



EA Customer Service Code of Conduct

Our Vision: To become a leader in the alternative energy business by using modern and environmentally friendly technologies for the best interests and fair treatment of our consumers, shareholders, business partners, and employees

Introduction

Energy Absolute Public Company Limited and its subsidiaries (EA) is committed to conduct its businesses in line with the company's vision and the principles of good corporate governance, sustainable development, and corporate social responsibility. We are thus dedicated to developing and offering products and services that utilize the latest technological innovations, ensuring that all of our operations take into account their economic, environmental, and social impacts, and continuously supporting all stakeholders in their sustainable development.

Our customers are of key importance to our success. Thus, EA is committed to providing a high standard of customer service and to, at the minimum, meet the expectations and needs of our customers, striving to go above and beyond. EA intends to conduct business transactions with our customers in a manner that is timely, responsive, polite, and attentive, as well as upholding values such as transparency, integrity, consistency, and a drive towards excellence. We prioritize the satisfaction and trust of our customers, and we recognize and appreciate any input from them, including feedbacks, suggestions, and evaluation, for the purpose of propelling continual improvement to our customer service and the quality of our products and services. EA has prepared the following Code of Conduct to act as a guideline for providing good customer service and to inform our employees (defined as a person employed by EA that performs a function to which this Code applies) about the company's expectations and requirements regarding data privacy.

We hold in high regard the continued support of our customers and the confidence that they have placed in us. Energy Absolute Public Company Limited (EA) and its subsidiaries genuinely hopes that this Customer Service Code of Conduct will lead to the mutual benefits of both EA and our customers, allowing us to maintain the good relations we have with our customers.



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Business Principles

EA adheres to the following business principles, which underline our commitment and responsibility to all of our stakeholders. These statements have been regularly adopted into practice by our Board of Directors, Executive Management, and employees at all levels. EA's business principles and ethics are aligned with the internationally recognized principles of good corporate governance, allowing EA to advance its businesses and gain widespread acceptance and trust.

- Adherence to Fairness: EA is committed to uphold the principle of fairness in its treatment of all stakeholders
- Dedication to Excellence: EA is committed to doing the right thing with the intention to deliver excellent outcomes consistently
- Belief in the Value of Each Individual: EA believes that each individual including its employees are the most valuable assets
- Commitment to Social Responsibility: EA is committed to perform its duties in line with good corporate citizenry, contributing to the sustainable development of every community and every country in which it operates

Customer Relationship and Quality Management

EA has implemented the requirements of the ISO 9001:2015 to manage the quality of its products and services and customer relations, as well as to measure our performance against the expectations and needs of our customers in order to enhance customer satisfaction and drive improvements to our business operations. The following general guidelines are developed from ISO 9001:2015 and the Company's Manual:

- Employees shall deliver products and services which, at the minimum, meet the expectations and needs of the customers in a timely, fair, and consistent manner.
- Employees shall strictly comply with the terms and conditions agreed upon in the contracts or agreements made with the customers. In the event that any particular term or condition cannot be met, or EA experiences any limitation which requires corrective actions, EA shall notify the customers concerned in a timely manner, develop an improvement plan together, and regularly report the progress of the improvements taken.



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- Employees shall ensure that EA has the ability and resources to meet the requirements for the products and services to be offered to its customers. Employees must not make promises which they cannot fulfill.
- Employees shall monitor and maintain the quality of the products and services delivered to ensure compliance with the specifications, quality criteria, and safety criteria included within the contract.
- Employees shall provide truthful, accurate, and complete information about EA's products and services in the process of advertising, marketing, or other forms of corporate communication. Employees must not provide information that may be construed as misleading, incomplete, exaggerated, or deceitful, resulting in a misunderstanding about the quality, quantity, characteristics, or condition of the company's products and services.
- Employees must not collect money, valuables, or any other benefits from customers which may be considered as inappropriate or dishonest or as an act of corruption, bribery, or fraud.
- Employees shall deal with customers with high professionalism and in a polite, attentive, accessible, fair, and honest manner in order to maintain high customer satisfaction and trust.
- EA shall establish a system to collect and manage customers' complaints and feedback regarding the company's products and services. Employees shall listen to and take into consideration the complaints and feedbacks received in order to respond in a timely manner and to make future improvements. Employees shall also measure, monitor, and analyze customer satisfaction on a regular basis.
- Employees shall respect and protect the confidentiality and privacy of customers' information. Employees must not exploit their authorized access for personal interests or for the interests of other external parties.



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Data Privacy

EA recognizes that the right to privacy or private life is a fundamental human right, enshrined by Article 12 of the Universal Declaration of Human Rights (UDHR) and the national Personal Data Protection Act B.E. 2562 (PDPA 2019). EA is committed to conduct its businesses with respect for such rights, and our commitment is embodied by our Company Manual governing the actions of our employees at all levels and our Supplier's Code of Conduct. Furthermore, EA recognizes that breaches of data privacy and confidentiality pose a considerable risk to our operations and continued success, thus EA's company-wide internal audit and risk management procedures take into account such risk factors. The following guidelines were developed with reference to EA's Company Manual and IT-QM-001 Information Technology Security Policy & Procedures:

- Employees at all levels shall exercise caution and accountability when handling the confidential information of EA's customers.
- Employees must not disclose or use the confidential information of EA's customers without proper authorization, unless required by applicable laws, regulations, or conditions in which EA is compelled to obey.
- Employees must not access and use the confidential information of EA's customers in a dishonest or inappropriate manner for their own personal benefits or the benefits of other external parties.
- Employees shall adhere to the requirements and procedures set out by the EA's IT-QM-001 Information Technology Security Policy & Procedures, which governs information confidentiality, user's access rights, and privacy protection. Employees shall abide by the aforementioned document's guidelines on handling and storing information based on its specified confidentiality level, as well as avoiding any acts that may be considered an abuse of their access rights.
- As part of the hiring process, employees are required to sign and acknowledge the company's confidentiality agreements. Breaches of customer confidentiality and privacy are considered a negligence of one's duty and an act of non-compliance. The HR Department, Internal Audit and Risk Management Department, and the supervising individual responsible for the employee in question shall assess the severity of the misconduct and its impacts and determine the appropriate disciplinary action, which may be in the form of a verbal or written warning, a temporary suspension, or a termination of employment.



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- The Vice President of Internal Audit and Risk Management shall organize an independent audit to determine employee's compliance with the company's information security policy, as dictated by IT-QM-001 Information Technology Security Policy & Procedures, which covers compliance with confidentiality and privacy protection requirements. Furthermore, IT-QM-001 also requires system and network administrators to monitor and ensure that the use of information technology by employees are in compliance with the applicable Code of Conduct and other rules and regulations.

Channel for submitting complaints, evidence, and suggestions

EA's stakeholders have the right to contact EA to inquire about this Code of Conduct, submit comments and suggestions, and file a complaint and submit supporting evidence regarding breaches and non-compliance, including but are not limited to misconducts, breaches of data privacy and confidentiality, acts of corruption, bribery, fraud, and negligence of duty. This communicational channel can be accessed via the following email: chairman.audit.com@energyabsolute.co.th