

Code of Conduct

1. Compliance with Laws and Company's Regulations

The Company must comply with laws and government regulations, as well as the Company's rules and regulations, and avoid involvement in illegal activities or those contrary to public order and good morals. Using the Company's employees or assets for illegal purposes is strictly prohibited.

2. Treatment of Shareholders

The Company is committed to being a good representative of shareholders as it recognizes that shareholders are the owners of the business. Therefore, in conducting business, the Company strives to maximize shareholder satisfaction, while considering the Company's growth based on honesty and good ethics, with the following guidelines:

- 2.1 Perform duties with honesty and make decisions with caution, prudence, equality, and fairness to both major and minor shareholders for the overall benefit of all shareholders.
- 2.2 Comply with laws, company regulations, policies, and shareholder meeting resolutions, as well as adhere to good corporate governance practices.
- 2.3 Report information, news, and the Company's status to all shareholders regularly, equally, and completely according to the Company fact sheets, both in positive and negative aspects, which is in a timely manner and sufficient for all shareholders to make informed decisions equally.
- 2.4 Manage the Company to achieve its objectives, both in the short and long term, efficiently and effectively with competitive capability.
- 2.5 Ensure that directors, executives, and employees do not seek personal or family benefits, or those of close individuals from any Material Non-Public Information of the Company by disclosing it to outsiders and/or engaging in any actions that may cause a conflict of interest with the Company.
- 2.6 Prevent the Company's assets from depreciating or being improperly lost.

3. Treatment of Customers

The Company is committed to building customer satisfaction and confidence, which affects business success. Therefore, it continuously seeks approaches to effectively and efficiently meet customer needs, and implements an after-sale service management system to maintain long-term good relationships, with the following guidelines:

- 3.1 Deliver quality products and services that meet standards at fair prices, while such products and services must be safe, non-hazardous to customer health, reliable, without restricting customer access to the Company's products and services; as well as set fair trade conditions for customers.
- 3.2 Provide accurate, sufficient, and timely information to customers to prevent misunderstandings about the quality, quantity, or any conditions of products or services, without distorting facts.
- 3.3 Interact with customers politely, efficiently, and reliably; and respond promptly to customer needs to ensure maximum customer satisfaction.
- 3.4 Implement measures to protect customer confidentiality by ensuring that customer information or secrets are not wrongfully used for personal or related parties' benefits, and will not be disclosed without permission from the customer or the Company's authorized personnel, except when disclosure is required to relevant third parties for legal clarification or proceedings.
- 3.5 Establish an after-sale service team and recommend it to customers; follow up on and inquire about customer satisfaction; strengthen customer relations; and support the social and environmental responsibility activities of customers.
- 3.6 Organize channels for customers to submit suggestions, complaints, or grievances related to the Company, or request assistance and advice related to the Company.

4. Treatment of Employees

Employees are considered the most valuable resource and a key factor in success. Thus, the Company is committed to developing and fostering a good corporate culture and work environment; promoting teamwork and building harmony and unity within the Company; and, treating employees based on good ethics and morality. Additionally, the Company clearly and tangibly emphasizes safety, hygiene, and work environment for employees. Therefore, the guidelines are established as follows:

- 4.1 Treat employees with politeness and respect for their honor, dignity, and human rights.
- 4.2 Protect employees' personal information by limiting disclosure and usage of personal data, such as family history, salary, performance evaluations, and medical history, to those involved with the Company as necessary, and not disclosing personal information to outsiders without employee consent, except when disclosure is required to relevant third parties for legal clarification or proceedings.

- 4.3 Provide equal opportunities in hiring, appointment, and transfer, including reward or merit consideration and employee discipline, with honest intent and based on the employee's knowledge, ability, and suitability as well as the Company's regulations, regardless of gender, nationality, race, religion, or belief.
- 4.4 Compensate employees fairly and not below the legal minimum wages, both in the short and long term by considering both the Company's and the employee's performances, as the Company will establish wages, salaries, and benefits to motivate and retain knowledgeable and capable personnel.
- 4.5 Maintain the work environment to be safe for employees' lives and possessions at all times; ensure good hygiene in the workplace; provide employee benefits and rights, such as provident funds, medical care, annual health check-ups, marriage assistance, childbirth assistance, funeral assistance, accident insurance, etc.; and, continuously communicate with employees about such benefits and how to apply for such welfares to maintain a good quality of life for all employees.
- 4.6 Emphasize the skill and potential development and enhancement to prepare employees for career growth by offering comprehensive and consistent learning opportunities.
- 4.7 Adhere strictly to laws and regulations related to employees; avoid any actions that are unfair or cause negative impacts on employees.
- 4.8 Instill and foster a good conscience in employees to realize sharing, giving, and respecting each other's opinions, and become good members of society.
- 4.9 Establish the safety, occupational health, and work environment policy; and ensure that employees always strictly comply with the policy as follows:
 - 4.9.1 Workplace safety is the primary operational responsibility of all employees.
 - 4.9.2 The Company is committed to protecting employees' lives by promoting safety improvements in work conditions and environments to reduce workplace accidents to "zero."
 - 4.9.3 The Company will protect employees' lives by supporting and encouraging various safety activities to raise employees' awareness.
 - 4.9.4 Supervisors at all levels must become good examples, as well as lead, train, instruct, and motivate employees to perform their duties with safe approaches.
 - 4.9.5 All employees must always be mindful of their own and their colleagues' safety, and the Company's assets while performing their duties.

- 4.9.6 All employees must wear personal protective equipment provided by the Company as required by the jobs and use it to its fullest effectiveness.
- 4.9.7 All employees must cooperate with the Company's safety programs with the right to offer suggestions about safety improvements in work conditions and operations.
- 4.9.8 The Company will protect employees' lives and comply with safety-related laws and relevant regulations.
- 4.9.9 The Company will regularly evaluate compliance with the above policy and review the policy at least once a year.

5. Treatment of Creditors

The Company has a policy of fair and responsible treatment towards creditors by considering the Company's best interests based on fairness, avoiding any situations concerning conflicts of interest, adhering to agreements or contracts, and providing accurate and truthful information to ensure fairness for both parties. Therefore, the guidelines are established as follows:

- 5.1 Use the credit approved by creditors or financial institutions for the Company's intended purposes as declared to the creditors or financial institutions.
- 5.2 Repay debts to creditors on time according to specified conditions; strictly adhere to conditions set by creditors or financial institutions, especially guarantee conditions; and maintain the quality of assets used as collateral as specified by creditors.
- 5.3 In case of crucial incidences that may significantly affect the financial status and impact debt repayment, the Company will inform creditors to jointly consider preventive or corrective measures to prevent any damage.

6. Treatment of Business Partners and Contractors

The Company has a policy to treat business partners and establish procurement practices equally and fairly. Any operations must consider the corporate reputation and compliance with laws, regulations, and important customary practices, as well as fulfill the commitments with partners and respect equality in business operations and mutual benefits with partners. Therefore, the guidelines are established as follows:

- 6.1 The Company treats partners equally under the same criteria and conditions to ensure fairness for all parties.
- 6.2 Provide new partners opportunities to collaboratively develop skills and new technologies through a fair, transparent, and verifiable partner selection process.

- 6.3 Provide partners with accurate and truthful information and reports.
- 6.4 Do not solicit, accept, or offer any dishonest benefits in commercial dealings with partners. To prevent unfair practices, the Company prohibits accepting any assets or other benefits from partners or other individuals with duties or businesses related to the Company. If any gifts are received due to traditional practices, such as during the New Year festival, these gifts must be sent to the administration department under the Human Resources division for communal use. The Company allows the acceptance of souvenirs (valued at no more than 500 baht) during traditional festivals, public relations events, or seminars, such as calendars, pens, notebooks, etc.
- 6.5 Adhere strictly to contracts or agreed conditions. In cases where any conditions cannot be met, promptly notify the partners to jointly consider solutions based on business relationships.
- 6.6 Set the payment schedule for goods and services clearly and punctually.
- 6.7 Support and assist partners to conduct business alongside the Company without exploiting them commercially.
- 6.8 Organize channels for partners to file complaints if they are bullied or treated unfairly by allowing them to report to the Chairman of the Audit Committee.
- 6.9 Implement measures to protect the confidentiality of partners by ensuring that their information or secrets are not wrongfully used for personal or related parties' benefits, and will not be disclosed without permission from the partners or the Company's authorized personnel, except when disclosure is required to relevant third parties for legal clarification or proceedings.

7. Treatment of Business Competitors

The Company has a policy to treat business competitors by emphasizing fair and transparent business practices as well as adhering to the principles of competitive governance according to legal standards, commercial customs, and good practices per international principles under the legal framework regarding competition practices.

Therefore, the guidelines are established as follows:

- 7.1 Conduct business under generally accepted competition rules.
- 7.2 Support and promote free and fair trade without monopolizing or requiring partners to trade exclusively with the Company.
- 7.3 Do not violate the confidentiality or seek confidential trade information of competitors through dishonest, illegal, or unethical means.
- 7.4 Do not damage the reputation of business competitors by slandering, and do not engage in unfair competition through defamation, harassment, or distorting competitors' facts.

- 7.5 Do not participate in trade agreements or any actions that may lead to unfair competition or monopolies.

8. Treatment of Community, Society, and Environment

The Company always realizes that it is a part of society, and must be responsible for helping society and supporting community activities to improve the quality of life and economy of the community. Because the Company believes that, to progress sustainably and survive in society, it must not only offer quality products and maintain honesty in its profession but also be responsible for making the public society better. Therefore, the guidelines are established as follows:

- 8.1 Commit to conducting business by considering the benefits and sustainability of the community and society, and environmental responsibility.
- 8.2 Implement a business policy that cares for the community, society, and environment by ensuring that business-related operations are not below legal standards and comply with environmental regulations and standards to prevent and reduce impacts on the community, society, and environment.
- 8.3 Instill awareness and continuously communicate and educate employees at all levels about social and environmental responsibility.
- 8.4 Survey and understand relevant regulations and laws to prevent the Company's business operations from affecting ways of life in the society or community, including respecting the customs, traditions, and cultures of each locality where the Company operates.
- 8.5 Adapt to various changes and respond quickly and effectively to any events impacting the environment, community, life, and property due to the Company's operations; fully cooperate with government officials and related agencies.
- 8.6 Organize activities regularly to contribute to the community, society, and environment to ensure that the communities, where the Company is located or operates, have a better quality of life, as both independent operations and in collaboration with government agencies, private sector, and communities.
- 8.7 Operate under safety standards within the legal framework.
- 8.8 Support and promote the efficient use of energy and resources; and improve human quality of life by managing environmental issues by considering environmental care as a shared responsibility of everyone.
- 8.9 Develop projects that can concretely benefit the community, including monitoring and measuring long-term progress.

9. Confidentiality, Data Retention, and Use of Insider Information

Confidential or insider information that has not been disclosed to the public is crucial to the Company. If such information is disclosed, the Company can suffer severe consequences. The Company is then responsible for safeguarding and retaining such confidential information, which must be accessible to anyone with necessity only.

Therefore, the guidelines are established as follows:

- 9.1 The Company classifies the confidentiality levels of information and safeguards important documents and confidential information through specific methodologies for each level, type, or category of information.
- 9.2 Executives and employees must not disclose insider information learned from their duties to others and must not use such information for personal or others' benefits, whether directly or indirectly, and whether being compensated or not.
- 9.3 Disclosure of confidential or insider information must be done by the Company's authorized personnel only. Any unauthorized personnel, when inquired about information beyond their privileges, must not disclose it and should refer the inquirer to responsible persons only to ensure accurate and consistent dissemination of information.
- 9.4 The Company has a policy to conceal the information of executives, employees, partners, customers, and trade information, except when legally required to disclose and for litigation purposes, or when the Company's board of directors approves such disclosure.
- 9.5 When hiring individuals who have previously worked for competitors or the government, the Company must investigate and study their previous confidentiality agreements with competitors or the government, and must not engage in actions that may cause the individuals to breach agreements with competitors or the government, which could lead to litigation.

10. Governance and Internal Audit

The Company ensures a good internal audit system with appropriate risk management governed by the Audit Committee and an internal audit unit responsible for ensuring efficiency along with executives and employees who emphasize corporate governance and internal audit. Therefore, the guidelines are established as follows:

- 10.1 The Company establishes the governance and internal audit system with a good control environment to foster a positive attitude towards internal control among employees.

- 10.2 The Company will establish appropriate risk assessments along with governance to comply with the Company's good governance principles, which may impact objectives, goals, efficiency, effectiveness, and work success, as well as the accuracy of financial reports, and compliance with laws, regulations, or orders to ensure good control activities in all job functions. There will also be good monitoring and evaluation systems to ensure the system's appropriateness with actual implementation resulting in work success, and proper updates at least once a year.
- 10.3 The Company must establish an independent agency directly responsible to the Audit Committee by defining roles and duties clearly in writing to effectively conduct internal audits with sufficient personnel, who are knowledgeable and adhere to the internal auditors' code of ethics.
- 10.4 The Audit Committee must review to ensure adequate internal control and audit systems and report to the Company's board of directors.
- 10.5 Executives and all employees are obliged to cooperate and support the operations of the internal audit agency.

11. Intellectual Property Practices

The Company has a clear policy not to engage in any actions that would infringe on intellectual property, whether in the form of copyrights, patents, or trademarks with clear guidelines. For example, regarding copyrights, it establishes policies on how to use any information technology systems of the Company and its subsidiaries by monitoring the use of software programs in employees' work to prevent usage of pirated or unrelated software, etc. Therefore, the guidelines are established as follows:

- 11.1 The Company supports and encourages employees to use their knowledge and abilities in research and development to invent and build tools, equipment, and innovations that are up-to-date with international standards and practical without infringing on others' intellectual property.
- 11.2 The Company provides training on this policy to employees from the commencement of their employment.
- 11.3 The Company monitors software and hardware systems used in tools/equipment for work to prevent usage of pirated software and/or hardware unrelated to work.
- 11.4 Educate employees to be cautious when using the internet to search for information or knowledge beneficial to work only and avoid any illegal, indecent, or morally inappropriate websites.
- 11.5 Encourage employees to adhere to and strictly follow the Company's policy on non-infringement of intellectual property and copyrights.

12. Human Rights Practices

The Company recognizes the importance of respecting human rights and values human dignity and fundamental rights. Hence, it is committed to treating everyone equally and fairly, ensuring respectful and honorable interactions among employees. Additionally, the Company emphasizes labor equality and fairness in all employment processes, from recruitment, compensation, performance evaluation, and others, without discrimination. The Company also promotes and supports human rights and will not participate in any actions contrary to human rights principles, including never exploiting forced labor in any form as well as human trafficking or illegal child labor.

The Company has established guidelines on human rights as follows:

- 12.1 Respect the rights and treat the Company's stakeholders fairly without discrimination, such as customers, partners, etc.
- 12.2 Emphasize the protection of customers' personal data by maintaining strict information security and complying with relevant laws.
- 12.3 Support equal treatment of all employees with respect and without discrimination based on race, gender, age, skin color, religion, disability, sexual orientation, and social status.
- 12.4 Respect labor rights by never exploiting forced labor, employing underage workers, or hiring pregnant women for labor, but ensuring hygiene and safety at work, and strictly complying with relevant labor laws and regulations.
- 12.5 Encourage partners and business allies to adhere to human rights principles according to domestic laws and international standards, and conduct business ethically in dealing with partners.
- 12.6 Include human rights factors as part of the criteria for selecting, monitoring, and evaluating partners.
- 12.7 The Company is committed to communicating, reporting, and disclosing human rights operations, mitigation, and remedies, including incidents of discrimination and abuse, to the public comprehensively and transparently.

13. Anti-Corruption

Directors, executives, and employees of the Company are prohibited from accepting any form of corruption, whether with government agencies, private entities, or individuals with direct or indirect responsibilities, to obtain business for the Company or inappropriate personal benefits according to ethical principles. This includes promises to give or receive items, gifts, entertainment, money, solicitations, donations, and other benefits from business-related individuals.

In this regard, the anti-corruption and bribery policy covers all business partners, customers, and stakeholders of the Company, both domestically and internationally.

14. Innovation Development

The Company values and supports innovation development to create business value while benefiting customers, stakeholders, society, and the environment. Therefore, it has established guidelines to promote internal innovation development as follows:

- 14.1 Seek appropriate innovations or technologies for production and internal management.
- 14.2 Encourage employees to develop skills and knowledge regarding innovation and new technologies for their job functions and business operations.
- 14.3 Collaborate with allies or partners in seeking and creating innovations to be used in work processes, productions, or services of the Company.