

Environmental, Social and Governance Policy

The Board of Directors' Meeting No. 2/2022, held on 17 May 2022, has considered and approved the Environmental, Social and Governance Policy (ESG Policy), which encompasses six (6) key areas, as a guideline for the Company to conduct its business in conjunction with environmental, social, and governance responsibilities.

(1) Fair Business Conduct

The Company is committed to conducting its business with honesty, integrity, fairness, and ethical standards, and is dedicated to fair competition in accordance with business ethics, applicable laws, and principles of equitable competition. The Company rejects any practices that may hinder fair competition, such as the acquisition of competitors' confidential information or the offering, giving, or receiving of any improper business benefits. In addition, the Company respects the intellectual property rights of others and requires its personnel to comply with applicable laws and regulations relating to intellectual property rights, such as the use of legally licensed software. The Company also promotes awareness and instills a sense of social responsibility among its personnel at all levels.

(2) Respect for Human Rights

The Company has a policy to support and respect the protection of human rights by treating all related parties, including employees, communities, and surrounding society, with respect for human dignity, taking into account equality and equal freedom, without violating fundamental rights and without discrimination on the basis of race, nationality, religion, language, skin color, gender, age, education, physical condition, or social status. The Company shall also ensure that its business operations are not involved in any human rights violations, such as child labor and sexual harassment. In addition, the Company promotes monitoring of compliance with human rights requirements by providing opportunities for participation in expressing opinions, as well as establishing channels for complaints for those who

have been affected by human rights violations arising from the Company's business operations, and shall provide appropriate remedies.

In order to ensure effective respect for human rights, the Company has undertaken initiatives to build knowledge and awareness of human rights and to instill a sense of responsibility among its personnel to strictly comply with human rights principles and guidelines.

(3) Fair Treatment of Labor and Employees

The Company recognizes the importance of human resource development and fair treatment of labor, which are key factors in enhancing the Company's value, strengthening its competitiveness, and supporting its sustainable growth in the future. The Company has therefore established the following policies and practices:

- (3.1) Respect the rights of employees in accordance with human rights principles and comply with applicable labor laws.
- (3.2) Establish fair recruitment processes and employment conditions, including remuneration determination and performance appraisal under a fair evaluation system.
- (3.3) Promote personnel development by organizing training, seminars, and workshops, as well as supporting employees to attend relevant academic and professional training programs to enhance their knowledge, capabilities, and potential, including fostering positive attitudes, ethics, and teamwork.
- (3.4) Provide employee welfare in accordance with legal requirements, such as social security, and beyond legal requirements, such as health insurance and accident insurance, including various forms of employee assistance.
- (3.5) Provide annual health check-ups for employees at all levels, taking into consideration risk factors based on age, gender, and individual working conditions.
- (3.6) Ensure that employees work in a safe environment with proper workplace hygiene by implementing accident prevention measures, promoting safety

awareness, providing training, and encouraging good hygiene practices, as well as maintaining a clean and safe workplace at all times.

- (3.7) Provide employees with channels to express opinions or submit complaints regarding unfair treatment or improper conduct within the Company, and ensure protection for employees who report such matters.

(4) Responsibility toward Customers

The Company is committed to continuously improving its services and those of its affiliates to achieve customer satisfaction and maximize customer benefits. The Company adheres to treating customers with responsibility, honesty, and care, as if they were members of the Company's family. The Company has therefore established the following policies and practices:

- (4.1) Give due consideration to the quality and efficiency of its services to ensure that customers receive the highest quality and most efficient services.
- (4.2) Adhere to fair marketing practices by ensuring that customers receive accurate, clear, and non-misleading information regarding the Company's services, without restricting customers' rights to information, so that they have sufficient and correct information for decision-making.
- (4.3) Respect customers' rights to express opinions, including efficiently handling complaints regarding service quality, in order to respond promptly to customer needs.
- (4.4) Maintain the confidentiality of customer information and shall not use such information for any improper purposes.

(5) Environmental Management

The Company is committed to minimizing negative environmental impacts and therefore places importance on environmental management, covering four key areas: energy management, water management, waste and pollution management, and greenhouse gas management. The Company shall ensure that its operations and those of its subsidiaries strictly

comply with applicable environmental laws and regulations, with the objective of environmental protection and the prevention of environmental degradation. Appropriate environmental management systems shall be established, both in terms of operational practices and supporting equipment for business operations. The Company has established the following practices for itself and its subsidiaries:

- (5.1) Energy conservation and energy management shall be established as an integral part of the Company's operations.
- (5.2) Personnel at all levels of the Company shall place importance on controlling indirect greenhouse gas emissions arising from energy consumption within the organization, by reducing the use of energy that generates heat and steam, such as air conditioning and transportation by vehicles.
- (5.3) A policy shall be established to reduce waste generation and to cooperate in the proper disposal of waste.
- (5.4) Risk and impact assessments relating to environmental, health, and safety matters shall be conducted prior to any investment or joint venture, and operations shall be carried out under an environmentally responsible approach.
- (5.5) Guidelines shall be established for the efficient and effective use of natural resources, materials, and equipment.
- (5.6) Measures for natural resource conservation shall be implemented, such as reducing energy consumption and complying with the 3 R policy (Reduce, Reuse/Recycle, Replenish).

(6) Social and Community Development

The Company recognizes its responsibility toward communities and society and has therefore established policies to support and contribute to social development as follows:

- (6.1) The Company shall support and provide appropriate assistance to society and communities.
- (6.2) The Company shall provide opportunities for communities and relevant stakeholders to participate in providing opinions on projects that may impact the community, including submitting feedback or complaints arising from the Company's operations.
- (6.3) The Company shall cooperate in complying with international standards or agreements aimed at preventing or reducing environmental impacts.
- (6.4) The Company shall support education for youth by providing scholarships and educational equipment to schools to enhance learning.
- (6.5) The Company places importance on responding promptly and effectively to incidents that may impact communities, society, and the environment arising from its operations.
- (6.6) The Company promotes awareness and responsibility among its employees toward the environment and society.

This Policy shall be effective from 17 May 2022, as approved by the Board of Directors' Meeting No. 2/2022.

- Mr. Prasan Tanprasert -
Chairman of the Board of Directors
Pinthong Industrial Park Public Company Limited