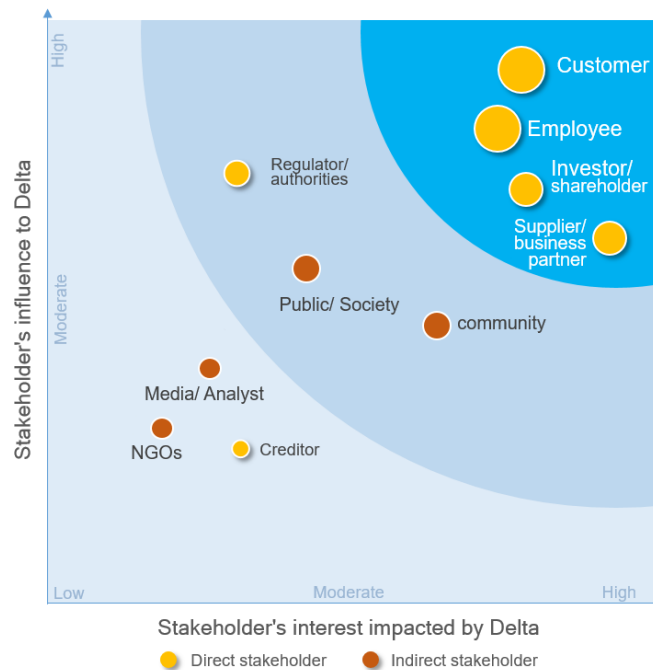


Figure 4 Delta's stakeholder prioritization matrix

### 6.3 Stakeholder Engagement Planning

Delta plan appropriate approaches with exact frequency to ensure stakeholder inclusiveness. While local and English language online platforms help the company to realize more explicit expectation, concern and interest from our stakeholders; offline communication channels are strongly established to eliminate digital divide while enriching related parties relationship.

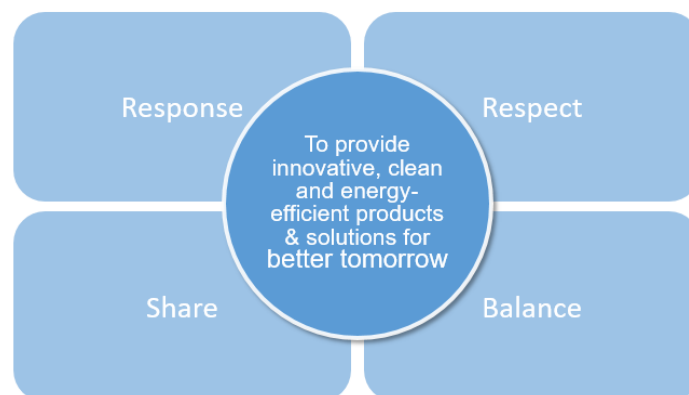


Figure 5: Sustainability approaches for designing stakeholder engagement

To ensure all the stakeholder rights protection, Delta's personnel has responsibility to study Code of Conduct, Corporate governance policy, Human rights policy, Information Security policy and Whistleblowing policy. In addition, Delta's personnel are recommended to study the company's [privacy policy](#) and Unicef's guidance on Children's right, [Children are Everyone's Business](#), to perform their under-aged stakeholder engagement.

**Table 2: Summary of stakeholder engagement approaches with frequency**

Stakeholders	Communication approaches	Type		Interval frequency							
		One-way	interactive	Timely	Daily	Weekly	Monthly	Bi-monthly	Quarterly	Annually	Biannually
1. Customer	<b>Direct Stakeholders</b>										
	<b>Offline:</b>										
	- Direct feedback via sales channel		✓	✓							
	- On-site discussion, audit		✓	✓							
	- CRM System in Front Office	✓	✓	✓							
	- Roadshow, Marketing events		✓						✓		
	- Random interview		✓							✓	
	- Telephone number +662 709 2800		✓	✓							
	<b>Online:</b>										
	- Annual report	✓		✓						✓	
	- Sustainable Development Report	✓	✓	✓						✓	
	- Corporate governance Report	✓		✓						✓	
	- Greenhouse gas inventory report	✓		✓						✓	
	- Public ESG policies availability	✓		✓					✓	✓	
	- Customer's satisfaction survey questionnaire	✓								✓	
	- News letters	✓					✓				
	- Website: <a href="http://www.deltathailand.com">www.deltathailand.com</a>		✓		✓						
	- Facebook: <a href="https://www.facebook.com/DeltaElectronicsTH">DeltaElectronicsTH</a>		✓		✓						
	- Youtube: <a href="https://goo.gl/9dnYix">https://goo.gl/9dnYix</a>		✓			✓					
	- Online magazine <a href="https://360.deltathailand.com/">https://360.deltathailand.com/</a>		✓					✓			
	- LinkedIn: <a href="https://www.linkedin.com/company/deltaelectronicsthailand/">deltaelectronicsthailand/</a>		✓			✓					
	- Instagram: <a href="https://www.instagram.com/delta.360sea/">https://www.instagram.com/delta.360sea/</a>		✓			✓					
	- e-mail :										
	<a href="mailto:product_inquiry@deltathailand.com">product_inquiry@deltathailand.com</a>		✓	✓							
	<a href="mailto:det.marketing@deltathailand.com">det.marketing@deltathailand.com</a>		✓	✓							
	<a href="mailto:info@deltathailand.com">info@deltathailand.com</a>		✓	✓							
	<a href="mailto:whistleblow@deltathailand.com">whistleblow@deltathailand.com</a>		✓	✓							
2. Employees	<b>Offline:</b>										
	- Labor Union, Welfare, OHSMR meeting		✓				✓				
	- Delta Thailand's intranet	✓		✓							
	- Voice announcement	✓		✓							
	- CSR activities		✓				✓				
	- CSR bulletin board	✓		✓							
	- SD digital panels	✓						✓			
	- Orientation and career development training		✓						✓		
	- Employee satisfaction survey		✓								✓
	- Suggestion boxes	✓		✓			✓				
	- Stakeholder engagement questionnaire	✓								✓	
	- Random Interview		✓								
	- P.O. box 50 Bangpoo	✓		✓							
	- Free intranet phone numbers	<input type="checkbox"/>	✓	<input type="checkbox"/>							
	<b>Online:</b>										
	- Annual report	✓		✓						✓	
	- Sustainable Development Report		✓	✓						✓	
	- Greenhouse gas inventory report	✓		✓						✓	
	- Public ESG policies availability	✓		✓					✓	✓	
	- Circulation mail/ announcement	✓		✓							
	- Intranet: <a href="http://thbpo-oa-service.delta.corp">http://thbpo-oa-service.delta.corp</a>	✓			✓						
	- Website: <a href="http://www.deltathailand.com">www.deltathailand.com</a>	✓			✓						
	- Facebook: <a href="https://www.facebook.com/DeltaElectronicsTH">DeltaElectronicsTH</a>		✓		✓						
	- Youtube: <a href="https://goo.gl/9dnYix">https://goo.gl/9dnYix</a>		✓				✓				
	- Online magazine <a href="https://360.deltathailand.com/">https://360.deltathailand.com/</a>	✓					✓				
	- LinkedIn: <a href="https://www.linkedin.com/company/deltaelectronicsthailand/">deltaelectronicsthailand/</a>		✓			✓					
	- Instagram: <a href="https://www.instagram.com/delta.360sea/">https://www.instagram.com/delta.360sea/</a>		✓			✓					
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	<a href="mailto:det.sd@deltathailand.com">det.sd@deltathailand.com</a>		✓	✓							
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	<a href="mailto:ohs@deltathailand.com">ohs@deltathailand.com</a>		✓	✓							
	<a href="mailto:360@deltathailand.com">360@deltathailand.com</a>		✓	✓							

Stakeholders	Communication approaches	Type		Interval frequency								
		One-way	interactive	Timely	Daily	Weekly	Monthly	Bi-monthly	Quarterly	Annually	Biannually	
3. Investor & shareholders	Offline:											
	- Press release/ Opportunity day	✓		✓								
	- Annual General Meeting	✓		✓								
	- Stakeholder engagement questionnaire		✓				✓					
	- Investor relation department		✓						✓			
	- Random Interview		✓									
	- P.O. box 50 Bangpoo	✓		✓								
	- Telephone number +66 2709 2800	✓	✓	✓								
	Online:											
	- Annual report	✓		✓							✓	
	- Sustainable Development Report		✓	✓							✓	
	- Corporate governance report	✓		✓							✓	
	- Public ESG policy availability	✓		✓					✓		✓	
	- Public financial statement	✓		✓					✓			
	- Public major shareholder report	✓		✓							✓	
	- Public dividend information report	✓		✓							✓	
	- Public live stock price platform	✓		✓							✓	
	- Greenhouse gas inventory report	✓		✓							✓	
	- Website: <a href="http://www.deltathailand.com">www.deltathailand.com</a>	✓				✓						
	- Facebook: <a href="https://www.facebook.com/DeltaElectronicsTH">DeltaElectronicsTH</a>		✓			✓						
	- Youtube: <a href="https://goo.gl/9dnYix">https://goo.gl/9dnYix</a>		✓					✓				
	- Linkedin: <a href="https://www.linkedin.com/company/deltaelectronicsthailand/">deltaelectronicsthailand/</a>		✓				✓					
	- e-mail											
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	<a href="mailto:info@deltathailand.com">info@deltathailand.com</a>		✓	✓								
	<a href="mailto:det.sd@deltathailand.com">det.sd@deltathailand.com</a>		✓	✓								
	<a href="mailto:whistleblow@deltathailand.com">whistleblow@deltathailand.com</a>		✓	✓								
4. Suppliers & business partner	Offline:											
	- Validation of specific contact windows	✓		✓								
	- Regular and irregular meeting.	✓		✓								
	- Metal Origins and Declaration of Conflict Metal Free	✓									✓	
	- RBA Validation Audit	✓	✓								✓	
	- Environment-Related Substances Management Measure	✓		✓		✓						
	- Signatory supplier code of conduct	✓		✓								
	- ESG inclusive agreement	✓		✓								
	- Signatory supplier code of conduct	✓		✓								
	- Daily business process.		✓				✓					
	- Supplier survey questionnaire.		✓						✓			
	- RBA Validation Audit	✓									✓	
	- Random Interview		✓									
	- P.O. box 50 Bangpoo	✓		✓								
	- Telephone number +66 2709 2800	✓	✓	✓								
	Online:											
	- Supplier management measurement	✓		✓								
	- Supplier code of conduct	✓		✓								
	- Integrity undertaking agreement	✓		✓								
	- Annual report	✓		✓							✓	
	- Sustainable Development Report	✓	✓	✓							✓	
	- Corporate governance Report	✓		✓							✓	
	- Greenhouse gas inventory report	✓		✓							✓	
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<a href="mailto:whistleblow@deltathailand.com">whistleblow@deltathailand.com</a>		✓	✓									

Stakeholders	Communication approaches	Type		Interval frequency								
		One-way	interactive	Timely	Daily	Weekly	Monthly	Bi-monthly	Quarterly	Annually	Biannually	
5. Communities	<b>Offline:</b>											
	- Validation of specific contact windows	✓		✓								
	- Direct feedback via CSR on-site team	✓		✓								
	- Participation with IEAT communities engagement meeting	✓								✓	✓	
	- Participation with communities activities when request	✓								✓	✓	
	- P.O. box 50 Bangpoo	✓		✓								
	- Telephone number +66 2709 2800	✓	✓	✓								
	<b>Online:</b>											
	- Annual report	✓		✓							✓	
	- Sustainable Development Report	✓	✓	✓							✓	
	- Corporate governance Report	✓		✓							✓	
	- Greenhouse gas inventory report	✓		✓							✓	
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	- Youtube: <a href="https://goo.gl/9dnYix">https://goo.gl/9dnYix</a>		✓				✓					
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	<a href="mailto:whistleblow@deltathailand.com">whistleblow@deltathailand.com</a>		✓	✓								
6. Public & society	<b>Offline:</b>											
	- Direct feedback via CSR on-site team	✓		✓								
	- Participation with public initiatives	✓								✓	✓	
	- P.O. box 50 Bangpoo	✓		✓								
	- Telephone number +66 2709 2800	✓	✓	✓								
	<b>Online:</b>											
	- Annual report	✓									✓	
	- Sustainable Development Report		✓								✓	
	- Corporate governance Report	✓									✓	
	- Greenhouse gas inventory report	✓									✓	
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		<a href="mailto:ir@deltathailand.com">ir@deltathailand.com</a>		✓	✓							
	<a href="mailto:det.sd@deltathailand.com">det.sd@deltathailand.com</a>		✓	✓								
	<a href="mailto:OHS@deltathailand.com">OHS@deltathailand.com</a>		✓	✓								
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	<a href="mailto:suppliers@deltathailand.com">suppliers@deltathailand.com</a>		✓	✓								
	<a href="mailto:recruitment@deltathailand.com">recruitment@deltathailand.com</a>		✓	✓								
7. Regulator & authorities	<b>Offline:</b>											
	- Validation of Legal and ESG related departments	✓	✓									
	- Participation to regulators' activities, initiatives, association	✓	✓									
	- Newsletters form regulators	✓										
	- Compliance contact windows	✓	✓									
	- Regular audit	✓	✓									
	- On-site meeting	✓										
	- Related legal document submission	✓										
	- P.O. box 50 Bangpoo	✓		✓								
- Telephone number +66 2709 2800	✓	✓										

Stakeholders	Communication approaches	Type		Interval frequency							
		One-way	interactive	Timely	Daily	Weekly	Monthly	Bi-monthly	Quarterly	Annually	Biannually
7. Regulator and authorities	<b>Online:</b>										
	- Website: <a href="http://www.deltathailand.com">www.deltathailand.com</a>	✓			✓						
	- Public Annual report	✓	<input type="checkbox"/>	<input type="checkbox"/>						✓	
	- Public Sustainable Development Report	<input type="checkbox"/>	✓	<input type="checkbox"/>						✓	
	- Public Corporate governance Report	✓	<input type="checkbox"/>	<input type="checkbox"/>						✓	
	- e-mail										
	<a href="mailto:info@deltathailand.com">info@deltathailand.com</a>		✓	✓							
	<a href="mailto:det.sd@deltathailand.com">det.sd@deltathailand.com</a>		✓	✓							
	<a href="mailto:whistleblow@deltathailand.com">whistleblow@deltathailand.com</a>		✓	✓							
	<a href="mailto:OHS@deltaww.com">OHS@deltaww.com</a>		✓	✓							
8. Creditor	<b>Offline:</b>										
	- Validation of accounting related functions	<input type="checkbox"/>	✓								
	- Regular internal audit	<input type="checkbox"/>	✓								
	- On-site meeting	✓									
	- Related legal document submission	<input type="checkbox"/>									
	- P.O. box 50 Bangpoo	✓		✓							
	- Telephone number +66 2709 2800	<input type="checkbox"/>	✓	<input type="checkbox"/>							
	<b>Online:</b>										
	- Website: <a href="http://www.deltathailand.com">www.deltathailand.com</a>	✓			✓						
	- Public Annual report	✓	<input type="checkbox"/>	<input type="checkbox"/>						✓	
	- Public Sustainable Development Report	<input type="checkbox"/>	✓	<input type="checkbox"/>						✓	
	- Public Corporate governance Report	✓	<input type="checkbox"/>	<input type="checkbox"/>						✓	
	- Website: <a href="http://www.deltathailand.com">www.deltathailand.com</a>	✓			✓						
	- Facebook: <a href="#">DeltaElectronicsTH</a>		✓		✓						
	- e-mail										
	<a href="mailto:info@deltathailand.com">info@deltathailand.com</a>		✓	✓							
	<a href="mailto:det.sd@deltathailand.com">det.sd@deltathailand.com</a>		✓	✓							
	<a href="mailto:whistleblow@deltathailand.com">whistleblow@deltathailand.com</a>		✓	✓							
	<a href="mailto:OHS@deltaww.com">OHS@deltaww.com</a>		✓	✓							
Indirect Stakeholders											
9. NGOs	<b>Offline:</b>										
	- Follow NGOs movement on social media and public channel	<input type="checkbox"/>	✓								
	- Participate meeting/ survey when request	✓									
	- P.O. box 50 Bangpoo	✓		✓							
	- Telephone number +66 2709 2800	<input type="checkbox"/>	✓	<input type="checkbox"/>							
	<b>Online:</b>										
	- Website: <a href="http://www.deltathailand.com">www.deltathailand.com</a>	✓			✓						
	- Public Annual report	✓	<input type="checkbox"/>	<input type="checkbox"/>						✓	
	- Public Sustainable Development Report	<input type="checkbox"/>	✓	<input type="checkbox"/>						✓	
	- Public Corporate governance Report	✓	<input type="checkbox"/>	<input type="checkbox"/>						✓	
	- Website: <a href="http://www.deltathailand.com">www.deltathailand.com</a>	✓			✓						
	- Facebook: <a href="#">DeltaElectronicsTH</a>		✓		✓						
	- e-mail										
	<a href="mailto:info@deltathailand.com">info@deltathailand.com</a>		✓	✓							
	<a href="mailto:det.sd@deltathailand.com">det.sd@deltathailand.com</a>		✓	✓							
	<a href="mailto:whistleblow@deltathailand.com">whistleblow@deltathailand.com</a>		✓	✓							
	<a href="mailto:OHS@deltaww.com">OHS@deltaww.com</a>		✓	✓							
10. Media & Analyst	<b>Offline:</b>										
	- Press release/ Opportunity day	✓		✓							
	- Annual General Meeting	✓		✓							
	- Stakeholder engagement questionnaire		✓				✓				
	- Validation of investor relation, Public Relation and Corporate communication department		✓						✓		
	- Stakeholder engagement questionnaire	✓								✓	
	- Random Interview		✓								
	- P.O. box 50 Bangpoo	✓		✓							
	- Telephone number +66 2709 2800		✓	✓							
	<b>Online:</b>										
	- Annual report	✓		<input type="checkbox"/>						✓	
	- Sustainable Development Report	<input type="checkbox"/>	✓	<input type="checkbox"/>						✓	
	- Corporate governance report	✓	<input type="checkbox"/>	<input type="checkbox"/>						✓	

10. Media & Analyst	Communication approaches	Type		Interval frequency							
		One-way	interactive	Timely	Daily	Weekly	Monthly	Bi-monthly	Quarterly	Annually	Biannually
	- Greenhouse gas inventory report	✓	□	□						✓	
	- Website: <a href="http://www.deltathailand.com">www.deltathailand.com</a>	✓			✓						
	- Facebook: <a href="https://www.facebook.com/DeltaElectronicsTH">DeltaElectronicsTH</a>		✓		✓						
	- Youtube: <a href="https://goo.gl/9dnYix">https://goo.gl/9dnYix</a>		✓				✓				
	- LinkedIn: <a href="https://www.linkedin.com/company/deltaelectronics-thailand/">deltaelectronics-thailand/</a>		✓			✓					
	- e-mail										
	<a href="mailto:det.marketing@deltathailand.com">det.marketing@deltathailand.com</a>										
	<a href="mailto:info@deltathailand.com">info@deltathailand.com</a>		✓	✓							
	<a href="mailto:det.sd@deltathailand.com">det.sd@deltathailand.com</a>		✓	✓							
	<a href="mailto:whistleblow@deltathailand.com">whistleblow@deltathailand.com</a>		✓	✓							

#### 6.4 Material issues screening

After the engagement process, Prioritize each material aspect by using Simple Correlation Test to validate the level of significance of each aspects to the Company's key performances. Delta's stakeholder engagement representatives are suggested to screen material issue by simply consideration guide as following:

- 6.4.1) Do the stakeholder's interest/ concern relate to Delta's founded mission "To provide innovative, clean and energy efficient solutions for better tomorrow"?
- 6.4.2) Do the stakeholder's interest/ concern relate to Delta brand promise "Smarter. Greener. Together"?
- 6.4.3) Are the stakeholder's interest/ concern potential to create financial impact eg. Revenue, growth, change in tangible and intangible assets, cost to Delta?
- 6.4.4) Are the stakeholder's interest/ concern potential to boost or block Delta's progress to fulfill the committed sustainable development goals?
- 6.4.5) Are the stakeholder's interest/ concern potential to influence or impact other stakeholder shared values?

#### 6.5 Monitoring

Sustainable Development office consolidates stakeholders' feedbacks to discuss the result and detail of stakeholders' score and related suggestion with the Sustainable Development and related committees to assess the influence and impact of each issue to Delta Thailand's performance on annual basis.

**Table 3: Sample of stakeholder expectation response for SD committee discussion and public disclosure**

Stakeholder	Stakeholder expectation	Engagement and communication approaches	Respond to	Interval frequency
Stakeholder 1				
Stakeholder 2				
Stakeholder 3				
Stakeholder 4				
Stakeholder 5				

## 6.6 Report & disclosure

6.6.1) Annually, result of Delta stakeholder engagement is communicated to both internal and external stakeholders as follows:

**Table 4: Approach to communicate stakeholder engagement result.**

Type	Stakeholders	Channels/ Approaches
Internal Stakeholders	Board of Directors	Company secretary/ Board of director meeting
	Sustainable Development Committee and working teams (local & subsidiaries)	Sustainable Development Committee Meeting
	Risk management committee	Sustainable Development Committee Meeting
	Corporate governance committee	Sustainable Development Committee Meeting
External Stakeholder	All external stakeholders	Sustainable Development Report
	Regulator and authorities	Regulatory audit/ report

6.6.2.) Finally, the inclusive stakeholder engagement result will be prioritized to ensure materiality in the form of material issue matrix which will be used for completing the company responsive public disclosure in accordance with Global Reporting Initiative (GRI) Standards.

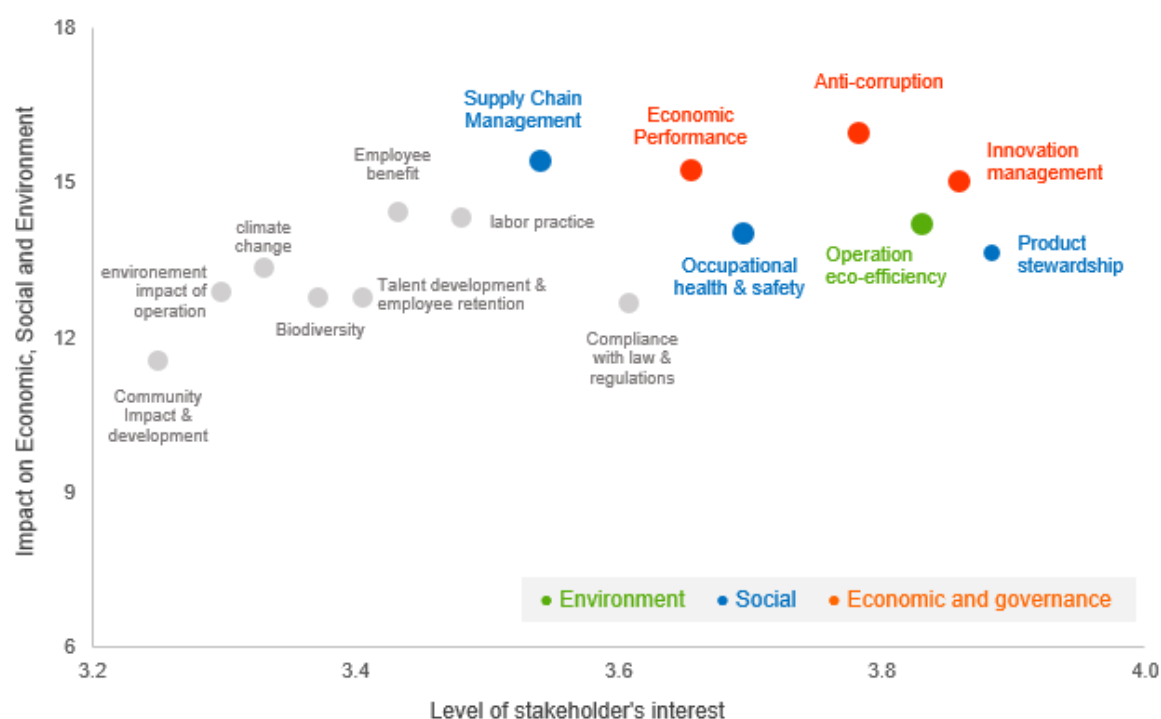


Figure 6 : Sample of Delta's Material issues from its 2018 Sustainable Development Report

6.6.2.) The stakeholder feedback on Delta's sustainability disclosure will be collected back through attached feedback form an



# Annex

## A1. Sample of stakeholder's feedback on Sustainable development public disclosure

บริษัท เดลต้า อีเลคโทรนิคส์ (ประเทศไทย) จำกัด (มหาชน)  
909 ซอย 9 หมู่ 4 ต.ตะกั่วทุ่งสวนรรวมบางปู (เขตคลองเตย)  
อ. พญาไท 10. แขวงจตุจักร อ. เมือง 9. เขตจตุจักร  
10280

คณะกรรมการพัฒนาที่ยั่งยืน  
Individuals in the organization

Individuals in the organization

## Share your comment on this report

- Which group of reader are you in?  
☐ Regulator ☐ Business partner ☐ Customer ☐ Creditor ☐ Shareholder/ investor ☐ Delta employee ☐ Student ☐ Research/ educational institute  
☐ Media ☐ Community ☐ Student ☐ Sustainable report developer ☐ Others (please specify).....
- Which rank of age are you in?  
☐ under 22 yrs. old ☐ 22 – 35 yrs. old ☐ 36 – 46 yrs. old ☐ 46 – 60 yrs. old ☐ 61 yrs. old and above
- Your overall satisfaction on this report
 

3.1) Easiness to understand	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Need improvement
3.2) Attraction of the contents	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Need improvement
3.3) Content grouping and chronicle	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Need improvement
3.4) Completeness of material issues	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Need improvement
3.5) Inclusiveness of stakeholders	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Need improvement
3.6) Balance of the content	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Need improvement
3.7) Key indicator mapping to related initiatives	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Need improvement
3.8) Validity of additional information links	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Need improvement
3.9) Overall satisfaction level	<input type="radio"/> High	<input type="radio"/> Moderate	<input type="radio"/> Need improvement
- What are your top 3 subjects are you interested in?  
 4.1).....  
 4.2).....  
 4.3).....
- How should Delta improve our Sustainable Development Report to suit your requirement?  
 5.1).....  
 5.2).....  
 5.3).....
- Here's your e-mail address .....and you would like to stay connect with Delta's move on these matters:  
☐ Press release activity ☐ Annual and Sustainable Development report ☐ Social contribution projects ☐ New product launch ☐ Others.....

## A2 Sample of stakeholder's feedback channels on Delta Thailand and its subsidiaries' websites.

Financial x DELTA f x Microsoft x DELTA x Microsoft x Download x SDR2011 x response x kshah x 28 inch x New Tab x Contact x AA1000 x Delta E x gri-101 x +

delta-thailand.com/en/contact

Apps | DET Intranet | GRI Standards | SDGs | National Statistical... | Financial modeling | social science calcul... | Data mining | UNGC | WEEE | Towards Data Scien... | UNICEF Workbook... | ISO 26000\_2010\_E... | Sample Size Calcula... | Other bookmarks

Contact us | Product Search | Thailand | EN | COVID-19

About us | Products & Services | Investor Relations | Sustainability | News & Events | Careers

# Contact Us

### Bangpoo Factory

909 Soi 9, Moo 4, E.P.Z., Bangpoo Industrial Estate, Tambon Prakasa, Amphur Muang-samutprakarn, Samutprakarn Province 10280 Thailand.

(662) 709-2800  
(662) 709-2827

GRAPHIC MAP  
GOOGLE MAP

### Wellgrow Factory

111 Moo 9, Bangwua, Bangkok, Chachoengsao 24180 Thailand.

(6638) 522-360

GRAPHIC MAP  
GOOGLE MAP

Select Contact

Select Contact

Products Enquiry

Corporate Enquiry

Recruitment

General Feedback

Investor Relation

Address

Message \*

Code \*

Refresh

\* Please fill out all fields with appearance of this symbol.


Submit Cancel

DELTA\_financial\_th...pdf

Show all

deltaelectronicsindia.com/contact/

DET Intranet | GRI Standards | SDGs | National Statistical... | Financial modeling | social science calcul... | Data mining | UNGC | WEEE | Towards Data Scien... | UNICEF Workbook... | ISO 26000\_2010\_E...



Contact Us | Contact

Contact Us

Contact

### Contact

First Name\*

Last Name

Mobile\*

Phone Number

Organization\*

Email\*

City\*

Country\*

Application\*

How do you know about Delta\*

Product Interested\*

Comments\*

SEND

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Accept



## Stakeholder Consent Form

### Basic Information of the participant

Name*	
Organization/ Function*	
Age*	<input type="checkbox"/> Being of the legal age <input type="checkbox"/> Under 18
Telephone	
e-mail	
Date of interview/ activity participation	

\* mandatory fields

### Acknowledgement and scope of consent:

- ☐ I've informed the scope, purpose and the usage of information of this interview.
- ☐ I voluntarily participate the interview and I know my right to deny the participation.
- ☐ I have acknowledged Delta will responsibly use my information, photo and footage without any harmful mean.
- ☐ I have acknowledged these information, photos and footages will not be sold and handed over to other organization body for reproduction, using as marketing data base or any resemble purpose.
- ☐ I have acknowledged these information photos/ footages may be published through Delta website, social media pages, new bulletins and public report.
- ☐ I hereby allow the reproduction and publication of my information, photograph(s) and/ or footage(s).
- ☐ I agree to be quoted directly.
- ☐ I agree to be quoted directly if my name is not published and a made-up name is used.
- ☐ I agree that the researchers may publish documents that contain quotations by me.
- ☐ I wish to review the photos, footage, notes, transcripts, or other data collected during the interview.

Participant: .....

( )



FORM: SD201910

## Children Photo/ Footage Release Form

Dear Parent/ Guardian/ Teacher:

During \_\_\_\_\_ (date /fiscal year), Delta Electronics (Thailand) Public Company Limited (hereafter "Delta") takes photographs of CSR activities involving children under your parenthood/ guardianship for public disclosure of its CSR performance. By which incidentally, some photographs/ video may capture your child's participation, directly or indirectly. These photos/ footages may be published through our website, social media pages, new bulletins, billboards, advertisement and public report.

With respect to Children's right, we seek for your written consent in allowing us to publish photos/ footages which may involve your child to the said platforms.

Please do provide your response by selecting your choice below and submitting this form:

### Photo/Footage Release Consent:

- ☐ I hereby allow the reproduction and publication of my child's photograph(s).
- ☐ I do not allow the reproduction and publication of my child's photograph(s).

### Acknowledgement on children's privacy protection:

- ☐ I have acknowledged Delta will responsibly use my children's photo/ footage without any harmful mean. In addition, these photos/ footages will not be handed over to other organization body for reproduction for any purpose.

Name of parent/ guardian/ teacher: ..... who is  
the parent/ guardian/ teacher of : .....  
(Children's name/ Name of the class and school students are form)

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