



# BUSINESS ETHICS AND CODE OF CONDUCT

จรรยาบรรณทางธุรกิจ

A handwritten signature in black ink, appearing to read 'Maitri Laksanakoses'.

MR. MAITRI LAKSANAKOSES  
CHAIRMAN OF  
THE BOARD OF DIRECTOR

APPROVE BY BOARD OF  
DIRECTOR'S MEETING  
23 JULY 2021

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## 1. Objectives

For the Company's directors, executives, and employees to have a good Code of Conduct and behave in a manner appropriate for conducting business in a professional manner, including being ethical, responsible for the economy and society as a whole, and promoting a good corporate governance system by adhering to the principles of honesty, fairness, and transparency. Therefore, ethics and business Code of Conduct of the Company are prescribed, which is set up as a standard for use as a framework for business operations and for directors, executives, employees and all related parties to be informed and considered as guidelines for further practice.

## 2. Definition

<b>Director</b>	A person who has qualifications as a director under Section 68 of the Public Company Limited Act B.E. 2535 are elected by the shareholders' meeting to be a director;
<b>Executive</b>	Executive Director, Chief Executive Officer, or the first four executive positions after the Chief Executive Officer, who hold positions equivalent to every fourth executive position and shall include a person holding an executive position in the accounting or finance line who is a department manager level or higher or equivalent;
<b>Employee</b>	Permanent employees, temporary employees, employees under special contracts and contract parties to be employed by the Company. The Company assumes that effective work is not only caused by the knowledge and ability of the employees, the behavior and working methods of the employees affect the employees, their colleagues and the Company;
<b>Stakeholder</b>	Individuals, groups of persons, juristic persons who are directly involved in or directly affected by the Company's operations;
<b>Customer</b>	Partners who are valuable to the Company. The Customers should receive good service in order to motivate customers to continue using the Company's services;
<b>Business Partner</b>	Individuals, groups of persons, juristic persons doing business with the Company.

## 3. Code of Conduct towards the Company's Business Operations

### 3.1 Conduct business according to the Law

3.1.1 The Company shall operate its business in accordance with the law, including having a policy against all forms of corruption;

3.1.2 The Company shall encourage directors, executives, and employees to adhere to and comply with the law, including instill conscience to work together against all forms of corruption;

3.1.3 The Company shall operate its business by not infringing on the Intellectual Property or Copyright of others.

### 3.2 Conduct business that is beneficial to the economy, society and environment

3.2.1 The Company shall conduct business that is beneficial to the overall economic system;

3.2.2 The Company shall operate a business that does not violate customs, customs, or does not cause damage to society;

3.2.3 Be responsible to society and communities, including supporting activities that participate in social creation and environment.

3.3 Treat all parties involved fairly without taking advantage of any of them.

3.3.1 The Company shall conduct business and compete in the market fairly;

3.3.2 The Company shall treat the interests of all stakeholders with fairness;

3.3.3 The Company shall ensure that the rights of stakeholders protected by law;

3.3.4 The Company shall be sincere, fair to customers and constantly willing to assist them;

3.3.5 The Company shall commit to creating a good working atmosphere, and free from any harassment. Various forms of harassment include:

- 1) Verbal harassment includes manipulation, accusation, or defamation;
- 2) Physical harassment, such as intimidation, bodily harm, threats of physical harm;
- 3) Visible harassment, such as communicating offensively, gesturing, verbally or using offensive images;
- 4) Sexual harassment, such as soliciting sexual interests, extorting money or any other benefit under the pretext of blackmailing; other physical and verbal sexual harassment.

3.4 Information Disclosure

3.4.1 The Company shall disclose information sufficiently, timely, accurate and transparent on a regular basis;

3.4.2 The Company shall be careful so that stakeholders do not confuse and misunderstand the facts of the information.

3.5 Employee treatment

3.5.1 The Company shall take care of Employees and provide employee welfare;

3.5.2 The Company shall be fair to all Employees without discrimination;

3.5.3 The Company shall support or promote activities to connect the relationship between Employees and Employees and between Employees and the organization;

3.5.4 The Company shall promote knowledge development and advancement for Employees;

3.5.5 The Company shall provide fair compensation to its Employees;

3.5.6 The Company shall practice and respect human rights violations which are the foundation of human resource development;

3.6 Creating values that take into account the interests of the organization over individuals, the Company shall support and encourage all Employees to consider the interests of the organization over their own.

#### 4. Code of Conduct towards the Board of Directors, Executives and Employees

##### 4.1 Core Code of Conduct which shall be adhered to by Board of Directors

Directors shall have guidelines for conducting themselves by the Company's business ethics. Directors shall always be reminded that the performance of their duties is not only the obligation and responsibility to the Company and its shareholders. If there are also responsibilities to customers and other stakeholders, considering the common interests of all such individuals is therefore a guideline for all. The directors shall be responsible for their conduct as follows:

4.1.1 Integrity, fairness and morality in the Company's business operations Directors shall act with honesty, integrity and morality;

4.1.1.1 Directors shall perform their duties by the rules, regulations, objectives and By Law of the Company, including the resolutions of the shareholders' meeting;

4.1.1.2 Directors shall perform their duties honestly in the business of the Company independently of the management and the group of interests and shall not have personal interests involved in making business decisions;

4.1.1.3 Directors shall perform their duties to the fullest extent of their knowledge and abilities;

4.1.1.4 Directors shall protect the interests of shareholders and treat stakeholders with fairness;

4.1.1.5 Any actions of the Directors shall be done with honesty, integrity, morality and upholding the interests of the organization as the main decision-making principles;

4.1.1.6 Directors shall adhere to the truth and not cause misunderstandings either directly or indirectly: Directors shall not speak or act falsely and shall not cause misunderstandings by refraining from speaking or acting;

4.1.1.7 Directors shall strictly comply with the Company's Anti-Corruption Policy.

4.1.2 Conducting personal transactions as a Director of the Company, conducting personal or other business transactions of Directors shall be separated from the Company's business operations;

4.1.3 Confidentiality;

4.1.3.1 Directors shall not disclose confidential information of customers, employees and the Company's operations either intentionally or unintentionally to third parties, unless with their consent;

4.1.3.2 Directors shall not use information obtained from being a Director of the Company for personal financial gain and others who do not act for the benefit of the Company.

4.1.4 Disclosure of benefits; Directors shall disclose their interests from their business or other businesses, including any matters that are Conflicts of Interest;

4.1.5 Compliance with the law; Directors shall abide by the law, rules and regulations related to business operations;

4.1.6 Receiving money, gifts and other benefits; Directors shall not use their position as a Director to seek personal benefits from business operators with the Company, including those approaching the Company to conduct business.

#### 4.2 Core Code of Conduct which shall be adhered to by Executives

4.2.1 Executives shall conduct themselves within the framework of good morals, refrain from disgraceful behavior and make decisions with sincerity for the best interests of the Company, customers, shareholders and employees;

4.2.2 Executives shall manage their work with prudence, attention, and vision as an example of enhancing efficiency, effectiveness in an ethical manner in order to achieve the Company's objectives and goals;

4.2.3 Executives shall treat employees with politeness, moderate their subordinates with fairness and do not abuse their powers;

4.2.4 Executives shall demonstrate a commitment to ethics and Code of Conduct by acting as a role model for other employees, fostering a work environment conducive to ethics and Code of Conduct, and by striving to prevent and prevent causing violations of ethics and Code of Conduct;

4.2.5 Executives shall support the building of potential for advancement and increase the efficiency of employees' work, provide appropriate welfare for employees, be sincere, respect the rights and opinions of employees;

4.2.6 Executives shall strictly comply with the Company's Anti-Corruption Policy.

#### 4.3 Core Code of Conduct which shall be adhered to by Employees

To enhance good work effective and to enhance happiness at work. Employees should have guidelines as follows:

##### 4.3.1 Code of Conduct towards oneself

4.3.1.1 Employees shall strictly comply with the Company's work rules and regulations and the Company's Anti-Corruption Policy;

4.3.1.2 Employees shall perform their duties with honesty, integrity and diligence and improve work efficiency for the benefit of Employees and the Company;

4.3.1.3 Employees shall have a good attitude towards the Company, respect, obey and practice the orders of the supervisors who order under the Company's policy and rules and regulations;

4.3.1.4 Employees shall perform their duties with knowledge, abilities, and efficiency and meet the standards according to the position;

4.3.1.5 Employees shall conduct themselves under the framework of good morals and traditions, refrain from degrading behavior.

##### 4.3.2 Code of conduct towards colleagues

4.3.2.1 Employees shall have solidarity with each other and support each other, not causing conflicts, which will lead to damage to other people and the Company;

4.3.2.2 Employees shall treat their colleagues with good hospitality, sincerity, respect for each other's rights and dignity, avoid disclosing other people's information or stories, both related to work and personal matters or criticize in a way that will cause damage, both to colleagues and to the Company;

4.3.2.3 Employees shall avoid giving and receiving gifts of great value or to expect rewards or cause bias against employees, colleagues and subordinates to supervisors.

#### 4.3.3 Code of Conduct towards the Company

4.3.3.1 Employees shall have faith, commitment, honesty, perseverance and being loyal to the Company to maintain the Company's reputation;

4.3.3.2 Employees shall not use their powers and duties for their own benefit and others, both directly and indirectly causing damage to the Company;

4.3.3.3 Employees shall report matters that affect the Company's operations or reputation to their supervisors without delay;

4.3.3.4 Employees shall maintain the confidentiality of the Company, shall not disseminate information, news, innovations, both materially and mentally that will affect the damage to the company and shall not use the information obtained from the job for personal gain;

4.3.3.5 Employees shall take care of the benefits and assets of the Company to maintain good condition, make full use of them, economically, in order not to waste, extravagant, damage or deteriorate prematurely.

#### 4.3.4 Avoidance of conduct that is contrary to the Company's interests

4.3.4.1 Employees shall not use their position to take advantage of themselves or their party or do business in competition with the Company;

4.3.4.2 Employees shall not operate, directly or indirectly, in a business that competes with the Company or conflicts with the Company's interests;

4.3.4.3 Employees shall not have financial interests with customers or business partners, whether they are business owners, partners, shareholders, directors, creditors, debtors or consultants. If there is such a stakeholder, it must be disclosed to the supervisor for acknowledgment;

4.3.4.4 Employees shall not collect or accept any property from customers and people doing business with the Company, other than expenses and fees charged by the Company.

#### 4.3.5 Code of Conduct towards customers

4.3.5.1 Employees shall provide good service to customers consistently, with honesty and integrity and explain to customers their rights, including having a duty to protect the interests of customers;

4.3.5.2 Employees shall provide service to customers with accuracy, speed, willingness, sincerity and politeness.

#### 4.3.6 Code of Conduct towards Business Partners

4.3.6.1 Employees shall treat Business Partners with fairness, honesty, integrity and equality;

4.3.6.2 Employees shall not disclose the secrets or trade information of Business Partners to other parties and shall not defame the Business Partners;

4.3.6.3 Employees shall not be involved in finance or any benefits with Business Partners such as joint ventures, joint trading, lending or borrowing money, etc;

4.3.6.4 Employees shall not demand benefits from Business Partners in return for their work;

4.3.6.5 Employees shall not accept or offer expensive entertainment, benefits, or gifts, or such receipts require them to commit to the will of a Business Partner in violation of the Company's normal practice.

#### 4.3.7 Code of conduct towards supervisors and subordinates

4.3.7.1 Listen to the instructions of the supervisors and shall not work across the supervisors above them unless the superiors are giving orders and shall be polite to Employees who have positions above them;

4.3.7.2 Treat subordinates with kindness and fairness, care for them, and develop their subordinates for advancement in their work, transfer knowledge and support training to increase their knowledge and experience always, listen to their opinions or suggestions of subordinates about work and consider using it in a way that is beneficial to the job.

## 5. Code of Conduct towards Stakeholders

### 5.1 Practice towards shareholders and investors

The Company has a policy to conduct business with honesty, integrity and ethics and attempt to develop the business to grow and develop, having good performance in order to create suitable returns for the investment of shareholders and investors on a continuous and sustainable basis by adhering to the principles of equitable treatment of shareholders, thus requiring Directors, Executives and Employees to comply with the following guidelines:

5.1.1 Perform duties with honesty and decide to take any action with transparency, carefulness, prudence, and fairness to all shareholders equally for the best interests of the shareholders as a whole;

5.1.2 Manage the Company's business to have stable progress and generate appropriate returns to shareholders;



- 5.1.3 To present reports on the company's status, performance, financial position, accounting information and other reports on a regular basis and completely truthfully;
- 5.1.4 Inform all shareholders of the future prospects of the organization, both positive and negative, based on feasibility, having supporting information and sufficient reason;
- 5.1.5 Shall not seek benefits for yourself and others by using the Company's information which has not been disclosed to the public or take any action in a manner that may cause a Conflict of Interest with the organization.

## 5.2 Practice towards Employees

The Company places importance on employees, which are important resources of the Company, which will help to promote and drive the organization to achieve its business goals. Therefore, the Company has a policy to take care of employees to have a good quality of life, appropriate welfare, opportunity to develop advancement, including to have safe and hygienic working conditions with the following guidelines:

- 5.2.1 Strictly comply with law and regulations related to Employees;
- 5.2.2 Provide a good working environment and safe for the life and property of Employees;
- 5.2.3 Treat employees with courtesy and respect for individuality and human dignity;
- 5.2.4 Provide appropriate compensation based on the knowledge, competence, responsibility and performance of each employee;
- 5.2.5 Consideration of appointments and transfers, including rewards and punishments, is done fairly with regard to the knowledge, competence and suitability of Employees as criteria;
- 5.2.6 Emphasis is placed on the development of Employees' potential by providing thorough and consistent opportunities.
- 5.2.7 Avoid any unfair actions that may affect the job security of Employees or threaten and put pressure on the Employee's mental state;
- 5.2.8 Employees have the right to file complaints in case of unfairness by the established system and process;
- 5.2.9 Support the participation of Employees in determining the direction of work and solving the problems of the Company;
- 5.2.10 Receive opinions and suggestions from Employees at all levels equally and equitably.

## 5.3 Practice towards Customers

The Company realizes the importance of customer satisfaction towards the success of the Company's business. The guidelines have been set as follows:

- 5.3.1 Comply with contracts, agreements, or conditions with Customers. In the event that this cannot be performed, the customer shall be notified in advance in order to jointly find a solution and prevent damage;

- 5.3.2 Establish a system to receive complaints from customers regarding the quality of service, including the speed of response or delivery, and proceed to provide Customers with a quick response;
- 5.3.3 Provide accurate, adequate and up-to-date information to Customers in order to know information about the service;
- 5.3.4 Determined to creating satisfaction and confidence for Customers to receive good quality service under appropriate safety and technology, including continuously raising the standard to a higher level;
- 5.3.5 Focus on maintaining Customer confidentiality and not using it for your or involved people's benefit;
- 5.3.6 Do not solicit, accept or give any dishonest benefit to the Customers.

#### 5.4 Practice towards Business Partners

The Company has a policy to build good business relationships with Business Partners, operate business on the basis of fair support to both parties, treating partners equally, taking into account the best interests of the Company, avoid situations that cause Conflicts of Interest, and strictly adhere to our commitments to achieve mutual benefits by following these guidelines:

- 5.4.1 Comply with contracts, agreements, or conditions with Business Partners. In the event that this cannot be performed, the Business Partner must be notified in advance in order to jointly find a solution and prevent damage;
- 5.4.2 Non-discrimination, no bias towards Business Partners, create fair competition between Business Partners;
- 5.4.3 Treat Business Partners equitably and fairly and on the basis of receiving fair returns to both parties;
- 5.4.4 Establish a management and monitoring system to ensure full compliance with the terms of the contract and prevent fraud at all stages of the procurement process;
- 5.4.5 Procurement must be conducted transparently by providing equal, accurate information to Business Partners and sufficient time to prepare and/or bid to the Company;
- 5.4.6 Shall not trade with Business Partners who do not comply with the Labor Protection Act, such as Chapter 3: Exploitation of female labor; and Chapter 4: Exploitation of child labor, etc;
- 5.4.7 Procurement shall establish comprehensive assessment criteria in areas including QA/QC, Safety Health and Environmental Capabilities in order to obtain quality Business Partners.

#### 5.5 Practice towards creditor

The Company has a policy to establish good business relationships with creditors, operate business on the basis of fair support for both parties, provide equitable treatment to creditors taking into account the best interests of the Company, avoid situations that cause conflicts of interest, including strict compliance with the commitments with the following guidelines:

5.5.1 Comply with contracts, agreements or conditions with creditors. In the event that this cannot be performed, the creditor must be notified in advance in order to jointly find a solution and prevent damage;

5.5.2 Regularly report financial information to creditors that are accurate, complete, and on time;

5.5.3 Manage work to make creditors confident in their financial position and have the ability to make good debt repayment.

#### 5.6 Practice towards competitors

The Company has a policy to treat competitors on the basis of fair competition rules, shall not seeking confidential information of competitors by dishonest or improper means, with the following guidelines:

5.6.1 Operate within the framework of good and fair competition, cooperating with the competition authorities;

5.6.2 Treat competitors equally and fairly and is based on obtaining fair returns for both parties;

5.6.3 Behave within the framework of fair competition rules;

5.6.4 Shall not seek confidential information of competitors by dishonest or inappropriate means;

5.6.5 Shall not damage the reputation of competitors by making malicious accusations without truth.

#### 5.7 Practice towards communities, society and the environment

The Company shall operate its business with responsibility to communities and society by emphasizing on compliance with various standards relating to safety, security, sanitation and the environment properly and taking into account the impact on natural resources and environment with the following guidelines:

5.7.1 Focus on community and social activities by focusing on social development, community, environment, creativity and conserve natural resources, including supporting education for youth and supporting public benefit activities for underprivileged communities to become strong and self-reliant communities;

5.7.2 Return part of the profit for activities that will contribute to the creation of society and the environment regularly;

5.7.3 Create awareness of social responsibility and environment to occur among Employees at all levels continuously;

5.7.4 Operate and cooperate or supervise to strictly comply with the intention of laws and regulations issued by regulators;

5.7.5 Adhere to democracy and support Employees to exercise their rights under the Constitution of the Kingdom of Thailand, including relevant laws;

5.7.6 Establish a complaint system for matters that may affect the community, conduct a root cause investigation, and improve and notify the complainant of the results in a timely manner;

- 5.7.7 Provide quick and efficient response to events affecting communities and the environment due to the Company's operations by fully cooperating with government officials and related agencies;
- 5.7.8 Shall not do anything that affects natural resources and the environment beyond the law;
- 5.7.9 Shall not support any activities that are harmful to society or good morals and/or to promote all vices.

## **6. Not involved to Human Rights Violations**

### **6.1 Human rights**

Respect each individual's honor, dignity, independence and privacy, having the legitimate rights and human rights and interests of stakeholders, treat everyone equally without discrimination of gender, class or ethnicity. The Company requires Directors, Executives and Employees of the Company, all of whom must strictly adhere to human rights principles as part of its operations and not support any business that violates international human rights principles.

### **6.2 Working environment**

6.2.1 Promote equality in employment, shall not support direct or indirect discrimination, whether race, color, gender, gender preferences, age, disability, religion, unlawful political views or any other view;

6.2.2 Provide various benefits and welfare that Employees will receive from the Company such as vacation, overtime payment, medical expenses, various types of loans, etc;

6.2.3 Provide appropriate and fair steps, methods, and procedures for filing complaints and solving complaints;

6.2.4 In the event that there is a violation of the rules or discipline and must be carried out in order to consider the investigation and punishment, as the case may be. The Stock Exchange of Thailand will investigate disciplinary offenders only by an investigation committee to ensure fairness.

### **6.3 Occupational health and safety of Employees**

Support the health, safety and security of employees to promote good hygiene and safe working environment, to control hazards and take action to prevent accidents and occupational diseases;

## **7. Business operations under environmental standards**

7.1 Conduct business with consideration for environmental conservation and safety management standards, including compliance with the requirements of environmental laws or regulations;

7.2 Support the procurement of products or services with consideration for safety, environmental conservation and energy;

7.3 Shall conserve and improve buildings, premises, machinery and the environment to be in good condition and hygienic;

7.4 Shall maintain and improve safety standards to eliminate hazards that may occur to the premises and the environment to be international standards;

7.5 Promote activities to conserve natural resources and the environment in a manner that creates awareness of the cost-effective use of resources such as water, electricity, paper, etc., and provides Employees with a correct understanding of environmental conservation, including exchanging knowledge and experiences with other agencies in order to consider improving the operations and environmental management within the organization.

## **8. Financial and Internal Control System Reports**

8.1 Prepare financial reports that are accurate, complete, timely and reliable by preparing them according to generally accepted accounting standards;

8.2 Establish an effective internal control system to ensure that the Company complies with the Company's standards, regulations and relevant laws;

## **9. Non-Infringement of Intellectual Property**

9.1 Employees are prohibited from providing information, documents, computer programs, software, videotapes, audio tapes, and other people's work in any way that would infringe upon that person's intellectual property, regardless of the work is reserved by the person who owns or has legitimate rights to the work whether or not;

9.2 Any work created by the employee or arising from the performance of work for the Company and upon termination of employment, the employee is obliged to return intellectual property to the Company, including works, inventions, etc., whether stored in any form.

## **10. Anti-Corruption**

10.1 Employees are prohibited from giving or offering to give things or any other benefits to third parties such as government officials, brokers, agents, Business Partners, etc., with the intention of inducing that person to act or refrain from doing anything that is against law or unlawful to that person's position or in exchange for privileges that should not be;

10.2 Employees are prohibited from demanding or accepting things or any other benefits for themselves or others that induce them to perform or refrain from abuse of function;

10.3 Conducting business with various agencies, whether with government agencies State enterprises or private sectors, etc., both within the domestic or international, the Company shall operate in a transparent, fair, and legal manner, both the laws of Thailand and the laws of foreign countries that the SET Group does business with.

## **11. Exercise of Social and Political Rights**

Directors, Executives and Employees have the right and freedom to participate in various activities in society by avoiding any act that is unlawful, contrary to law or morals, causing social unrest and maintaining

one's honor and dignity to be acceptable to the status in society and the community in which the Company is located, according to guidelines as follows:

- 11.1 Uphold democratic system, promote the exercise of rights under constitutional law and other relevant laws;
- 11.2 Shall not take any action that may cause it to be understood that the Company is involved in or supports any political party.

## **12. Conflicts of Interest**

The Company has a policy to protect the legitimate interests of the Company in order to prevent any conflicts of interest. The Company has set the guidelines as follows:

- 12.1 Shall not operate anything that is contrary to the business interests of the Company, such as causing the Company to lose benefits or gain less than it should be or sharing benefits from the Company;
- 12.2 Comply with rules, procedures and disclosure of connected transactions in accordance with the regulations of the Stock Exchange of Thailand and the Office of the Securities and Exchange Commission;
- 12.3 Shall not operate anything that is competing with the business of the company;
- 12.4 Shall not seek benefits in personal affairs with the Company, such as doing anything to sell products and services to the Company;

## **13. Confidentiality of the Company's Confidential Information**

Directors, Executives and Employees shall not disclose the Company's confidential information to outsiders for any benefit that may affect the Company. In this regard, the Company has established a guideline as follows:

- 13.1 Shall not seek benefits for yourself or others by using the company's information, shall use the Information for the Company's benefit only;
- 13.2 Shall not disclose information of the Company that should not be disclosed, unless information is authorized to be disclosed or is information that has already been published to the public;
- 13.3 Shall not disclose business information to competitors, even after the termination of Directors, Executives, and Employees of the Company.

## **14. Maintaining the Company's Assets**

Directors, Executives and Employees are responsible for the efficient use of the Company's resources and assets. In this regard, the Company has established a guideline as follows:

- 14.1 Utilize the Company's assets in the most cost-effective and beneficial way possible;
- 14.2 Maintain the Company's assets in good condition, not to be damaged or lost for the benefit of efficient and sustainable use;
- 14.3 Shall not bring the assets of the Company to use for personal benefit or favoring others.

## 15. Accepting Gifts, Gratuities and Business Entertainment

To make the procurement process efficient and appropriate. The Company has established guidelines as follows:

15.1 Avoid accepting gifts and/or presents, which have an inherent value, from those who are involved in business with the Company or from others, who may benefit from the performance of the Company's Employees;

15.2 Avoid treat from people who are involved in business with the Company or from others, which may benefit from the performance of the Company's Employees.

## 16. Promulgation of the Business Ethics

In order for everyone in the organization to be aware of the business ethics, the Company will proceed as follows:

16.1 The Company communicates the business ethics to all Employees in the organization for acknowledgment by having signed acknowledgment form in writing;

16.2 The Company publishes the business ethics in a prominent place that everyone in the organization can read and provides business ethics training, along with a post-training cognition test for all new Employees;

16.3 The Company disseminates the business ethics through the Company's communication channels such as the Company's website, the annual disclosure report, etc;

16.4 The Company will regularly review the business ethics.

## 17. Discipline

The Company's Code of Conduct is one of the disciplines that the Board of Directors, Executives and Employees must maintain and strictly comply with. Employees who violate or fail to comply shall be subject to disciplinary action by the regulations on personnel management.

## 18. Whistleblowing or Complaints

Employees are responsible for and responsible for whistle-blowing or complaints when they see clues to illegal or unethical conduct, including inaccurate financial reporting or defective internal controls.

18.1 People who witness violations of the law or non-compliance with the Code of Conduct You can ask questions via email of the Audit Committee at [audit\\_committee@rss2016.co.th](mailto:audit_committee@rss2016.co.th), [secretary@rss2016.co.th](mailto:secretary@rss2016.co.th) or send complaints to the following persons:

- Chairman of the Audit Committee
- Internal Audit Department
- Chief Executive Officer
- Company Secretary

18.2 Reporters, complainants or those who cooperate in investigations will be protected according to “Anti-Corruption Policy and Whistleblowing or Complaints”.

## 19. Epilogue

This Code cannot provide comprehensive guidance on all situations or provide answers to every question that may arise. Therefore, the Company shall rely on the discretion of employees to determine what is correct, including noticing when ones should consult with others to come up with appropriate behavioral guidelines.

When uncertain of things happen “What is right and what should be done” asks the following five questions.

1. Will such actions or omissions result in damage to the life, health or safety of others?
2. Does such actions or omissions violate any national law, local law, or regulation?
3. Doing or not doing so is contrary to the policies, regulations, guidelines of the company that have been approved or not?
4. If such actions or omissions are known to my supervisor or among fellow employees, will I be ashamed or not?
5. Does such action or omission be inappropriate, dishonest, or result in damage to the image of the Company? If the answer to any of the above questions is “Yes”, it is possible that your conduct or failure to do so may be a violation or against the Code, or if you have any questions or doubts, you may consult with your supervisor or human resource department.

Finally, please remember that compliance with the Code of Conduct is an ongoing process and the Company shall use its best efforts to uphold and comply with the Code in good faith and without avoiding it.

I received and read Business ethics of RSS 2016 Co. , Ltd. has been completed, which I understand, accept and be ready to strictly apply this Code of Conduct as a working practice.

## 20. Records of Amendment

No.	Details	Effective date
1	remake	June 17, 2021
2	review and edit	July 23, 2021



21. Attachment



**Acknowledgment and Compliance Letter**

(inhouse form)