




## Code of Conduct

Document No.: PA-COM-009

Effective date: February 25, 2021

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## Code of Conduct

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### 1. Introduction

In order to comply with the resolutions of the Board of Directors, Hinsitsu (Thailand) Public Company Limited (the "Company") has issued a declaration of code of conduct regarding the Company's code of conduct and ethics as the basis for strengthening and enhancing good corporate governance and being the cornerstone of stability and sustainable growth, as well as to support the Company to achieve its intended goals.

### 2. Persons obliged to do so

Those who are obliged to comply with this Code of Conduct and Business Ethics include executive directors, employees, employees, consultants, as well as representatives or assigned to act on behalf of the subsidiaries mentioned above, collectively referred to as "delegates".


### 3. Scope of Enforcement

The Company has established this Code of Conduct as standard and applicable to the Company in order to strictly adhere to the internal work. Disclose, be transparent and take into account the best interests of the Company and be fair to all stakeholders involved.

### 4. Basic principles

The basic principles of code of conduct and business ethics to create mutual benefits are as follows:

- 4.1 Perform duties with integrity. Morality and responsibility
- 4.2 Confidentiality and non-use of inside or confidential information to exploit oneself or others in an unreahted way.
- 4.3 Prevent or avoid any actions that may bring conflicts of interest.
- 4.4 Behave like a practitioner with knowledge, expertise and caution.
- 4.5 Competitive and good performance with long-term impact in mind
- 4.6 Conduct business ethically Respect rights and responsibilities to shareholders and other stakeholders

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4.7 Conduct business that benefits society and is developed to reduce environmental impact.

4.8 The business can be adapted under changing factors.

## 5. Code of Conduct and Business Ethics Policy


The Company will adhere to the following code of conduct and business ethics:

5.1 The Board of Directors recognizes the roles and responsibilities as leaders of organizations that create sustainable value for the Company, including:

- 1) The Board of Directors understands the roles and responsibilities as leaders who must supervise the business for good management, covering the determination of objectives, goals, formulation of strategies, operational policies, monitoring, evaluation of operations.
- 2) Supervise the company to create sustainable value so that the Company can compete and have good performance with regard to the long-term impact on the public and to conduct business ethically. Respect rights and responsibilities to shareholders and stakeholders
- 3) The Board of Directors is responsible for the duties of the capital directors, the duty of care and the integrity of the organization (Duty of Loyalty) and the implementation of the law. Articles of Association and Resolutions of the Shareholders' Meeting
- 4) The Board of Directors has a clear understanding of the scope of duties and responsibilities of the Board of Directors and clearly defines the scope, assignment of duties and responsibilities to the Managing Director and management. As well as monitoring the Managing Director and management to perform their duties as assigned.

5.2 Define the main objectives and goals of the business for sustainability.


- 1) The Board of Directors defines or ensures that the main objectives and goals of the business are sustainable, in line with the creation of value for the organization, customers, stakeholders and society as a whole.
- 2) The Board of Supervisory Board and monitors whether the objectives or goals in the medium period or the Company's annual plan are consistent with the objectives and objectives of the organization in the long run.

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### 5.3 Strengthening a productive board

- 1) The Board of Directors is responsible for reviewing the structure of the Board of Directors. In terms of size, composition, The proportion of independent directors that are still appropriate and necessary to bring the organization to achieve its objectives and goals. regularly and in accordance with applicable laws.
- 2) Select the appropriate persons to chair the board of directors to ensure that they can operate effectively. Dedicated to work and discretion in making independent decisions.
- 3) The Supervisory Board provides transparent and clear recruitment and selection. To ensure that qualified personnel are aligned with the elements and required by law.
- 4) To propose remuneration for shareholders to approve The Board of Directors has considered that the structure and remuneration are appropriate for the responsibility. Comparable to the remuneration of the Board of Directors in similar businesses and sufficient incentives for the Board to lead the organization to meet both short-term and long-term goals.
- 5) The Supervisory Board ensures that all directors are responsible for their work and allocate sufficient time.
- 6) The Supervisory Board shall have a mechanism to monitor the operations of subsidiaries and other businesses in which the Company invests significantly. Including assigning such policies to subsidiaries or other businesses in which the Company invests significantly, understands and cooperates in its operations.
- 7) The Board of Directors holds an annual evaluation of the Board of Directors' duties. And consider applying the evaluation results to develop and apply to the organization better in the future.
- 8) The Board of Directors should supervise each board and director with knowledge. Understanding roles and duties The company also strengthens additional skills and knowledge for performing its duties on a regular basis.
- 9) The Board of Directors should ensure that the operation of the Board of Directors is complete and that there is a company secretary with the necessary knowledge and experience and appropriate to support the board's operations.

### 5.4 Nomination and Development of Executives and Personnel Management

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- 1) The Board of Directors is committed to recruiting and developing chief executive officers to have knowledge, skills, experience and understanding of the business in order to regularly manage the Company to meet its intended objectives or goals.
- 2) The Board of Directors coordinates with other relevant sub-committees. To establish a remuneration structure and assess appropriate and fair performance.
- 3) The Board of Directors should understand the company structure and shareholder relationships that may affect the management and operation of the business. And consider appropriate policies to prevent potential conflicts of interest and to ensure that the Company's decisions and actions are in the best interests of the Company as a whole.

#### 5.5 Promoting innovation and responsible business operations

- 1) The Board of Directors should focus on and support the creation of innovations that value the business while creating benefits for customers or other relevant parties and being aware of social responsibility. The environment
- 2) The Monitoring Committee ensures that the management manages the business with social and environmental responsibility and reflects the plan in the Company's operational plan and monitors it. All parties of the organization operate in accordance with the defined implementation plan.
- 3) The Board of Directors oversees and monitors the management of resource allocation and management effectively. Effectiveness, taking into account the impact and development of resources throughout the value chain, in order to ensure that the Company's business operations meet the company's sustainability goals and society.
- 4) The Board of Directors should supervise and supervise the management of information technology in accordance with the needs of the entire organization, as well as ensure that information technology is used to increase business opportunities. Operational development, risk management, resource management, so that the business can achieve the company's business objectives.

#### 5.6 Ensure proper risk management and internal control

- 1) The Board of Directors should ensure that the Company has a risk management system and internal control that effectively achieves the objectives of the organization and complies with the relevant standards and laws.

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- 2) The Board of Directors must establish an audit committee that can perform its duties effectively and independently.
- 3) The Board of Directors should monitor and manage potential conflicts of interest between the Company and management. Board of Directors or shareholders, including preventing the use of undiluted interests in the property. Information and opportunities of the Company and transactions with connected parties in an unreasonable manner.
- 4) The Board of Directors should ensure that clear anti-corruption policies and practices are prepared and communicated to all levels in the organization and internal and external individuals in order to have a clear understanding and practicality.
- 5) The Board of Directors should ensure that the company has the authorities or persons responsible for the complaints of the business and establish guidelines for the operation of the case where clues are provided and affect the Company either in terms of the company's image or performance.

#### 5.7 Maintaining financial credibility and disclosure

- 1) The Board of Directors has a responsibility to maintain the management system for making financial reports. Disclosure of important information is accurate, adequate, timely and compliant. Relevant laws, standards and practices
- 2) The Board of Directors should regularly monitor the company's financial liquidity and ability to repay debts.
- 3) In the event that the Company is in financial difficulty or prone to problems The Board of Directors should consider the plan. This includes considering the impact on stakeholders' rights.
- 4) The Board of Directors should supervise the management department or investor relations authority that communicates with shareholders and other stakeholders such as investors, analysts, etc. appropriately, e.g. and timely, as well as to consider channels for dissemination of information through information technology appropriately.

#### 5.8 Supporting shareholder engagement and communication

- 1) The Board of Directors ensures that shareholders are involved in important decisions made by the Company.
- 2) The Board of Directors has conducted the shareholders' meeting to be organized, transparent, efficient and allowing shareholders to exercise their rights.

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3) The Board of Directors should ensure the disclosure of the resolutions of the shareholders' meeting.

Proper preparation of the minutes of the shareholders' meeting Complete and timely

#### 5.9 Honesty

The Company shall adhere to and maintain integrity as the principle of business operations.

#### 5.10 Compliance with laws and regulations

The Company operates in accordance with official law and requirements and will not take action or not provide assistance. Promote or support any unlawful activities and transactions;

#### 5.11 The use of knowledge, competence, expertise, caution and empathy.

The Company supervises the company to use knowledge, competency, expertise, caution and care. To provide quality service to customers like professionals.


#### 5.12 Standards set for entrepreneurs

The Company will comply with various standards relating to the business operations of companies that operate or are in the same industry. It is generally accepted and takes into account the long-term interests of the company, society and the environment.

#### 5.13 Treatment of various stakeholders

The Company establishes stakeholder management guidelines using information from stakeholder engagement. Handling complaints to identify demand issues Then assign the agencies responsible for coordinating with different stakeholders. Determine the right approach to your needs. Stakeholder expectations and concerns


Stakeholders are those affected by the benefits or benefits of the business operations of the organization by Hinsitsu (Thailand) Public Company Limited. Divide stakeholders into 6 groups:

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- 1) Countries (meaning government agencies, policy makers, thought leaders, nongovernmental organizations, and politicians at the provincial level or above)
- 2) Community society (meaning community, general public, youth, educational institutions, NGO, media and local politicians)
- 3) Shareholders (meaning shareholders, investors, juristic persons and institutions investing in the Stock Exchange of Thailand)
- 4) Customer (meaning Company Customer)
- 5) Partners (meaning partners, sellers, service providers, contractors, deliverers, competitors, and business partners)
- 6) Employees (i.e. Hincizu Group Employees (Thailand) Public Company Limited)

#### Mission and Guidelines for Stakeholder Engagement

Stakeholders	Mission	Channels for stakeholder engagement	Stakeholder Interests	Key operations
Countries	To create operational stability in the stock exchange in a sustainable manner.	The website publishes the company's information.	Complete, accurate, fast, and timely disclosure	1) Be aware of the need for resources required to conduct business, and recognize that the use of each type of resource has a different impact. 2) Good corporate management
Society, Community	To be a good organization of society, managing the environmental impact.	1) Support social missions on a timely butt. 2) Participation in activities for public benefits, education and prosperity for the nation	1) Education Promotion 2) Conservation of natural resources and the environment	1) 2019- 2019- 2019- 2019 2) Community relations through the company's projects

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	Contribute to improving the quality of life for the community.			
Shareholders	Generate good returns and be competitive.	1) Annual General Meeting of Shareholders 2) Quarterly Information Report to the Stock Exchange of Thailand (SET)	1) Creating good returns 2) Sustainable Business Development	1) Good corporate management and consistently good performance 2) Proper dividend payment to shareholders
Customer	Creating satisfaction and engagement with customers by offering quality products at fair prices.	1) Annual Customer Satisfaction Survey 2) After-sales Service	1) Quality of products and services 2) Reasonable price of goods and services	1) We offer our customers quality products with friendship and generosity. 2) Treat customers with good understanding and cooperation and compete fairly.
Business Partners	Conduct business together on the basis of fairness, developing the potential to conduct business together in the long run.	1) Annual Partner Seminar 2) Year-to-year review of procurement processes	A convenient, fast, accurate, transparent and fair procurement process that does not discriminate.	(1) The Company creates integrity, does not claim and does not claim any other benefits from its partners, directly or indirectly, maintains benefits with its partners, and complies with laws and rules. To prevent fraud.

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				(2) Seminar on Cognitive Exchange (3) Treat partners with fair understanding and cooperation.
Employee	Promote and support employees to have the potential to work and have confidence in quality of life.	1) The Chief Executive Officer communicates directly with executives and employees through the company's communication channels. 2) Annual Employee Satisfaction Survey	1) Employee engagement with the organization 2) Career Management for Career Progression 3) Promoting learning and developing employees	Organize activities to promote and encourage employees to use their potential. The company also supports the development of employees' potential, knowledge and abilities appropriately.

#### 5.14 Conflict of Interest Supervision

The Company supervises or prevents In the event of or possibly a conflict of interest relating to the company's business operations appropriately and will not exploit any unlawful or contrary to official requirements.

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#### 5.15 Compensation for stakeholders being damaged by rights infringement

The Company considers compensation for infringement of rights at least the rate required by law.  
Approved by the Chief Executive Officer.

#### 5.16 Customer Confidentiality

The Company maintains, maintains, and establishes information security systems and maintains confidential customer information appropriately, and will not disclose such confidential information to anyone else unless the customer's consent or legal action is granted.

#### 5.17 Communicating information about a product or service with a customer

The Company communicates adequate information about its products or services to provide customers with a proper understanding.

#### 5.18 Providing advice or actions on behalf of customers


The Company takes rational precautions. To advise or decide to take any action on behalf of the Customer, taking into account the appropriateness.

#### 5.19 Maintaining good relations with the authorities

The Company regularly strengthens the creation and preservation of good relations with the authorities, such as cooperating with the authorities in accordance with relevant rules and regulations, and compliance with official recommendations.

#### 5.20 Receiving gifts or incentives from a customer or other person

The Company does not call, request or receive money, gifts or prizes or any other rewards from customers or others, unless it is a receipt due to traditional giving and is of reasonable value to the standards.

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#### 5.21 Maintaining a good reputation

The Board of Directors will supervise the directors, Management and employees of the Company or representatives on behalf of the Company. It must maintain a good reputation and refrain from acting that brings detriment to the company.

#### 5.22 Rights of individuals and external activities

The Company respects the rights of individuals as required by law and promotes and supports participation in external activities.

- (1) Does not affect the company's reputation and image.
- (2) It is not a major obstacle to devoting time or devoting the ability to perform duties.
- (3) It is not against the Policy on Code of Conduct and Business Ethics.
- (4) Does not cause conflicts of interest.
- (5) It is not against good laws and morals.
- (6) It does not cause conflicts or affect society and the environment.

Announced on February 25, 2021

Hinsitsu (Thailand) Public Company Limited

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(Mr. Weidt Nuchjalearn)

Chairman of the Board of Directors