

## ❖ Business Code of Conduct ❖

The Board of Directors has established the “**Business Code of Conduct**”<sup>2</sup> for directors, executives and employees to use as a guideline for operations. It is divided into the following topics.

- Human rights and treatment to employees
- Communities, societies, environment, health and safety
- Receiving or Providing Property or any benefits that might motivate the decision
- Conflict of interest in transactions of the Company
- Acquisition and disposal securities of the Company and the use of internal information
- Compliance with laws, regulations, provisions
- Application of properties, information, IT and intellectual property of the Company
- Treatment to customers and product quality / marketing communication
- Treatment to contract parties (trading partner and creditors)
- Treatment to competitors

The detail of the aforementioned topics are as follows:

### 1) **Human rights and treatment to employees:**

- Without discrimination: Respect for human rights, without discrimination on the basis of similarity or difference for race, religious, gender, age, education, status, including respect for personal liberty and privacy protection.
- Labor protection:
  - 1) Do not employ labor younger than the legally required minimum age. Should child labor above the legally required minimum age be employed, their legally mandated rights shall be fully protected and proper development and promotion of quality of life and work be provided.
  - 2) Female employees shall not engage in work may harm their health and safety. Pregnant workers shall be protected and provided their legally-mandated benefits.
  - 3) Employment of foreign workers must be fully compliance with the regulatory requirements.
- Prohibition of Involuntary Labor: Do not use or get benefit from forced labor including the use of corporal punishment, threat, confinement at the workplace, coercion, harassment, human trafficking or any other means of violence.
- Wages and Benefits: Payment of wages, overtime pay, and holiday pay, as well as provide legally mandated benefits shall be made accurately, fairly, and not less than the minimum wage according to applicable laws and within the time set. Proper welfare is also provided.

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<sup>2</sup> Approved by the meeting of the Board of Directors No 2/2014, 11 March 2014

- Working Hours: Do not force workers to work longer than the maximum working hours specified by applicable laws and also provide sufficient break out period during working day. Working overtime or working on a public holiday is voluntary. Workers must be granted holidays and leave as required by applicable laws.
- Have evaluation system, compensation for performance, rewards and penalties based on non-discriminatory justice and explicability.
- Open the opportunity and focus on the development of skills, knowledge and competency of employees thoroughly and continuously as well as prepare the succession plan for all key positions.
- Use knowledge, ability, appropriateness, and performance of employees as indicators in considering the nomination, transfer by fair, equitable and explicable assessment

**2) Communities, societies, environment, health and safety:**

- Correctly and fully comply with relevant laws, and management guidelines, as well as promote the implementation of international standard management systems as the tool of management.
- Inspect, monitor and evaluate the implementation to reduce the impact on the environment, occupational health, safety, community and environment.
- Communicate for understanding and cooperation in providing information to the community and society, investors, shareholders and other interested parties in timely manner with the situation and the fact of the business operation of the Company without obscuring facts.
- Aim to participate in the development and promotion of social activities, environmental protection and improve the quality of life in the community in according with the principle of sustainable development for happily living together.

**3) Receiving or Providing Property or any benefits that might motivate the decision:**

- Perform their duties with honesty, diligence and sense of responsibility.
- Disclose all factual information.
- Do not request or receive any property, item or benefit from people involving in business with the intention to act or refrain from any action that is not correct or exchange with the privilege of the Company. This including not taking any actions that violate the Anti-Corruption Manual.
- Not use the power in the position / duties in the Company for personal benefit.

**4) Conflict of interest in transactions of the Company:**

- Avoid any action that will cause conflicts of interest with the organization or that may affect the decision to perform duties.
- Be cautious about personal relationships with people who may have potential conflicts of interest or a commercial competitor with the Company, as well as relationships or personal business with colleagues that may cause the conflict or affect the performance.
- Do not take advantage of data or opportunity to be a staff member in the pursuit of personal interests for private or business purposes other than the Company's work which affects the job function.
- Do not conduct any action that is contrary to the business interests of the Company or competitive with the Company which affect the Company to lose benefits or receive lesser beneficial than it should be.
- Follow the rules, procedures and disclosure of connected transactions in accordance with the requirements of the Stock Exchange of Thailand and the Securities and Exchange Commission.

**5) Acquisition and disposal securities of the Company and the use of internal information:**

- Do not use internal information or disclose internal information to outsiders or use the important information that is not publicly available for personal benefit.
- Avoid expressing opinions to outsiders or the media concerning the matter or the information of the Company which there is no clear policy or guidelines for doing so that may affect the stock price of the Company.
- Do not use the information obtained during performing duties for personal benefit or for any unlawful.
- Insider trading preventive measures of related persons, such as directors, executives and employees in relevant departments including their spouses and minor child of such person.
  - 1) By forbidding to buy, sell, transfer or receive the transfer of securities of the Company within one month before disclosing the quarterly financial statements and annual financial statements and at least 1 working day after publicizing such financial statements.
  - 2) In case of any information which is not disclosed which may affect the price of the securities of the company must not trade the company's securities until all public disclosure.

**6) Compliance with laws, regulations, provisions:**

- Strictly perform duties under the law and regulations of the Company.
- Respect and support activities / transactions that are legitimate and the ethics of the organization.

7) **Application of properties, information, IT and intellectual property of the Company:**

- Comply with laws and regulations on information technology of the Company.
- Do not violate the copyrights and trademark that may cause damage to the Company.
- Use hardware and software provided by the Company for the Company's business.
- Maintain the security of information systems including not disclose the password to access the information system of the Company to others.
- Efficiently use the property of the Company to maximize the benefits to the Company and not use the property of the company for personal benefit.
- Protect the intellectual property of the Company to not be damaged, loss, depreciation, and use of intellectual property to maximize the benefit of the Company including maintenance of confidentiality information appropriately by defining as “**Non-Violence Policy on information, information technology and intellectual property**”<sup>3</sup> The company and associated company have a policy to comply with relevant laws, intellectual property or copyright and does not support the violation of intellectual property of others with the following details:
  - 1) Any works resulted from performing duties is deems as the intellectual property of the Company.
  - 2) After discharging from employee status, all intellectual properties including the invention must be returned to the Company in all forms of collection.
  - 3) To use of software and computer programs, user must receive permission from owner of copyright and the Company will permit to the extent of the Company's necessity.
  - 4) To bring works or information of which a copyright of external party to use within the Company, art work must be reviewed to ensure that application will not violat the intellectual property of other persons.

8) **Treatment to customers and product quality / marketing communication**

- Advertise the Company's products and services truthfully, do not make any misunderstanding and do not conflict with the good traditions and not cause the conflict.
- Deliver goods and services in accordance with agreements with customers.
- Maintain the quality standard of products and services to build up the customer confidence and satisfaction.
- Listen to customer complaints and timely improve and correct. In case of having limitation or requiring time to correct, the Company has to notify the customer to acknowledge in a timely manner and regularly report the progress of the improvement.
- Do not collect money, materials or any benefits from the customer which will be dishonest actions.

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<sup>3</sup> *Approved by the meeting of the Board of Directors No. 6/2014, 14 November 2014*

**9) Treatment to contract parties (trading partner and creditors)**

- Formulate rule for selecting partners, which is considered business partners in accordance with “EA Code of Business Ethics” with fair business practices that have social and environmental responsibility and not violating human rights.
- Strictly follow the conditions and terms of the contract if the conditions cannot be met, notify / negotiate with the contract party to find solutions and remedies for damage.
- Precede the procurement with transparency and equally treat all stakeholders with fairness and verifiability.
- Procure from entrepreneurs who comply with the law that is not related or benefit from the use of labors or have the production process that is against the law and good morals.
- Take into account the quality, safety of purchased goods and services that may affect the health of the users, employees, communities, society and the environment.
- Do not use the information obtained from the procurement operation for personal benefit or benefit of others.
- Negotiate and enter into contract with fairness and without taking advantages from contract party by taking into account the reputation and image of the Company.

**10) Treatment to competitors**

- Do not ruin the reputation of a competitor with the accusations in a bad way.
- Do not seek for information, trade secrets of competitors by dishonest means.
- Promote the fair competition and strictly adhere to the rules of competition.
- Do not make any agreements with a competitor or any person to reduce or limit the trade competition.
- Take into account equality and honesty in business operation and benefits with trading partners.
- Ethically conduct business.