

Code of Conduct

Pro Inside Public Company Limited

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The Company has established a written Code of Conduct for all parties involved to adhere to as a guideline for performing duties according to the Company's mission with transparency and morality, including being responsible to stakeholders, taking into account society and the environment, by using it as a guideline for proper conduct in doing business. This Code of Conduct reflects the values and guidelines for working that all employees should practice and work according to the specified ethical framework in various aspects, including operating with honesty, taking into account duties and responsibilities towards society, law and morality, responsibility towards shareholders, relationships with business partners and competitors, responsibility towards employees, and responsibility towards the environment. The Company has announced and informed all employees to acknowledge, sign and acknowledge, and strictly comply with the guidelines, as detailed below:

Company's Code of Conduct

1. Conflict of interest policy

- 1.1 Employees shall avoid any action that is contrary to the Company's interests, whether arising from contact with the Company's business partners, such as business partners, customers, competitors, or from using opportunities or information gained from being a director or employee for personal gain, and in conducting businesses that compete with the Company or doing other work outside of the Company's work that affects the work in their duties.
- 1.2 Employees shall refrain from holding shares in the Company's competitors if it causes the employee to act or refrain from acting in accordance with their duties, or if it affects the work in their duties. In the event that the employee acquired such shares before becoming an employee or before the Company entered into such business, or acquired them by inheritance, the employee shall report to the supervisor in order of rank.

2. Corporate assets policy

- 2.1 Employees have duties and responsibilities to take care of the Company's assets, prevent them from being damaged or lost, and use them effectively to the full benefit of the Company and not to use the Company's assets for their own or others' benefit.
- 2.2 Such assets mean both tangible and intangible assets such as movable property, real estate, technology, academic knowledge, title deeds, patents, copyrights, as well as confidential information that has not disclosed to the public, such as business plans, financial projections, and human resource information.
- 2.3 All employees must strictly avoid disclosing or using confidential information.

3. Gifts and entertainment policy

- 3.1 Employees shall not request, receive or agree to receive money, items or other benefits from those involved in business with the Company.
- 3.2 Employees may receive or give gifts according to customary practices, but receiving such gifts must not affect any business decisions of the recipient.
- 3.3 If necessary, the gift received should not be worth more than 3,000 baht and should not be in cash or cash equivalents.
- 3.4 If an employee receives a customary gift of unusual value from a business partner of the company, the employee should report it to the appropriate supervisor.
- 3.5 Giving or receiving gifts may be permitted if done transparently or public manner.

4. Securities trading and inside information policy

- 4.1 Directors, executives and employees shall avoid using inside information for their own benefit in buying or selling the Company's shares or providing inside information to other persons for the benefit of buying or selling the Company's shares.
- 4.2 Directors, executives as defined by the SEC and employees who are able to access inside information, such as Company Secretary, Investor Relations, and Finance and Accounting officers, are required to report their trading of the company's securities within 3 business days to prevent the buying or selling of shares using inside information and to avoid allegations regarding the appropriateness of buying or selling shares by insiders.
- 4.3 Insiders should refrain from buying or selling the Company's shares during the 30 days before releasing financial statements or the Company's status, including other important information, and should wait at least 24 hours after the information is disclosed to the public before buying or selling the Company's shares.

5. Customer relations and product quality policy

- 5.1 Deliver products of quality that meet or exceeds customer expectations under fair conditions.
- 5.2 Provide customers with accurate, sufficient and timely information about products and services so that customers have sufficient information to make decisions without exaggerating in advertising or other communication channels with customers, which may cause customers to misunderstand the quality, quantity or conditions of the products or services.
- 5.3 Keep customer confidentiality and do not use it for personal or related persons' benefits inappropriately.
- 5.4 Respond to customer needs quickly and provide a system and channels for customers to complaints about the quality of products and services effectively.

6. Suppliers/creditors policy

- 6.1 Treat trading partners and creditors equally and fairly and on the basis of receiving fair returns for both parties. Strictly comply with contracts or agreed term and condition. In the event that any condition cannot be complied with, the business partners and/or creditors must be notified in advance to jointly consider finding a solution.
- 6.2 In business negotiations, refrain from demanding, receiving or paying any dishonest benefits in trading with business partners and/or creditors. If there is information that any dishonest benefits have been demanded, received or paid, the details must be disclosed to business partners and/or creditors and jointly resolve the problem fairly and promptly.
- 6.3 Regularly report correct, complete and timely financial information to creditors.

7. Rivals policy

- 7.1 Conduct within the framework of fair and transparent competition rules, without taking advantages.
- 7.2 Do not seek confidential information of competitors through dishonest or inappropriate methods, such as paying wages to competitors' employees, etc.
- 7.3 Do not damage the reputation of competitors by making malicious accusations, creating untrue news, or attacking competitors.
- 7.4 Do not agree with competitor or any person in the way that reduces or restricts trade competition.
- 7.5 In dealing with competitors, the Company's personnel must not disclose or neglect to allow the Company's secrets to fall into the hands of competitors.

8. Employee practice policy

- 8.1 Perform duties with determination, honesty and transparency.
- 8.2 Refrain from giving gifts to superiors or accepting gifts from subordinates.
- 8.3 Respect the rights of other employees, including management.
- 8.4 Supervisors conduct themselves in a manner that is respected by employees, and employees should not perform any acts that are disrespectful to supervisors.
- 8.5 Be disciplined and comply with the organization's rules and regulations and good traditions, whether or not they are stated in writing.
- 8.6 Help create and maintain an atmosphere of unity and solidarity among employees.
- 8.7 Avoid any actions that may affect the company's reputation and image or cause problems for the company later.

9. Environment and community policy

- 9.1 Responsible for and committed to caring for the environment, including local customs and traditions where the organization is located.
- 9.2 Conduct activities to jointly create society, community and the environment consistently so that the communities where the company is located have a better quality of life, both through its own operations and in cooperation with the government and communities.
- 9.3 Prevent accidents and control waste emission to be below acceptable standards.
- 9.4 Respond quickly and effectively to incidents that affect the environment and communities resulting from the company's operations, by fully cooperating with government officials and relevant agencies.

10. Policy and treatment of Shareholders

- 10.1 Give importance to the rights and equality of shareholders by specifying that the Company's shareholders have the right to receive share certificates and transfer shares, the right to receive sufficient information in a timely and in a format appropriate for decision-making, the right of shareholders to attend meetings and vote in shareholders' meetings to decide on changes in the Company's important policies, the right to elect and remove directors, the right to give approval to appoint the Company's annual auditor and set remuneration, and the right to share profits in shareholders' meeting divided equally according to the number of shares.
- 10.2 Record the minutes of the shareholders' meeting and disclosed the resolutions of the meeting to shareholders and relevant government agencies in accordance with the guidelines for disclosing information in accordance with the law or relevant criteria.

11. Business ethics

- 11.1 Operate business in accordance with relevant laws, regulations, rules, orders, and announcements. The Company has compiled and organized laws, regulations, orders, announcements, and board resolutions related to the Company's operations and personnel's duties in categories and up-to-date so that personnel can examine, search, and study them appropriately. The Company will also provide personnel training to provide knowledge and understanding of the relevant laws, regulations, rules, orders, announcements, and board resolutions.
- 11.2 The Company's personnel must thoroughly understand the laws directly related to their duties and responsibilities and strictly comply with them. If in doubt, they must seek advice from the legal department and are prohibited from performing any actions if they still have doubts.
- 11.3 The Company respects human rights, human dignity, personal rights, and privacy, and takes into account the rights of each individual to interact with each other as a result of the Company's operations. The Company must not act in any way or promote or support any violations of human rights.

- 11.4 Operate business with consideration for environmental conservation and safety management standards, including compliance with the requirements of laws or regulations related to the environment.

12. Whistle-blower Policy

- 12.1 Employees, shareholders, customers, business partners or other persons doing business with the Company can report to the Company any actions related to illegal acts, government regulations, unethical acts, misappropriation, corruption by employees or other persons, both actual acts and suspicious events that cause damage to the Company, both monetary and non-monetary.
- 12.2 The Company has provided 3 channels for reporting information as follows:
- By Email : whistle-blower@proinside.co.th
 - By Postal mail : To the Audit Committee of Pro Inside Public Company Limited
55, A.A. Capital Ratchada Building, 5th Floor, Ratchadapisek Road, Dindaeng, Dindaeng Bangkok 10400
 - Online channel : <http://www.proinside.co.th/contact/whistleblowing>

Approved by the Board of Directors Meeting No. 3/2024
On February 27, 2024