

Corporate Social Responsibility Policy

Pro Inside Public Company Limited

The Company places importance on complying with the principles of good corporate governance, such as shareholders' rights, equitable treatment of shareholders, the rights of stakeholders, disclosure and transparency, and the responsibility of the Board, together with attentive care for society and the environment. The Company will continue to develop and strengthen its corporate governance further, alongside its business growth objectives, in order to create value and benefit for the business, stakeholders, society, the environment, and the nation on a sustainable basis.

Conducting business with regard for sustainability has been established as the Company's strategy, covering everything from the policy level to internal management and the Company's core business processes. Management has communicated this policy to all employees, informing them of operating processes that take sustainability into account, by introducing the concept of Corporate Social Responsibility (CSR) in the form of "CSR in Process" into the organization, focusing on "following working processes to create sustainability" so as to align actual practice with the working procedures set out in the Quality Manual (QM), Work Procedures (WP), Work Instructions (WI), the employee handbook, and various Company announcements, including the criteria for assessing compliance with working processes, and using "employee openness" as a tool for organizational development to achieve clear and sustainable efficiency and effectiveness. The Board, management, every employee, and all stakeholders support the Company in conducting business in accordance with this intent to demonstrate social responsibility, in order to build the Company's growth on a foundation of sustainable development. At the same time, the Company gives importance to its business stakeholders, invests its capital appropriately, and is committed to ensuring that revenue continues to grow on an ongoing basis.

Policy and Guidelines on Social Responsibility

The Company has a policy of conducting its business with social responsibility and with comprehensive regard for its stakeholders — such as employees, business partners, shareholders, society, and government — in order to build sustainability in its business operations and to be able to grow in a manner accepted by society. That is, to be an organization that generates profit efficiently for shareholders while taking into account the benefits and impacts of its business operations on those connected with the Company. The

Company's operating policy focuses on social responsibility, which can be divided into the following 10 key principles:

1. Good Corporate Governance

The Company recognizes the importance of good corporate governance and conducts business ethically, with respect for rights and responsibility towards society, the environment, and various stakeholders, supported by an efficient, transparent, and auditable management system. The Company has established a good corporate governance policy to serve as a guideline for the Company's business operations, and communicates it so that all persons within the organization are aware of it and comply with it.

The Company has a management structure that clearly divides the roles, duties, and responsibilities of the Board of Directors, the sub-committees, and management, in order to provide checks and balances, independence, and transparent, auditable management, so as to build the trust of stakeholders and confidence in a transparent and fair management system.

2. Conducting Business with Fairness

The Company gives importance to conducting business in accordance with a framework of honest and fair trade competition, within the bounds of the law and the Company's business ethics, and adheres to the rules of equitable competition, based on both parties receiving fair returns. Business dealings with business partners must not bring disrepute to the Company or violate the law, including infringement of intellectual property; the Company also encourages executives and employees to use the Company's resources and assets efficiently, to use properly licensed products and services, and not to support products or acts that infringe intellectual property. As the Company's business relates to information technology and communications, it is especially essential to respect and strictly comply with trade terms and agreements, and not to infringe intellectual property for one's own benefit, without neglecting honest and fair competition.

The Company has established a policy and measures for the prevention and suppression of money laundering and the countering of the financing of terrorism, setting out the Company's guidelines for examining and preventing the use, or intended use, of the Company's products or services in activities or acts relating to money laundering or the financing of terrorism, including minimum measures for all employees when establishing any process or control measure, in order to comply with the policy on the

prevention and suppression of money laundering and countering the financing of terrorism of the Anti-Money Laundering Office (AMLO).

Failure to comply with this policy and these measures on the prevention and suppression of money laundering and countering the financing of terrorism may result in civil or criminal liability, or other offences, against the Company or its employees, including damage to the Company's reputation. The principal measures for managing this include Know Your Customer (KYC), Customer Due Diligence (CDD) to ascertain facts about customers, management of money-laundering and terrorist-financing risk, retention of relevant documents as required by law, and reporting of transactions to the Anti-Money Laundering Office (AMLO).

These stringent verification measures also help relevant agencies to promptly refuse or terminate transactions with terrorists where it becomes known that a party to a transaction may have violated laws relating to predicate offences or money laundering, or the provision of financial support for terrorism, and may help to track down criminals seeking to commit fraud promptly through a rapid verification system, contributing to a more robust system for preventing the financing of terrorism. This reduces opportunities for fraud in society and helps reduce the risk of financial institutions in society being used as tools of money-laundering processes by criminals.

3. Fair Treatment of Employees

The Company recognizes that employees are one of the key resources of great importance to the organization's development and growth. The Company has a policy of treating all employees equally, with fair practices, and does not discriminate against any individual on the basis of similarity or difference, whether physical or mental, race, religion, sex, age, education, or any other matter — whether in terms of remuneration or advancement opportunities — and takes care of the working environment so that it is safe for employees' lives, as well as for the Company's and employees' property, and gives importance to employee development.

The Company also strictly complies with laws and regulations relevant to employees, including in matters of appointment and transfer, as well as rewards and disciplinary action, which the Company carries out with equity, good faith, and fairness. In addition, the Company will promote employees' comprehensive and consistent development of knowledge and ability, so that employees can grow and remain competitive in an ever-changing market environment, and will provide fair remuneration to employees.

In addition, the Company has a policy of providing benefits to employees beyond those required by labour law, in order to look after employees' interests and to promote and support all levels of employees in receiving rights and benefits fairly and equally, such as bonuses, attendance allowances, laptop computer benefits, annual social events, a provident fund, group health insurance, snack vending machines, and ice-cream freezers, among others.

The Company's business operations help create employment for capable, qualified personnel to work with the Company, helping the Company's employees earn additional income that they can use for their own and their families' daily living expenses, thereby generating economic activity that contributes to the growth of Thailand's economy. In addition, the Company provides employee training to prepare employees to use various computer programmes before starting work, and regularly provides ongoing training for its permanent employees, so that they have up-to-date knowledge of information technology, remain well-informed about new technological developments, and can apply this knowledge effectively to daily life and to their work at the Company.

4. Respect for Human Rights

The Company is committed to conducting business ethically with regard to the protection of human rights. The Company strictly complies with the law and international principles, and has communicated, disseminated, established guidelines for, and provided support to relevant parties in conducting business, so that they participate in conducting business ethically and treat everyone in accordance with human rights principles under the Company's policy. In addition, the Company provides a channel for employees to report to their supervisor if they discover any human rights violation connected with the Company, in order to give assurance that the Company is free from human rights violations.

5. Responsibility to Customers

The Company is committed to building customer satisfaction and confidence, and to caring for and being responsible towards its customers. The Company therefore places great importance on customer service, and has the following policy guidelines on responsibility to customers:

- Deliver quality goods and provide services that meet or exceed customers' expectations, at an appropriate and fair price level.

- Strictly comply with the terms and agreements made with customers, in order to maintain a good and lasting relationship with customers.
- Provide customers with accurate, sufficient, and up-to-date information relating to information technology, so that they are informed about products and services, without exaggeration that could mislead customers as to the quality of such products and services.
- Deal with customers courteously, efficiently, and in a manner customers can trust, and provide a system and process for customers to lodge complaints regarding quality, including prompt responsiveness.
- Maintain the confidentiality of customer information and not use it for one's own benefit or improperly disclose it to any related party.

6. Giving Back to Society

The Company cares about community development and wishes to participate in promoting knowledge of the effective use of information technology and communication equipment and tools, as the Company recognizes the importance of national development, particularly for people who cannot access information technology and communication tools and equipment. The Company has practical guidelines for procuring and installing such tools and equipment at public locations, with the aim of raising and improving the quality of life of people in society, to serve as a good foundation for building a strong and sustainable society.

The Company gives importance to the economic, social, and environmental dimensions in order to generate sustainable development, by giving employees direct experience through participation in various social activities, because employees are a key force in driving the ongoing progress of the Company's social activities. The Company's business operations are not conducted for profit alone; the Company sincerely hopes to play a part in promoting and supporting a strong, transparent, and ethical society overall.

7. Anti-Corruption

The Company conducts business with transparency, adheres to integrity, and gives importance to combating fraud and corruption, by establishing anti-corruption guidelines, including support for activities that promote and instil in directors, executives, and employees compliance with the law and relevant regulations, and

that discourage achieving success through corrupt means. The Board of Directors accordingly has an anti-corruption policy to set out clear guidelines for conducting business consistent with the principles of good corporate governance, the Company's code of conduct, regulations, requirements, and relevant laws, in order to further develop the organization towards sustainability.

8. Giving Importance to Environmental Issues

The Company recognizes the importance of conducting business in an environmentally friendly manner. The Company has developed working systems that give importance to the efficient use of resources, reducing unnecessary resource use, and has measures to support energy conservation, both in terms of working processes and the selection of energy-efficient, environmentally friendly electronic equipment. The Company also gives importance to managing greenhouse gas emissions; it has found that the business activity generating the largest volume of greenhouse gas emissions is the use of electricity for office air conditioning. The Company has therefore adopted measures to use air conditioning only where necessary, to set automatic shut-off timers for air conditioners half an hour before the end of the working day, and to maintain air conditioning equipment continuously in accordance with an energy conservation plan, in order to help reduce potential greenhouse gas issues.

The Company has a policy of reducing paper use in certain functions involving large volumes of documentation, replacing it with electronic transmission of data, which helps make the sending and receiving of information faster, improves work efficiency, reduces errors in entering data into documents and in subsequently using such data, and helps lower operating costs, which benefits the organization and the environment over the long term. The various platform services provided by the Company, being electronic services, are also part of the Company's commitment to developing services that help reduce workflow processes within customers' organizations, as well as reducing unnecessary use of resources.

The Company is, however, in the process of establishing an energy and environmental conservation policy and plan as part of its business operations, from procurement through to the delivery of goods and services, and has also set a target to reduce greenhouse gas emissions from its business operations within 3–5 years. In order to ensure the credibility of this information for investors, shareholders, and other stakeholders, and to establish a standard by which the Company's performance can be compared year on year, the Company is in the process of arranging for review by a verifier registered with the Thailand Greenhouse Gas

Management Organization (TGO) or an equivalent body, and expects to disclose this information to investors, shareholders, and other stakeholders within 3 years from now.

9. Innovation and Dissemination of Innovation Arising from Social Responsibility

The Company supports the creation of new innovations that transform society through technology that helps raise people's quality of life, while also creating added value for the business and its stakeholders.

Guidelines for innovation and the dissemination of innovation arising from social responsibility:

1. Generate ideas or seek new knowledge that differs from what has previously been practised or known, encompassing knowledge across business, economic, social, and environmental dimensions.
2. Develop ideas or new knowledge that will create value, applying such knowledge in business practice in a manner consistent with the market, capable of creating value or productivity for the business, the economy, the market, society, communities, and the environment.
3. Continuously review the business's operating processes to determine whether they create risk or have a negative impact on society and the environment, and, where there is such risk or negative impact, take immediate corrective action.

10. Operations and Reporting

The Company gives importance to disclosing information that reflects its compliance with the above social responsibility guidelines, by requiring the preparation of a report disclosing its social and environmental performance in its Annual Report, covering business operations, environmental matters, safety, and social matters, as well as providing a variety of channels for disseminating information so that stakeholders can access information conveniently.

Mr. Wisudhi Srisuphan

Chairman of the Board