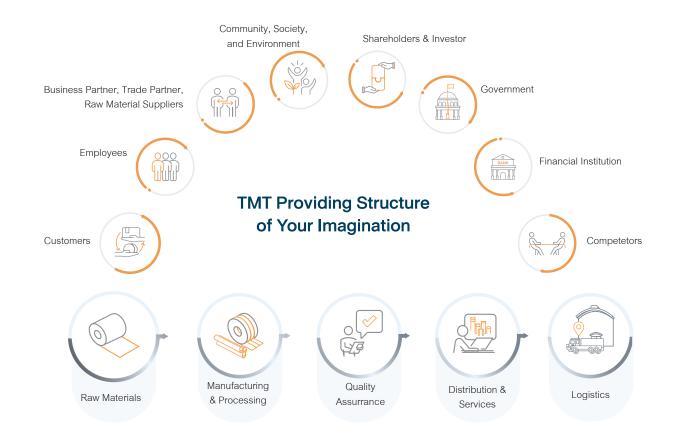
## Managing the Impact on Business Value Chain Stakeholders

## **Business Value Chain**



## Enterprise Risk Management



Value Creation for Sustainable Profits



Innovation and Quality of Products and Services



Customer Experience
Management



Human Resource
Developments



Corporate Social Responsibility

## Good Governance and Code of Conduct

Good Corporate Governance Risk Management Innovation Development Product Quality Development

Customer Relationship Management Business Partner Relationship Management Human Resource Development

Corporate Social Responsibility Safety Working Environment Environment Management

With the vision, "Providing Structure of your Imagination", TMT is a comprehensive steel service provider that meets every possible expectation of all stakeholders by providing counsel and advice, helping with product sourcing and new services, as well as creating a wide range of options to add value to the

business cooperation process under an integrated management system that serves all needs. This consists of 5 main activities which are linked together in accordance with the overall business operation context. They are as follows:

Primary Activities					
Raw Materials Sourcing	Production/ Processing	Quality Assurance	Distribution and Service		Logistics
Raw materials for production/processing Quality control of raw materials Developing relationships with manufacturers	- Efficient production and reduced environmental impact - Processing with modern technology - Integrate automatic system development with work process and production	Standardized testing and quality control     Consulting     Department regarding product standards	provi comp abou produ - Depa recei sugg regai and s	municate and de accurate and olete information at the use of ucts and services artment that ves feedback or destions rading products services and appropriately fairly	- Warehouse/ distribution center that is convenient for transportation, supporting the system with high-speed communication network connecting modern information systems - Transportation/ delivery of quality products and services on time - Inventory management
Support Activities					
Technology Development		Infrastructure Development		Employee Potential Development	

The Company established 5 aspects of business operation principles to manage risk appropriately and comply with good governance principles and the business code of conduct in order to ensure that the Company's business processes deliver sustainable value to all stakeholders. These include:



This goes together with managing sustainability issues that cover economic, social and environmental dimensions, and take all stakeholders into account in order for the Company to achieve sustainable growth. The Company has described these details in Analysis of Significant Sustainability Issues.