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Social responsibility policy

Sky ICT Public Company Limited

The Company attaches importance to the implementation of good corporate governance principles such as shareholder rights, equal treatment of shareholders, stakeholder rights, disclosure and transparency, board accountability, as well as social and environmental care. And the Company will continue to strive to further develop and strengthen its governance along with its business growth goals to create sustainable value and benefits for the entity, stakeholders, society, the environment, and the nation.

Business with a view to sustainability has been defined as the strategy of the company, covering the policy level, internal management and core business processes of the company. The management has informed all employees of the policy on the implementation of sustainability principles, bringing the concept of Corporate Social Responsibility (CSR in Process) into the organization, focusing on "Compliance with Work Process to Build Sustainability" to ensure consistency between the actual performance and the Quality Manual (QM), WP (Work Procedure), WI. (Work Instruction), the Company's Staff Handbook and Announcements, as well as the Guidelines for Consideration of Work Process Operations and Use "Open Up of Employees" as a tool to develop the organization to achieve efficiency and effectiveness clearly and sustainably. The Board, management, all employees and all stakeholders have encouraged the Company to pursue its spirit of showing social responsibility to continue to build its growth on the basis of sustainable development. At the same time, the Company values stakeholders in the business, uses the capital appropriately and of course continues to grow.

Policies and guidelines on social responsibility

The company has a policy of social responsibility and takes into account the Stakeholders of the company, such as employees, partners, shareholders, society and the public sector, so as to ensure sustainability in business and can grow in a socially acceptable way. That is, it is an organization that effectively makes a profit for its shareholders with regard to the interests and impact of its business on those affiliated with the company. The company has a policy of operating with a focus on social responsibility, which can be divided into 10 main guidelines as follows:

1. Good Corporate Governance

The company recognizes the importance of good corporate governance and practices business ethically, respects rights, is socially responsible, environmentally and stakeholders. Having an effective, transparent and auditable management system, the company provides a good corporate governance policy to guide the business of the company and communicate to individuals in the organization.

The company has a management structure that clearly separates the roles, functions and responsibilities of the board of directors, subcommittees and management as a

counterbalance to power, autonomy and transparent administration, verifiable to build trust for stakeholders and confidence in a transparent, fair administration system.

2. Business conduct with fairness

The company values its business practices by adhering to the framework of honest and fair trade competition within the framework of the company's laws and business ethics and based on the rules of equal competition based on both sides of the fair return. Business practices with partners must not bring disgrace to the reputation of the company or contravene the law, including intellectual property infringement, as well as encourage executives, employees to use the company's resources and assets effectively, use copyrighted goods and services and do not support goods or acts of intellectual property infringement in which the company conducts information and communication technology related business. It is essential to respect and comply strictly with the terms, commercial agreements and not infringe intellectual property for self-interest, without neglecting good faith and fair competition.

The Company has established policies and measures to prevent and combat money laundering and counter the financing of terrorism in order to determine the Company's practice of investigating and obstructing the use or wish to use its products or services in activities or acts related to money laundering, financing terrorism, as well as to establish minimum measures for all employees when establishing any control procedures or measures to comply with the policy on preventing and combating money laundering and countering the financing of terrorism of the Anti-Money Laundering and Anti-Money Laundering Commission (PONG).

This breach of non-compliance with anti-money laundering policies and measures to prevent and combat the financing of terrorism may lead to both civil and criminal liability or any other offence against the Company or its employees, including the discredit of the Company. The main measures for its management include KYC, Client Identity Monitoring (CDD), Money Laundering Risk Management and Terrorism Financing, Preservation of Related Documents as required by law, and Reporting of Transactions to the Anti-Money Laundering Agency (PONG).

Such stringent monitoring measures also enable relevant authorities to deny or terminate terrorist transactions in a timely manner that the transaction may have committed in connection with the commission of an underlying offence or the offence of money laundering or the provision of financial support to terrorism, and may help to track down malefactors seeking corruption from a rapid monitoring system, allowing for a more concise financial terrorism prevention system, making people in society less likely to be corrupt and reducing the risk of social financial institutions being instrumental in social criminal money laundering procedures.

3. Fair treatment of employees

The company recognizes that employees are one of the key resources that is of paramount importance in the development of a growing organization. It has a policy to treat all employees with equality with fair practices, not discriminating against any person because of similarities or differences, whether physical or mental, racial, religious, gender, age, education or anything else, in terms of returns, opportunities for advancement, always

keeping the workplace environment safe for the lives of employees, as well as the property of the company and its employees safe, and including giving priority to employee development.

The company also adheres strictly to various employee-related laws and regulations, including appointment and migration, including reward and punishment of employees. The company will act with equality, integrity, fairness. In addition, the company will encourage employees to develop knowledge, competence thoroughly and consistently, keep employees growing and competitive in changing market conditions, and provide fair rewards to employees.

In addition, the company has a policy to provide employees with welfare in addition to those prescribed by labour law to maintain benefits for employees and to encourage and encourage employees at all levels to enjoy fair and equal rights and welfare benefits, such as bonuses, diligent allowance, notebook computer welfare, annual social gatherings, provident funds, group health insurance, candy press cabinets and ice cream cabinets, etc.

The company's business operations contribute to employment with personnel who are well-equipped and capable of working with
The company helps its employees earn more money, can spend more money on their daily living for their personal and family, contribute to the growth of economic activity in Thailand's economy. The company also provides training for employees to prepare their employees to use computer programs before starting work, and provides training for their regular employees to keep their knowledge of information technology up to date, be well-versed in changes in new technologies, be able to apply to daily life and work in the company effectively.

4. Respect for human rights

The company has a moral ideology of business practice. In the area of human rights protection, the company strictly follows international laws and principles. It communicates, publishes, establishes guidelines and provides support to those involved in business practice to participate in business practices and treats everyone according to human rights principles in accordance with its policies. In addition, the company has guidelines to enable employees to report to their superiors if they find that there is a violation of respect for human rights associated with the company to ensure that the company is free from human rights violations.

5. Customer responsibility

The company is committed to customer satisfaction and confidence and customer care and responsibility. The company is very focused on customer service with the following customer responsibility practices:

- Deliver goods and provide quality services, meet or exceed customer expectations at reasonable price levels, and are fair.
- Strictly comply with the conditions and agreements with the customer to maintain a good and lasting relationship with the customer.

- Provide customers with accurate, adequate and up-to-date information related to information technology in order to know about products and services, without exaggerating what causes customers to misunderstand the quality of their products and services.
- Keep in touch with customers with the politeness, efficiency and trust of customers and provide a process system that lets customers complain about quality, including how quickly they respond.
- Maintain customer confidentiality, and not apply it for their own benefit or those wrongfully involved.

6. Social compensation

The company is interested in community development and wants to contribute to the promotion of knowledge in the effective use of information and communication technology-related equipment and tools, as it foresees the development of the country, especially the people who do not have access to information and communication technology-related tools and equipment. The company has the practice of providing tools and equipment with installations to public places, aiming to enhance and improve the quality of life of people in society as a good foundation for building a strong sustainable society.

The company has a strong focus on economic dimensions, social dimensions, environmental dimensions to contribute to sustainable development by providing employees with a direct experience from participating in various social activities. Because employees are the dominant force for the continuous progress of the company's social activities, and its business practices are not for profit alone. The company hopes that it will contribute to the promotion and support of a strong, transparent and ethical society as a whole.

7. Anti-corruption

The Company conducts its business with transparency, adherence to authenticity, and a strong focus on anti-corrupt practices. It provides guidelines for anti-corrupt practices, including supporting activities that promote and instill in directors, executives, and employees; complies with relevant laws and regulations; does not encourage the creation of job achievements through corrupt methods. The Board of Directors has an anti-corrupt policy to establish clear guidelines for business practices, in line with good corporate governance principles, company ethics, regulations, requirements, and related laws, to further develop into a sustainable enterprise.

8. Focusing on environmental issues

The company recognizes the importance of environmentally friendly business practices. The company has developed a working system that values the efficient use of resources, the reduction of unnecessary resource consumption, and energy saving support measures in terms of both work processes and the choice of energy-efficient and environmentally friendly electronics. The company also focuses on management to reduce greenhouse gas problems. Finding that the activities of the business with the greatest amount of greenhouse gas emissions are the use of electricity from air conditioners in the office, the company has specific air conditioning implementation measures necessary, set automatic air conditioning shut down half an hour before work time, and maintain adjusters. Air follows an ongoing energy conservation plan to help reduce potential greenhouse gas problems.

The company has a policy to reduce the use of paper in some of the tasks associated with high-volume document operations, replacing it with electronic traffic and transmission, which helps to provide faster and more efficient data transmission, reduce errors in filling documents and reuse the data in documents, help to have cheaper operating costs that benefit the organization and the environment in the long run. The company's platform service model, which is an electronic service, is one of the company's intentions to develop services that reduce customer organizational processes and reduce Use of unnecessary resources

However, the company is in the process of formulating energy and environmental conservation policies and plans as part of its business operations since procurement, delivery of goods, as well as targeting the reduction of greenhouse gas emissions from its business processes within a period of 3-5 years to ensure the reliability of its data to investors, shareholders, and those involved, as well as to provide a standard that can compare the company's actions each year. The company is in the process of providing a review from a T.A. listed examiner. or equivalent, and is expected to be made available to investors, shareholders and related parties within a period of three years from now.

9. Innovation and dissemination of innovation from the implementation of social responsibility

The company encourages innovation in change with technology that improves people's quality of life, along with creating added value for enterprises and related people.

Innovative practices and dissemination of innovations from the implementation of social responsibility

1. Create ideas or search for new knowledge that has been practiced or perceived as knowledge that covers business, economy, society and the environment.
2. Develop ideas or develop new knowledge that will produce value, put the knowledge into business practice that is consistent with marketing that can create value or productivity for affairs, economies, markets, societies, communities and the environment.
3. Always explore the business processes of an entity as to whether it poses a risk or has a negative impact on society and the environment, and if it poses a risk or has a negative impact, it should be addressed immediately.

10. Operation and preparation of reports

The company is focused on disclosing information that reflects compliance with the aforementioned social responsibility guidelines. It requires that social and environmental performance disclosure reports be prepared in the Annual Report covering business, environmental, safety and social operations, and provides a wide range of information outreach channels for interested parties to access information conveniently.



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