

[Translation]

Corporate Social Responsibility Policy
Thai Group Holdings Public Company Limited

The Company and its subsidiaries conduct their business operations under the principles of good corporate governance, with transparency and accountability, and are committed to developing the business in parallel with maintaining a balance among economic, social, and environmental responsibilities. The Company and its subsidiaries are determined to uphold their position as good corporate citizens by conducting business in a sustainable manner and managing the organization to achieve stable growth and social recognition based on ethical standards and good corporate governance principles. In addition, the Company aims to generate sustainable returns for shareholders efficiently while taking into consideration the impacts of its business operations on all stakeholders in every aspect. Accordingly, the Company has established the Corporate Social Responsibility Policy in the following areas:

1. Fair Business Practices

The Company and its subsidiaries have established guidelines for the treatment of stakeholders under the Code of Conduct, taking into consideration responsibilities toward all stakeholder groups, including shareholders, employees, customers, business partners, contractual counterparties, communities, society, and the environment. The Company also promotes free and fair competition, avoids any actions that may give rise to conflicts of interest or infringement of intellectual property rights, and maintains a policy of anti-corruption in all forms. The guidelines are summarized as follows:

(1) Corporate Governance

The Company and its subsidiaries are committed to conducting business with integrity, fairness, transparency, proper disclosure of material information, and accountability. In conducting business operations, the Company and its subsidiaries take into consideration the interests of and impacts on shareholders, customers, business partners, employees, and all stakeholder groups, while ensuring appropriate and equitable sharing of benefits among all parties.

(2) Corporate Social Responsibility

The Company and its subsidiaries have adopted a Corporate Social Responsibility (“CSR”) policy based on fundamental ethical principles in order to ensure fairness to all relevant stakeholders. The principles of good corporate governance are applied as guidelines for maintaining an appropriate balance among economic, community, social, and environmental dimensions, thereby contributing to sustainable business development and long-term success.

(3) Compliance with Laws, Rules, and Regulations

The Company and its subsidiaries place importance on compliance with laws, rules, and regulations relating to the environment, occupational health, and safety at the local, national, and regional levels, as well as compliance with internationally accepted business conduct standards. Directors, executives, and employees are required to strictly comply with applicable laws, rules, regulations, and requirements, and must not participate in, support, or undertake any acts that may constitute a violation of applicable laws or regulations.

(4) Compliance with Intellectual Property Laws

The Company and its subsidiaries do not support any actions that infringe intellectual property rights. Directors, executives, and employees are required to comply with applicable laws, rules, and regulations relating to intellectual property and must not participate in, support, or undertake any acts that may constitute infringement or violation of intellectual property laws or related regulations.

(5) Promotion of Efficient Resource Utilization

The Company and its subsidiaries promote efficient, appropriate, and optimal utilization of resources among directors, executives, and employees at all levels throughout the organization. The Company also communicates, provides knowledge, supports, and fosters awareness among employees and all relevant parties regarding effective resource management in order to maximize organizational benefits.

2. **Respect for Human Rights**

The Company and its subsidiaries support and respect the protection of human rights by treating all stakeholders, including employees, communities, and surrounding society, with respect for human dignity, equality, and fundamental freedoms. The Company and its subsidiaries shall not violate fundamental human rights and shall not engage in any form of discrimination on the basis of race, nationality, religion, language, skin color, gender, age, education, physical condition, or social status. The Company and its subsidiaries also ensure that their business operations are not involved, either directly or indirectly, in any human rights violations, including forced labor, child labor, sexual harassment, or any other forms of abuse or exploitation. In addition, the Company and its subsidiaries promote monitoring and compliance with human rights principles by providing opportunities for participation and expression of opinions, as well as establishing channels for complaints and grievances for persons affected by human rights violations arising from the business operations of the Company and its subsidiaries. Appropriate remedial measures shall also be undertaken where necessary.

To ensure effective implementation of human rights principles, the Company and its subsidiaries promote knowledge and awareness of human rights among directors, executives, and employees, and encourage strict adherence to human rights principles throughout the organization.

3. Fair Labor Practices

The Company and its subsidiaries recognize the importance of human resource development and fair labor practices as key factors in enhancing corporate value, strengthening competitiveness, and supporting sustainable growth in the future. Accordingly, the Company and its subsidiaries have established the following policies and practices:

1. Respect employees' rights in accordance with human rights principles and comply with applicable labor laws.
2. Ensure fair recruitment processes and equitable employment conditions, including appropriate compensation in the form of salaries and/or bonuses commensurate with employees' capabilities and performance, based on a fair performance evaluation system, in order to promote career stability and advancement opportunities.
3. Promote personnel development by organizing training programs, seminars, and workshops, as well as supporting employees' participation in external academic seminars and training courses relevant to their duties, in order to enhance employees' knowledge, competencies, and capabilities, while fostering positive attitudes, ethical values, integrity, and teamwork.
4. Provide employee welfare and benefits in accordance with legal requirements, such as social security, as well as additional welfare benefits beyond those required by law, including health insurance, accident insurance, employee loan programs, funeral assistance, and other forms of employee support.
5. Arrange annual health check-ups for employees at all levels, taking into consideration individual risk factors, age, gender, and working environment.
6. Ensure safe working conditions and maintain good occupational health and workplace hygiene by implementing accident prevention measures, promoting safety awareness among employees, organizing safety-related training programs, encouraging good hygiene practices, and maintaining a safe and healthy workplace environment at all times.

7. Foster a positive working environment based on mutual respect, collaboration, and harmonious relationships, while ensuring fair treatment of employees at all levels and preventing any form of exploitation.
8. Provide employees with channels to express opinions or report unfair treatment or misconduct within the Company and its subsidiaries, and ensure appropriate protection for employees who report such matters.

4. **Responsibility Toward Customers and Consumers**

1. The Company and its subsidiaries shall treat customers fairly with respect to products and services without discrimination. The Company and its subsidiaries shall not disclose customers' confidential information obtained in the course of business operations which, under normal circumstances, should be kept confidential, nor use such information for the benefit of themselves or related parties, unless disclosure is required by law.
2. The Company and its subsidiaries shall provide channels through which customers may submit complaints or express dissatisfaction and shall respond to customers' needs and concerns promptly and appropriately.
3. The Company and its subsidiaries shall strictly comply with contractual obligations, agreements, and conditions entered into with customers. In the event that compliance may not be possible, the Company and its subsidiaries shall promptly notify and negotiate with customers in advance in order to jointly determine appropriate solutions and prevent potential damage.
4. The Company and its subsidiaries are committed to creating customer satisfaction and confidence by delivering products and services of excellent quality under appropriate safety standards and technologies, while continuously and earnestly improving service and operational standards.
5. The Company and its subsidiaries shall disclose information relating to products and services accurately, completely, transparently, and in a timely manner without distortion of facts, while maintaining sustainable and positive relationships with customers.
6. The Company and its subsidiaries shall establish customer service systems that enable customers to submit complaints or concerns and shall ensure timely and effective responses to customer needs and expectations.
7. The Company and its subsidiaries shall operate efficiently with appropriate cost management while maintaining internationally accepted standards for the quality of products and services.
8. The Company and its subsidiaries shall neither demand, accept, nor offer any dishonest or improper benefits in dealings with customers.

9. The Company and its subsidiaries shall Support the provision of information and knowledge relating to the Company's business operations.

5. Environmental Stewardship

The Company and its subsidiaries place importance on natural resource conservation and the efficient use of energy. The Company also recognizes and is concerned about the safety of society, the environment, employees' quality of life, and communities that may be affected by the Company's operations. Accordingly, the Company has established the following practices:

- 1) Utilize natural resources only to the extent necessary in order to minimize impacts on society, the environment, and the quality of life of the public.
- 2) Organize environmental conservation activities on a regular basis as part of the Company's contribution to society.
- 3) Promote and continuously cultivate environmental awareness and responsibility among employees at all levels throughout the organization.

6. Community and Social Development

The Company and its subsidiaries are committed to conducting business in a manner that contributes to economic and social development, while upholding their responsibilities as good corporate citizens and complying with all applicable laws and regulations. The Company has established policies to support and contribute to community and social development, particularly in the area of education for youth through donations of educational materials and scholarships. In addition, the Company provides support to surrounding communities and public organizations, including financial support for police stations to improve public service equipment, support for religious activities, and support for hospitals in improving medical equipment and facilities.

7. Innovation and Dissemination of Innovation Derived from Operations Conducted with Responsibility Toward Society, the Environment, and Stakeholders

The Company and its subsidiaries support innovation at both the organizational process level and the inter-organizational collaboration level. Innovation includes the implementation of new methods, ideas, and processes, as well as improvements in operations and value creation. The objective of innovation is to create positive change, improve efficiency and productivity, and maximize benefits to society.

The dissemination of innovation is regarded as part of the Company's social responsibility. The Company and its subsidiaries communicate and disseminate information relating to innovation to stakeholder groups through both direct and indirect channels and via a variety of communication platforms to ensure that information is accessible comprehensively and effectively to all stakeholders.

This Corporate Social Responsibility Policy shall become effective on July 11, 2018.

(Mr. Charoen Sirivadhanabhakdi)
Chairman of the Board of Directors of
Thai Group Holdings Public Company Limited