



-Translate-

Human Rights and Community Policy and Comprehensive Human Rights

Due Diligence Process

Sky ICT Public Company Limited

1. Human rights and community policy

The company has a moral ideology of business, adheres to social responsibility and all stakeholders in accordance with its Code of Conduct for the Protection of Human Rights. It adheres strictly to international laws and principles, especially upholding and complying with the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work to ensure the safety of its business operations. Of human rights violations.

The Committee therefore considers it appropriate to establish human and community rights policies and practices to prevent human rights violations in all business activities of the Company, including joint Venture, and to promote sustainable coexistence with the community in the areas in which the Company operates.

The company organizes a comprehensive human rights due Diligence review process annually to identify and assess the risks and human rights impacts that may result from the business activities of the company itself and its partners, as well as to determine appropriate measures to prevent and mitigate their potential impacts.

In the area of community development, the company is focused on building good and sustainable relationships with the local community, supporting community participation in the implementation process, hearing and collaboration on projects for economic, social and environmental development to enhance the quality of life of local citizens, while promoting employment, skills development and responsible use of social technology.

In addition, the company provides convenient access to human rights abuse complaint channels, transparent complaints management processes, fair remedies for the impact of emergence, and effective follow-up of performance reports to stakeholders. The company consistently values communication to raise awareness and understanding for employees, stressing the importance of business practices that respect human rights and communities to instill them into a corporate culture driven by accountability and sustainability.

Duties and responsibilities

The Board of Directors has entrusted the Corporate Governance and Sustainability Committee with the task of overseeing this policy to ensure that all directors, executives and employees adhere to and comply with this policy.

The Corporate Governance and Sustainability Commission is primarily responsible for implementing this policy, together with the Risk Management Board to identify the risks of human rights violations, including the determination of affected groups or individuals, and



then to plan, determine solutions and prevent human rights violations in all aspects of the Company's business operations.

The Corporate Governance and Sustainability Committee is responsible for communicating this policy to representatives and business intermediaries.

Others acting on behalf of the company and those involved in business operations throughout the business value chain, such as suppliers, contractors, as well as partners, business partners, and joint ventures, acknowledge management and management practices to prevent being part of processes that may involve human rights violations.

All executives have a responsibility to ensure that their subordinates are aware of and have an understanding of this policy, being adequately and consistently bred.

Level	Main function
Board of Directors	Approve and direct human rights policies
Corporate Governance and Sustainability Committee	Follow-up and progress report
Executive Committee / Sustainability Division	Implementation and evaluation
Practice agencies	Implement the guidelines in each area.

Employees must adhere to and comply with this policy. In case of doubt, the supervisor or the Corporate Governance and Sustainability Commission shall immediately report to the supervisor or through the reporting channels established in accordance with the Company's information, wrongdoing and corruption policy, investigation and protection of the Whistleblower Policy.

Definition of terms applied to human rights and community policies

Human Rights means that the fundamental rights that all human beings are guaranteed or protected against discrimination only because of physical, mental, racial, religious, gender, language, age, color, education, social status or any other matter in accordance with the laws of each country and in accordance with the treaties to which each country has an obligation to comply.

The company means that the company and its subsidiaries, have human rights and community policies, committees, executives and employees at all levels, must recognize the importance and respect for human rights in all aspects of all individuals, as well as society and community, in accordance with the laws of each country and in accordance with the treaties that each country has an obligation to fulfil as a whole.

1. Equal treatment of all persons on the basis of human rights without discrimination



2. Avoidance of acts that constitute human rights violations
3. Support for the promotion of human rights
4. Communicating, disseminating, educating, understanding, guiding, monitoring and providing any other support to those involved in business operations, customers (customers), delivery of goods and services (Suppliers), contractors (Contractors), as well as joint Venture to engage in moral business practices, respect human rights, and treat everyone according to this policy of human rights. These are the following:

1.1 Client human rights

1.1.1 take care of all customers equally, greet and keep in touch with customers with courtesy, provide information and advice on products, how to use the company's goods and services in the most efficient and beneficial manner to customers, ready to deliver goods and provide quality service, meet customer expectations at a fair price.

1.1.2 strictly comply with the conditions for the client with equality and equality, regardless of race, nationality, religion, gender, language, age, color, education and social status.

1.1.3 Protect the protection of customers' personal information to secure the use of services with the company.

1.1.4 provides channels for the receipt of complaints, comments and recommendations, through which the company provides for the proper procedural administration of complaints, as well as providing remedies in cases of human rights violations.

1.2 Human rights of company employees

1.2.1 Respect for the equality of persons in employment proceedings and provide opportunities to job applicants, without discrimination, on the basis of racial equality, nationality, religion, gender, language, age, colour, education, social status, persons with disabilities, older persons, gender choice, including sexual orientation.

1.2.2 Protect, protect and prohibit all forms of harassment or sexual harassment in the workplace.

1.2.3 take care to protect wage benefits, compensation and welfare for all employees, at all levels, appropriately, fairly, treating employees equally, without discrimination, in order to ensure peace in the management of the company.

1.2.4 Promote and support good employment conditions with regard to safety, occupational health, working conditions and operational environment.

1.2.5 encourage and encourage employees to participate in management management, management and management system-related activities established by the company regularly.

1.2.6 encourages employees to develop their knowledge of competence, providing them with thorough and consistent opportunities, ready to understand, strengthen their skills, and



enhance their attitude appropriately, which the company considers all employees to be invaluable resources.

1.2.7 give priority to hearing staff feedback comments based on facts; and respect the staff's right to freedom to express their views.

1.2.8 Provide designated channels for employees. If employees have grievances, offer them to the company in accordance with the guidelines, with proper management of complaints, as well as providing remedies if human rights are violated.

1.2.9 conduct business on the basis of accuracy, transparency, fairness and verifiability by the mechanisms of various international laws and standards in the field of labour protection, no forced labour, prescribed hours of work by law and adjusted wages, fair compensation to employees by law.

1.2.10 oversee, promote and protect business practices that will not affect the work environment of employees and do not affect the environment of society.

1.2.11 Do not use child labor that does not meet the legal age or does not use forced labor within the company.

1.2.12 oversee the rights of employees as required by law in such areas as compensation, occupational safety and health at work, freedom to group and negotiate, and other matters as required by law.

1.3 Human rights of shareholders

1.3.1 oversees and promotes the exercise of ownership-based rights to control the operations of the company, such as attendance, commenting, voting, various resolutions, capital reduction, capital increase, replacement, transfer, disposition and receipt of dividends, as well as the examination of the shareholder register.

1.3.2 Presents reports, regularly informs you of information about the conduct of the company, with full content, and informs you of the rules of various methods of shareholding.

1.3.3 recognizes and values the rights of shareholders, does not commit any act in violation or deprivation of rights, and protects the protection of shareholders' personal information.

1.4 Human rights of partners and / or creditors

1.4.1 gives all partners the opportunity to present goods and services, to participate in trade partnerships equally, non-discriminatory.

1.4.2 treats partners and / or creditors equally and fairly, with due regard to the best interests of the company, and based on a fair return to both parties.

1.4.3 Protect, protect and not disclose information on the part of partners and / or creditors to partners or other unrelated parties, including protecting, supervising, not misappropriating or misusing intellectual property and misusing partner's confidential information.



1.4.4 adheres to the principles of business, advertising and fair competition, which include compliance with all laws and regulations.

1.4.5 do not choose to use partners with child labor or forced labor within the supply chain of their partners.

1.5. Community human rights

1.5.1 recognize the rights and respect the rights of the community equally.

1.5.2 are open to hearing opinions and encouraging community participation.

1.5.3 is a trusted partner with various local Chun people, supporting the community in various areas in environmental protection, education, health, through community development projects and social enterprises to encourage local communities to have a better quality of life.

2. Identification of human rights issues of particular importance to business

In the formulation of the company's human rights policy, we focus on identifying and assessing the human rights issues that the industry particularly has the opportunity to face (industry-specific human rights risks), such as data privacy, user rights, cybersecurity, digital exclusion, labour rights in the technology supply chain, and community impacts from technology applications, etc., so that we can implement concrete mitigation, mitigation and compensation (mitigate / remedy) in detail as follows:

2.1 Privacy / protection of personal data

SKY ICT recognizes that respect for the right to privacy and protection of personal data of all groups of individuals involved in business operations constitutes the most important fundamental human right in the digital age, especially as the company plays a role in developing and providing information technology, security and digital systems in airports and government agencies, involving large volumes and highly sensitive personal data.

Potential risk characteristics

- Collection and use of personal data without proper consent
- Unauthorized access to data breaches
- Use of information in a manner that may violate a person's rights or dignity, such as unnecessary surveillance.
- The preservation of information for unreasonable length or lack of safe data destruction measures.
- Data processing by artificial intelligence technology that lacks transparency
- Guidelines and measures to administer this issue



The company is committed to implementing the guidelines of the Personal Data Protection Act 2019 (PDPA) and international human rights principles such as the UN Guiding Principles on Business and Human Rights (UNGPs).

2.2 Cyber security

The company recognizes that cybersecurity is an important factor in the protection of the rights of customers and stakeholders.

Cyber attacks can cause damage to the data, confidence, and security rights of individuals. The company has provided cyber incident prevention and response measures such as Vulnerability Assessment, Penetration Test, Encryption, and access to information only to relevant parties, including a cyber incident response plan, and a team of information security experts to respond to and mitigate the impact in a timely manner.

2.3 Labour rights and fair treatment in the supply chain (Labour Rights and Fair Treatment)

The company values the fair treatment of employees and workers in the supply chain, based on workers' human rights principles in accordance with International Labour Organization (ILO) standards. The company prohibits child labour, forced labour, discrimination and harassment in all its forms, as well as upholding freedom of association, collective bargaining, safe employment and fair remuneration. It also encourages supply chain partners and contractors to stick to the same labour standards, with regular monitoring (Supplier Assessment) and follow-up on practices.

2.4 Ethics of the use of artificial intelligence technology (AI Fairness and Ethics)

The company is committed to using artificial intelligence (AI) technology and algorithms in an ethical, transparent and non-biased manner. Recognizing the risks that may result from automation decisions that affect individuals' rights, it conducts monitoring and evaluation of algorithms to prevent bias (Bias) in data and results, promotes the Human-in-the-loop principle to provide human oversight, and values transparency in the use of AI to enable stakeholders to understand the operation of the system appropriately.

2.5 Digital Rights and Inclusion

Recognizing the right of service users to have equal and secure access to digital technology, the company is committed to developing platforms and systems for all to use without discrimination, including with regard to vulnerable groups such as the elderly, the disabled, and people in remote areas, by designing appropriate accessibility and easy-to-understand information and explanations to enable the use of digital technology to promote the quality of life and human rights of all.

"The pledge of Sky ICT Public Company Limited will conduct its business by adhering to ethics and human rights accountability. To safeguard the privacy rights of its employees, customers, partners and the general public, it will not use or disclose personal information in any way that may violate human rights, and will act in a transparent, fair and consistent manner with all laws."



3. Support for Freedom of Association and Collective Bargaining Policy

Sky ICT Public Company Limited respects and supports employees' right to free integration and, in collective bargaining, in accordance with international human rights principles and International Labour Organization (ILO Convention) conventions, it is committed to creating an open, transparent and respectful working environment for employees to express their views or group without being intimidated or discriminated against.

3.1 Respect for the right to association (Freedom of Association) Companies respect the right of employees to

- Establish or join a labor organization, association, or employee representative group.
- Conduct activities within the group peacefully, without interference or interference from the company.
- Choose their representatives freely. To be representatives in discussions with the administration.

The Company shall take no action that impedes, restricts or interferes with the freedom of integration of its employees; either directly or indirectly.

3.2 Collective Bargaining

The company encourages collective bargaining between representatives of employees and management on issues related to employment, work or welfare conditions, based on the principles of cooperation, transparency and fairness; the outcome of the negotiations will be respected and vigorously implemented for the benefit of all parties.

3.3 Non-discrimination or bullying (Non-discrimination and Non-Retaliation)

The company will not discriminate against, intimidate or bully employees exercising their right to collectivization or collective bargaining, and will protect employees from retaliation. In all its forms, all employees have the right to present their opinions or concerns to management through company-defined channels without fear of being punished.

3.4 Participation promotion (Employee Engagement and Dialogue)

The company encourages continuous channels of communication between employees and management, such as welfare board meetings, opinion polls, or other engagement activities, to build mutual understanding and develop good relationships between employers and employees.

3.5 Mechanisms to Support Employee Participation in Volunteer Activities and Charitable Organization Support (Mechanisms to Support Employee Participation in Volunteering Activities and Charitable Organization Engagements)

The company believes that employee participation in social activities is an important part of building Shared Value between the organization and the community. The company encourages employees to participate in volunteer activities to enable employees to devote their time and skills to social support.



The company has laid the foundation of systematic support, through the Sustainability Enterprise Development Task Force, to determine the direction and implementation plan of continuous employee engagement to the community.

The company has a monitoring system for participating in volunteer activities and reporting to the Executive Board every year to ensure that activities have socially sustainable outcomes and truly meet the needs of the community.

Charitable Giving & Community Investment The company supports legally registered nonprofits through donations, items, or IT knowledge and skills support to the community.

4. Fair Employment Policy

Sky ICT Public Limited is committed to personnel responsibility business. It upholds the principles of human rights, universal labour principles, and labour laws of Thailand. This policy is made to set standards and guidelines for employment, setting compensation, working hours, leave, and caring for the welfare of employees in a fair, transparent, and equitable manner. The company values transparent, voluntary and legal employment, based on the following principles:

- **No Forced or Compulsory Labour shall be prohibited.** A company shall not use labour by force, threat or restriction of the freedom of its employees. In all cases, employment shall take place only on the voluntary basis of its employees.
- **Non-discrimination is prohibited.** The company shall employ and treat its employees without discrimination. Whether for reasons of sex, age, race, religion, disability, political opinion, or any other status, evaluation of work and promotion shall be based solely on individual competence and potential.
- **Voluntary and Transparent Employment** The Company will make the employment contract clear, complete and fair, specifying the rights, duties, wages and welfare to which employees are entitled. Employees are entitled to receive a copy of the contract and to acknowledge the conditions of work before starting every job.
- **Local Employment** The company recognizes the role of the organization in benefiting local communities. Believing that the promotion of employment in areas where the company operates is an important factor for sustainable economic and social development, it is committed to providing local personnel with the opportunity to engage in work and grow with the company to create common values at both the corporate and community levels.
- The company has guidelines to develop the skills and potential of local people through training, vocational training and partnerships with local educational institutions so that people in the community can enter the workforce in a quality and continuous manner.
- The company pledged to focus on hiring personnel from areas where it operates, with the goal of generating income for local communities, reducing immigration, and supporting the foundation economy.
- The company has taken measures to support local employment:
- Target the proportion of employment of local personnel in each area.



- Give priority to job applicants from the neighborhood, if they meet the criteria.
- Promote Pre-employment Training Program for Local People
- Cooperate with local authorities and academies to create sustainable employment opportunities.

4.1 Working Hours and Rest Periods

4.1.1 The company determines the working time required by labour law **not to exceed 8 hours a day; or 48 hours a week** for general work.

In 4.1.2 cases where there may be health risks, the company will limit working hours **to no more than 7 hours a day or 42 hours a week**.

4.1.3 Overtime requires the consent of the employee and meets the conditions prescribed by law.

4.1.4 Employees are entitled to a rest period of not less than 1 hour per day and a weekly holiday of not less than 1 day per week.

4.2 Wages and benefits

4.2.1 The company determines a wage rate of not less than the minimum wage required by law and will consider optimizing the wage according to ability, performance and economic conditions.

4.2.2, employees who work overtime or on vacation receive additional compensation at the legal rate.

4.2.3 The company provides the basic welfare required, e.g.

- Social Security
- Health or life insurance (by job title)
- Vacation days, other leave days and compensation by right
- Additional welfare by company policy (e.g. food, travel or other special welfare)

4.3 Work Environment and Safety (Health, Safety, and Working Environment) The company values the health and safety of its employees by providing

- Safe and hygienic workplace
- Personal protective equipment where necessary
- Periodic accident safety and prevention training
- The channel reports accidents or safety risks without anonymity.

4.4 Leave and other rights (Leave and Employee Rights) Employees have the right under labour law to different types of leave, e.g.

- Sick leave.
- Annual vacation



- Maternity leave
- Private leave
- Leave to enter military service.
- Leave for training or skills development.

The company will clearly provide leave regulations for employees to acknowledge.

5. Prevention of Child Labour and Child Rights

Sky ICT Public Limited recognizes the importance of child rights protection and strives to implement universal human rights principles to prevent child labour in all business processes and supply chains. The company sets the guidelines as follows:

5.1 Prohibition of Child Labour The company shall not admit persons below the age prescribed by the labour law to work. The minimum age of employment shall not be below 18 years unless the youth employment case is authorized by law and subject to appropriate control.

5.2 Age Verification and Age Verification Before Employment, the company checks all applicants' age verification documents, such as ID cards or other valid official documents, to prevent the unintentional hiring of child workers.

5.3 Supply Chain Oversight The Company requires its partners, subcontractors, and business partners to strictly comply with child labor prohibition requirements by specifying this condition in all contracts and business agreements. If violations are found, the Company will take inspection and remedial measures, including cancelling the cooperation if necessary.

5.4 Children's Rights The Company pledges to implement universal principles related to children's rights, including the Children's Rights and Business Principles (CRBP), the UN Convention on the Rights of the Child (UNCRC), the UN Guiding Principles on Business and Human Rights (UNGPs). The Company will incorporate these principles into its business processes, personnel policies and supply chain to ensure that all children are protected from discrimination, abuse. And all forms of exploitation. Operation to promote children's rights. The company supports children's rights through the following operations and programs:

Operational process aspects:

- Provide a safe and decent work environment for guardian employees to promote work-life balance (Work-Life Balance)
- Promote the realization of children's rights to employees and business partners, through training and practice manuals.

Supply Chain Side:

- Establish human rights and children's rights standards in the Supplier Code of Conducts
- Conduct a follow-up examination (Due Diligence) to prevent child labour and all forms of violations of children's rights.



Social programme aspects:

- It supports programs for the development of children and youth, such as education, health and safety.
- Cooperate with government, NGOs and local communities to enhance the quality of life of children in areas where the company operates.

If a case of child labour is found in the work system, the company will immediately take corrective action, in coordination with relevant government agencies or organizations, to provide children with proper protection and access to education.

6. Grievance Mechanism and Commitment to Remedy Individuals and Communities Affected by the Company's Operations (Grievance Mechanism and Commitment to Remedy Individuals and Communities Affected by the Company's Operations)

6.1 Community investment principles and guidelines

Recognizing that sustainable business growth must be coupled with community strength in the areas in which it operates, the company is committed to investing in systematic community development under the principle of "Creating Shared Value" to benefit the organization, community and environment in the long run.

The company defines an investment approach in the community, highlighting issues that align with the organization's core business strategy and expertise: Digital & ICT Empowerment, Supporting Access to Digital Technology, Developing Digital Skills of Youth and Communities, to Enhance Quality of Life and Increase Economic Opportunities.

Education & Skills Development promotes educational, training and lifelong learning opportunities to build a viable workforce and align with the ICT industry.

Community Well-being & Environment - Supporting community health, safety and environmental activities in the area.

Local Employment & Economic Development - Focus on local employment, support local entrepreneurs and create business opportunities with the community.

The Company's community investment operations fall within the Sustainability Governance Framework and are monitored, evaluated and reported on in a transparent manner to ensure that resources are used to maximize the benefit of the community and society as a whole.

6.2 Grievance mechanisms and pledges to heal individuals and communities affected by the conduct of company business

The Company recognizes the importance of respecting the human rights of individuals and communities that may be affected by its business practices by providing a formal grievance mechanism to provide a way for stakeholders inside and outside the Organization to conveniently, transparently and securely raise concerns, human rights violations or the consequences of its operations.



7. Human rights policy practices and community and human rights monitoring processes.

7.1 Respect for human rights, treat each other with respect, respect for each other, and treat each other equally without distinction in physical, mental, racial, nationality, religious, gender, language, age of color, education, social status or any other matter.

7.2 Take precautions in the performance of their duties to prevent the risk of human rights violations in the course of business; pray for respect for human rights.

7.3 Encourage the promotion of action for the protection of human rights;

7.4 Communicate, disseminate, educate, understand, guide and provide any other support to those involved in business operations, customers, delivery of goods and services (Suppliers), contractors (Contractors), as well as joint Venture to engage in moral business practices, respect human rights, and treat everyone according to this policy.

7.5 Overseeing respect for human rights, not neglecting or ignoring when encountering acts, human rights violations related to the company, must report to the supervisor or the person in charge and cooperate in the investigation of facts. If in doubt or inquiry, consult with the supervisor or the person in charge through the established channels.

7.6 The Company will provide fairness and protection to persons who have informed of human rights violations related to the Company by taking measures to protect complainants or those who cooperate in reporting human rights violations as defined by the Company.

7.7 The company will continue to develop and implement the Due Diligence Process to identify human rights abuse risks, determine affected groups or individuals, plan and determine solutions to and prevent human rights violations, address and prevent human rights violations, and monitor follow-up by providing appropriate mitigation processes in cases of human rights violations.

7.8 The Company is committed to building and maintaining an organizational culture that adheres to respect for human rights in accordance with this human rights policy.

7.9 The perpetrator of a human rights violation is an unethical act of the company, which must be disciplined according to the regulations prescribed by the company. It may also be punished by law if the act is unlawful.

8. Human Rights Due Diligence and Remedy Process. "

The company undertakes a well-rounded human rights monitoring process to ensure that its business practices do not cause or engage in human rights violations against all stakeholders. Based on the UN Guiding Principles on Business and Human Rights (UNGPs) and the International Labour Organization (ILO), this process consists of four main steps:

8.1 Identification and assessment of human rights risks (Identification & Assess Risks)

The company defines the scope of human rights monitoring to include all stakeholders: employees, partners, contractors, customers, communities in the area in which the company operates, as well as related entities such as joint ventures, mergers or acquisitions to ensure value chain coverage.

The assessment looks at human rights issues related to business practices, e.g.



- Labour rights and fair employment
- Community and environmental rights
- Supply Chain and Partners
- Security and information security
- Consumer rights and the protection of personal information

It includes other important issues such as forced labour, , child labour, freedom of association and negotiation, equal compensation, discrimination and all forms of harassment.

In addition, the company will monitor global human rights trends and issues in order to keep the assessment abreast of crisis situations and conditions. The results of the assessment will be used as a guide to decisions in new expansion, mergers and acquisitions and joint ventures.

8.2 Prevent and reduce impact (Prevent & Mitigate)

The company evaluates the level of "severity of impact" and "probability of occurrence" to prioritize human rights risks and determine appropriate prevention and mitigation measures. The assessment covers all rights holders, including employees, partners, contractors, clients, surrounding communities, and vulnerable groups, such as women, children, the disabled, the elderly, migrant workers, minorities, gender options (LGBTQ +), and pregnant women. The company has developed measures to systematically manage human rights risks, such as:

- Defining Human Rights Practices in the Staff and Partners Handbook (Supplier Code of Conduct)
- Human rights awareness training to employees and partners
- Improving working conditions and staff safety care systems
- Monitoring of the performance of partners in order to comply with human rights standards

8.3 Monitoring and evaluation of operations (Track & Moniter)

The company has a regular monitoring and assessment mechanism for the effectiveness of human rights measures, entrusting the relevant departments with the following:

- Monitoring and assessing human rights risks at least 1 time a year (HRRA)
- Review of progress and improve preventive and mitigation measures
- Performance reports to the Corporate Governance and Sustainability Commission, including publicly available through ESG reports or annual sustainability reports.

8.4 Remedies for the affected (Remedy)

The Company provides a mechanism to heal those affected by the conduct of business fairly, transparently and respectfully of human dignity, acting in both ways.

- **Monetary assistance**, such as indemnity or rehabilitation.



- **Non-monetary assistance**, such as restoration of rights, formal apology, improvement of work processes, or psychological counseling.

The company will consider appropriate remedies based on the level of impact and cause of the incident with a post-Remediation Review to ensure that affected persons are properly compensated and non-recurrent incidents. The HRDD process will be conducted in tandem with the HRRA Annual Human Rights Risk Assessment (HRRA) to enable the company to conduct its business in a responsible, transparent and consistent manner with international human rights principles throughout the value chain.

9. Grievance mechanisms and pledges to heal individuals and communities affected by the conduct of the Company's business.

The mechanism is designed to be Accessible, Equitable, and Effective in accordance with the UN Guidelines on Business and Human Rights (UNGPs). The company guarantees confidentiality and anonymity of complainants to ensure that stakeholders can comment or report on problems without being responded to.

The company is open to stakeholders to complain through multiple channels, e.g.

- Online channel through the company's website
- E-mail or phone hotline (Hotline)
- Complaint box in the operational area
- Notification to Area Manager or Sustainability Supervision

Upon receipt of a complaint, the company will conduct fair and transparent scrutiny, with a committee or specialized agency responsible for monitoring the matter until a settlement is reached.

The Company pledges to take appropriate and impartial remedies against affected individuals or communities if it is found to cause or contribute to the human rights consequences of its business practices, either directly or indirectly. Measures for remedies may include apology, reparation, restoration of rights, improvement of work processes, or preventive action against future recurrence.

In addition, the company reviews and reports to the Corporate Governance and Sustainability Committee at least once a year and reports on the implementation of the grievance mechanism, including remedial measures in its annual sustainability report, to build transparency and strengthen confidence with all stakeholders.



To take effect from 14 November 2025 onwards.

-SOMKIT LERTPAITHOON-

(PROF. DR. SOMKIT LERTPAITHOON)

Chairman

Approved by the Board of Directors Meeting No. 9 / 2025

On November 13, 2025