

**Human Rights And Community Policy
And Human Rights Due Diligence Process
Pro Inside Public Company Limited**

The Company is committed to conducting business ethically, and adheres to responsibility to society and to all groups of stakeholders in accordance with the Company's code of conduct. With respect to the protection of human rights, the Company strictly complies with the law and international principles, in particular by supporting and complying with the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, in order to ensure that the Company's business operations are free from human rights violations. The Board accordingly considers it appropriate to establish this human rights policy and practice guidelines to prevent human rights violations in every business activity of the Company, including joint ventures, and to promote sustainable coexistence with communities in the areas where the Company operates.

In terms of community development, the Company gives importance to building good and sustainable relationships with local communities, by supporting community participation in operating processes, listening to opinions, and cooperating on projects for economic, social, and environmental development, in order to raise the quality of life of people in the area, together with promoting employment, skills development, and the responsible use of technology for society.

In addition, the Company provides an accessible channel for complaints relating to human rights violations, a transparent complaint-handling process, fair remediation of impacts that occur, and effective monitoring and reporting of results to stakeholders. The Company also gives importance to communication to build awareness and understanding among employees on a regular basis, emphasizing the importance of conducting business that respects human rights and communities, in order to instil this as an organizational culture driven by responsibility and sustainability.

Duties and Responsibilities

- The Board of Directors has the duty to approve and oversee this human rights policy, delegating to the Corporate Governance and Sustainability Committee the duty of overseeing this policy, to ensure that all directors, executives, and employees adhere to and comply with this policy.
- The Corporate Governance and Sustainability Committee has the primary duty of implementing this policy, including identifying affected groups or persons, and then planning and setting out corrective and preventive guidelines for the various forms of human rights violations that may arise from the Company's business operations in every respect.

- Management has the responsibility of ensuring that their subordinates are aware of and understand this policy, through adequate and regular training.
- Employees must adhere to and comply with this policy. Where there is doubt, they should consult their supervisor or the Corporate Governance and Sustainability Committee, and, upon discovering a violation of this policy, must report it immediately to their supervisor or through the reporting channel established under the Company's Whistleblower Policy.

Definitions

- **Human Rights** means the fundamental rights that every human being is recognized as having, or is protected from being discriminated against on the basis of physical or mental differences, race, nationality, religion, sex, language, age, colour, education, social status, or any other matter, under the laws of each country and under the treaties to which each country has obligations to comply.
- **The Company** means the Company and its subsidiaries. Their human rights policy requires the Board, executives, and employees at every level to recognize the importance of, and respect, human rights in every respect for every individual, as well as society and communities, in accordance with the laws of each country and the treaties to which each country has obligations to comply, including:
 - 1.1. Treating everyone in accordance with human rights principles equally, without discrimination.
 - 1.2. Avoiding any act that constitutes a human rights violation.
 - 1.3. Supporting and promoting human rights.
 - 1.4. Communicating, disseminating, educating, building understanding, setting guidelines, monitoring, and providing any other form of support to relevant parties in conducting business — customers, suppliers of goods and services, contractors, as well as joint-venture partners — so that they participate in conducting business ethically, respecting human rights, and treating everyone in accordance with the human rights principles set out in this policy.

Practice Guidelines

1. Human Rights and Community Policy

1.1 Customer Human Rights

- 1.1 Care for every customer equally; welcome and communicate with customers courteously; provide information and advice about products, how to use products, and the Company's services efficiently and to the customer's maximum benefit; and deliver quality goods and services that meet customer expectations at a fair price.

- 1.2 Strictly comply with the various terms applicable to customers, with equity and equality, without regard to race, nationality, religion, sex, language, age, colour, education, and social status.
- 1.3 Protect customers' personal data to ensure safety in using the Company's services.
- 1.4 Provide channels for receiving complaints, comments, and suggestions, through which the Company provides an appropriately structured complaint management process, as well as remediation in cases of human rights violations.

1.2 Employee Human Rights

- 1.1 Respect equality among individuals in employment and provide opportunities for job applicants without discrimination, on a basis of equality regardless of race, nationality, religion, sex, language, age, colour, education, social status, disability, seniority, gender identity, including sexual orientation.
- 1.2 Protect against, and prohibit, sexual harassment or intimidation in the workplace in any form.
- 1.3 Look after and protect the wages, remuneration, and benefits of all employees at every level appropriately and fairly, treating employees equally without discrimination, in order to promote harmony in the Company's management.
- 1.4 Promote and support good conditions of employment, taking into account safety, occupational health, working conditions, and the working environment.
- 1.5 Promote and support employee participation in management and activities relating to the management systems the Company establishes on a regular basis.
- 1.6 Promote employees' knowledge and capability development, providing opportunities comprehensively and consistently, together with fostering understanding, building skills, and enhancing attitudes appropriately, as the Company regards every employee as a valuable resource.
- 1.7 Give importance to listening to employees' comments and suggestions, based on facts, and respect employees' rights and freedom to express their opinions.
- 1.8 Provide designated channels for employees; where an employee has a grievance, they may raise it with the Company under the practice guidelines, with complaints managed appropriately, and remediation provided in the event of a human rights violation.
- 1.9 Conduct business on the basis of correctness, transparency, fairness, and auditability, through mechanisms of law and various international standards on labour protection; do not compel

the use of labour; set working hours as required by law; and adjust wages and remuneration fairly for employees based on the law.

- 1.10 Care for, promote, and protect business operations so that they do not affect employees' working environment, and do not affect the environment of society.
- 1.11 Do not use child labour below the legal minimum age, or use forced labour within the Company.
- 1.12 Look after employees' rights in accordance with legal requirements in various respects, such as remuneration, occupational safety and health, freedom of association and collective bargaining, and other matters as required by law.

1.3 Shareholder Human Rights

- 1.1. Look after and promote the exercise of ownership rights in controlling the Company's operations, such as attending meetings, expressing opinions, voting on various resolutions, capital reduction, capital increase, transfer, disposal, and receipt of dividends, as well as inspection of the shareholder register.
- 2.1. Present reports and regularly disclose information about the Company's business operations, with content that is complete and truthful, including notifying the rules and methods for shareholding generally.
- 3.1. Recognize and give importance to shareholders' rights; refrain from any act that violates or diminishes their rights; and protect shareholders' personal data.

1.4 Human Rights of Business Partners and/or Creditors

- 1.1 Provide every business partner the opportunity to offer goods and services, and to become a trade alliance partner, equally and without discrimination.
- 1.2 Treat business partners and/or creditors equitably and fairly, taking into account the Company's best interests, and on the basis of a fair return for both parties.
- 1.3 Protect and refrain from disclosing information concerning business partners and/or creditors to other business partners or unrelated persons, including protecting, safeguarding, and not misappropriating or misusing the intellectual property and confidential information of business partners.
- 1.4 Adhere to the principles of ethical business conduct, advertising, and fair competition, including compliance with all applicable laws and regulations.
- 1.5 Do not select business partners that use child labour or forced labour within their organization, including within the business partner's supply chain.

1.5 Community Human Rights

- 1.1 Recognize and equally respect the rights of communities.
- 1.2 Be open to listening to opinions and support community participation.
- 1.3 Be a trusted partner to local communities, providing support in various areas, including environmental protection, education, and health, through community development projects and social enterprise initiatives, to promote a better quality of life for local communities.

2. Identifying Human Rights Issues of Particular Significance to the Business

In establishing the Company's human rights policy, importance is given to identifying and assessing human rights issues to which the industry may be particularly exposed, such as data privacy, users' rights, cybersecurity, digital discrimination, labour rights in the technology supply chain, and the impact on communities from the use of technology, among others, so that the Company can take concrete preventive, mitigating, and remedial action. Details are as follows:

2.1 Privacy / Protection of Personal Data

The Company recognizes that respecting the right to privacy and protecting the personal data of all groups of individuals connected with its business operations is among the most important fundamental human rights in the digital era, particularly given the Company's role in developing and providing information technology systems, security systems, and digital systems for airports and government agencies, which involve large volumes of highly sensitive personal data.

Potential risk characteristics:

- Collecting and using personal data without appropriate consent.
- Unauthorized access to, or leakage of, data.
- Using data in a manner that may violate a person's rights or dignity, such as unnecessary surveillance.
- Retaining data longer than reasonably necessary, or lacking secure data destruction measures.
- Processing data using artificial intelligence technology that lacks transparency.
- Guidelines and measures for managing this issue.

The Company is committed to operating in accordance with the criteria of the Personal Data Protection Act B.E. 2562 (2019) (PDPA) and international human rights principles, such as the UN Guiding Principles on Business and Human Rights (UNGPs).

2.2 Cybersecurity

The Company recognizes that cybersecurity is a critical factor in protecting the rights of customers and stakeholders. Cyberattacks can cause damage to data, trust, and individuals' right to safety. The Company has therefore established preventive and response measures for cyber incidents, such as vulnerability assessments, penetration testing, encryption, and restricting data access to only those with a relevant role, including a cyber incident response plan and a team of information security specialists to respond to and mitigate impacts promptly.

2.3 Labor Rights and Fair Treatment in the Supply Chain

The Company gives importance to treating employees and workers in the supply chain fairly, adhering to labour human rights principles under the standards of the International Labour Organization (ILO). The Company prohibits child labour, forced labour, discrimination, and harassment in any form, and supports freedom of association, collective bargaining, safe employment, and fair remuneration. The Company also promotes business partners and contractors in the supply chain adhering to the same labour standards, through supplier assessment and regular monitoring of compliance.

2.4 AI Fairness and Ethics

The Company is committed to using artificial intelligence (AI) technology and algorithms ethically, transparently, and without bias, recognizing the risks that may arise from automated decision-making that affects individuals' rights. The Company therefore examines and evaluates algorithms to prevent bias in data and outcomes, promotes the human-in-the-loop principle to ensure human oversight, and gives importance to transparency in the use of AI, so that stakeholders can appropriately understand how the system operates.

2.5 Digital Rights and Inclusion

The Company recognizes users' right to equal and safe access to digital technology. The Company is committed to developing platforms and service systems that everyone can use without discrimination, including taking into account vulnerable groups, such as the elderly, persons with disabilities, and people in remote areas, by designing systems with appropriate accessibility, together with providing easily understandable information and explanations, so that the use of digital technology promotes the quality of life and human rights of everyone.

"Pro Inside Public Company Limited's Commitment: The Company will conduct business adhering to the principles of ethics and responsibility for human rights, to protect the right to privacy of employees, customers, business partners, and the general public to the highest degree. The Company will not use or disclose personal data in any manner that may violate human rights, and will act transparently, fairly, and in full compliance with the law."

3. Support for Freedom of Association and Collective Bargaining Policy

The Company respects and supports employees' rights to freely associate and to engage in collective bargaining, in accordance with international human rights principles and the conventions of the International Labour Organization (ILO Convention). The Company is committed to creating an open, transparent, and mutually respectful working environment, so that employees can express opinions or associate without intimidation or discrimination.

3.1 Respect for Freedom of Association

The Company respects employees' rights to:

- establish, or join, a labour organization, association, or employee representative group;
- conduct activities within the group peacefully, without interference or obstruction from the Company;
- freely elect their own representatives, to serve as representatives in discussions with management.

The Company will not take any action that obstructs, restricts, or interferes with employees' freedom of association, whether directly or indirectly.

3.2 Collective Bargaining

The Company supports collective bargaining between employee representatives and management on matters relating to conditions of employment, work, or benefits, adhering to the principles of cooperation, transparency, and fairness. The outcome of negotiations shall be respected and genuinely implemented for the benefit of all parties.

3.3 Non-Discrimination and Non-Retaliation

The Company will not discriminate against, intimidate, or retaliate against employees who exercise their right to associate or bargain collectively, and will protect employees from retaliation in any form. Every employee has the right to raise opinions or concerns with management through the Company's designated channels, without fear of penalty.

3.4 Promoting Employee Engagement and Dialogue

The Company promotes ongoing communication channels between employees and management, such as welfare committee meetings, opinion surveys, or other participatory activities, to build mutual understanding and develop good relations between employer and employee.

3.5 Mechanisms to Support Employee Participation in Volunteering Activities and Charitable Organization Engagement

The Company believes that employee participation in social activities is an important part of creating shared value between the organization and the community. The Company therefore promotes employee participation in various volunteer activities, to provide employees the opportunity to dedicate their time and skills to help society.

The Company has laid a systematic foundation for support, through a sustainability development working group, to determine the direction and plan for employees' community engagement on an ongoing basis.

The Company has a system for tracking participation in volunteer activities and reports to the executive committee every year, to ensure that activities have a sustainable impact on society and genuinely respond to community needs.

Charitable Giving & Community Investment: the Company supports legally registered non-profit organizations, through monetary donations, in-kind donations, or the provision of IT knowledge and skills support, to communities.

4. Fair Employment Policy

The Company is committed to conducting business responsibly towards its personnel, adhering primarily to human rights principles, international labour principles, and Thai labour law, by establishing standards and guidelines for employment, determining remuneration, working hours, leave, and employee benefits fairly, transparently, equally, and in compliance with the law, adhering to the following principles:

• Prohibition of Forced Labour

The Company will not use forced labour, intimidation, or restrict employees' freedom in any case; employment shall arise only through employees' voluntary consent.

• Prohibition of Discrimination

The Company will employ and treat employees without discrimination, whether on the grounds of sex, age, race, religion, disability, political opinion, or any other status; performance evaluation and promotion will be based solely on each individual's ability and potential.

• Voluntary and Transparent Employment

The Company will prepare clear, complete, and fair employment contracts, specifying employees' rights, duties, wages, and benefits. Employees have the right to receive a copy of their contract and to be informed of working conditions before starting work each time.

• Local Employment

The Company recognizes the organization's role in creating shared benefit with local communities, believing that promoting local employment in the areas where the Company operates is an important factor in sustainable economic and social development. The Company is therefore committed to giving local personnel the opportunity to participate in work and grow together with the Company, in order to create shared value at both the organizational and community levels.

- The Company has an approach to developing local people's skills and potential through training, vocational training, and cooperation with local educational institutions, so that people in the community can work with quality and continuity.
- The Company commits to giving importance to employing personnel from the areas where the Company operates, with the goal of generating income for local communities, reducing migration, and supporting the grassroots economy.

The Company has adopted the following measures to support local employment:

- ✓ Set targets for the proportion of local personnel employed in each area.
- ✓ Give priority to job applicants from nearby areas first, provided their qualifications meet the criteria.
- ✓ Promote pre-employment training programmes for local people.
- ✓ Cooperate with local agencies and educational institutions to create sustainable employment opportunities.

4.1 Working Hours and Rest Periods

- 1.1. The Company sets working hours as required by labour law, not exceeding 8 hours per day or 48 hours per week for general work.
- 2.1. For work that may pose a health risk, the Company will limit working hours to not more than 7 hours per day or 42 hours per week.
- 3.1. Overtime work requires the employee's consent and must comply with the conditions prescribed by law.
- 4.1. Employees have the right to a rest period of not less than 1 hour per day, and to a weekly day off of not less than 1 day per week.

4.2 Wages and Benefits

- 1.1 The Company sets wage rates not lower than the minimum wage required by law, and will consider adjusting wages appropriately based on ability, performance, and economic conditions.
- 1.2 Employees who work overtime, or on a day off, will receive additional compensation at the rate prescribed by law.
- 1.3 The Company provides essential basic benefits, such as:
 - Social security
 - Health or life insurance (depending on position)
 - Annual leave, other leave, and compensation as entitled
 - Additional benefits under Company policy (such as meal allowances, travel allowances, or other special benefits)

4.3 Health, Safety, and Working Environment

The Company gives importance to employees' health and safety, by providing:

- A safe and hygienic workplace
- Personal protective equipment where necessary
- Periodic safety and accident-prevention training
- A channel to report accidents or safety risks without having to disclose one's identity

4.4 Leave and Employee Rights

Employees are entitled under labour law to various types of leave, such as:

- Sick leave
- Annual vacation leave
- Maternity leave
- Personal leave
- Leave for military service
- Leave for training or skills development
- Leave to care for a wife giving birth

The Company will prepare clear leave regulations for employees' information.

5. Prevention of Child Labor and Child Rights

The Company recognizes the importance of protecting children's rights and is committed to operating in accordance with international human rights principles, in order to prevent the use of child labour in every business process and throughout the supply chain. The Company has established the following guidelines:

5.1 Prohibition of Child Labor

The Company will not hire persons below the age required by labour law. The minimum age for employment is set at not less than 18 years, except where the employment of a young person is permitted by law and is subject to appropriate oversight.

5.2 Verification of Age and Identity Documents Prior to Employment

The Company will verify age-confirming documents for every applicant, such as a national identity card or other valid official document, in order to prevent unintentional employment of child labour.

5.3 Oversight of Business Partners and Subcontractors

The Company requires business partners, subcontractors, and business allies to strictly comply with the requirement prohibiting the use of child labour, specifying this condition in every business contract and agreement. Where a violation is discovered, the Company will take investigative and corrective measures, including considering terminating the cooperation if necessary.

5.4 Child Rights

The Company commits to operating in accordance with relevant international principles on child rights, namely the Children's Rights and Business Principles (CRBP), the UN Convention on the Rights of the Child (UNCRC), and 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 every child is protected from discrimination, abuse, and exploitation in every form. In its work to promote child rights, the Company supports child rights through the following activities and projects:

Operating processes:

- Provide a safe and appropriate work environment for employees who are parents, to promote work-life balance.
- Promote awareness of child rights among employees and business partners, through training and practice guidance manuals.

Supply chain:

- Set human rights and child rights standards in the Supplier Code of Conduct.
- Conduct due diligence to prevent child labour and violations of child rights in every form.

Social projects:

- Support projects for the development of children and youth, such as education, health, and safety.
- Cooperate with the public sector and local communities to raise the quality of life of children in the areas where the Company operates.

Where an instance of child labour is found in the workforce, the Company will take immediate corrective action, and will coordinate with relevant government agencies or organizations, so that the child receives protection and appropriate access to education.

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

6.1 Principles and Guidelines for Community Investment

The Company recognizes that sustainable business growth must go hand in hand with the strength of communities in the areas where the Company operates. The Company is therefore committed to systematic investment in community development, under the principle of "Creating Shared Value" between business and society, in order to generate mutual benefit for the organization, communities, and the environment over the long term.

The Company sets its community investment approach with a focus on issues consistent with the Company's business strategy and core expertise, namely:

Digital & ICT Empowerment — supporting access to digital technology and developing digital skills among youth and communities, to raise the quality of life and increase economic opportunity.

Education & Skills Development — promoting educational opportunities, training, and lifelong learning, to build a capable workforce consistent with the ICT industry.

Community Well-being & Environment — supporting health, safety, and environmental activities for communities in operating areas.

Local Employment & Economic Development — giving importance to local employment, supporting local entrepreneurs, and creating business opportunities together with communities.

The Company's community investment activities operate under the Sustainability Governance Framework, and are monitored, evaluated, and reported transparently, to ensure resources are used to maximum benefit for communities and society as a whole.

6.2 Grievance Mechanism and Commitment to Remedy Individuals and Communities Affected by the Company's Operations

The Company recognizes the importance of respecting the human rights of individuals and communities that may be affected by the Company's business operations, and has provided a formal grievance mechanism, to serve as a channel for internal and external stakeholders to conveniently, transparently, and safely raise concerns, human rights violations, or impacts arising from the Company's operations.

7. Practice Guidelines Relating to the Human Rights and Community Policy, and the Human Rights Due Diligence Process

1. Respect human rights, treat one another with respect, mutual courtesy, and equality, without distinction on the basis of physical or mental differences, race, nationality, religion, sex, language, age, colour, education, social status, or any other matter.
2. Exercise care in performing duties to prevent the risk of human rights violations in conducting business, and monitor matters relating to respect for human rights.
3. Support and promote actions to protect human rights.
4. Communicate, disseminate, educate, build understanding, set guidelines, and provide any other support to relevant parties in conducting business — customers, suppliers of goods and services, contractors, as well as joint-venture partners — so that they participate in conducting business ethically, respecting human rights, and treating everyone in accordance with the human rights principles set out in this policy.
5. Monitor matters relating to respect for human rights; do not neglect or disregard discovered conduct that appears to be a human rights violation connected with the Company; report it to a supervisor or the person responsible; and cooperate in investigating the relevant facts. Where there is doubt or a question, consult a supervisor or the person responsible through the various designated channels.
6. The Company will treat fairly, and protect, any person who reports a human rights violation connected with the Company, using protective measures for complainants or those who cooperate in reporting human rights violations, as established by the Company.
7. The Company will continuously develop and conduct a Human Rights Due Diligence Process, in order to identify human rights risk issues, identify affected groups or persons, plan and set out corrective and preventive guidelines for human rights violations, manage the resolution and prevention of human rights violation issues, and monitor results, including providing an appropriate impact mitigation process where a human rights violation occurs.

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.
9. A person who commits a human rights violation is deemed to have breached the Company's code of conduct, and shall be subject to disciplinary consideration under the Company's established regulations. In addition, they may be subject to legal penalties where the act is also unlawful.

8. Human Rights Due Diligence and Remedy Process

The Company conducts a Human Rights Due Diligence process, to ensure that the Company's business operations do not cause, or contribute to, human rights violations against any group of stakeholders, in accordance with the UN Guiding Principles on Business and Human Rights (UNGPs) and the international labour principles of the International Labour Organization (ILO). This process comprises 4 key steps, as follows:

8.1 Identify & Assess Risks

The Company sets the scope of its human rights due diligence to cover every group of stakeholders, namely employees, business partners, contractors, customers, communities in the areas where the Company operates, as well as related businesses, such as joint ventures, mergers and acquisitions, or acquired businesses, to ensure that the assessment covers the entire value chain.

The assessment considers human rights issues relevant to business operations, such as:

- Labour rights and fair employment
- Community and environmental rights
- The supply chain and business partners
- Data security and safety
- Consumer rights and personal data protection

This also includes other important issues, such as forced labour, human trafficking, child labour, freedom of association and collective bargaining, equal compensation, discrimination, and harassment in every form.

In addition, the Company will monitor global human rights trends and issues, to keep its assessment up to date with circumstances and various crisis conditions, with assessment results used as input for decision-making in cases of business expansion, mergers and acquisitions, and new joint ventures.

8.2 Prevent & Mitigate

The Company assesses the "severity of impact" and "likelihood of occurrence" in order to prioritize human rights risks and establish appropriate prevention and mitigation measures. The assessment covers all groups of rights holders, namely employees, business partners, contractors, customers, surrounding communities,

and vulnerable groups, such as women, children, persons with disabilities, the elderly, migrant workers, minority groups, LGBTQI+ persons, and pregnant women. The Company has accordingly developed systematic measures for managing human rights risk, such as:

- Establishing human rights practice guidelines in the employee handbook and Supplier Code of Conduct.
- Providing human rights awareness training for employees and business partners.
- Improving working conditions and employee safety oversight systems.
- Monitoring business partners' performance to ensure consistency with human rights standards.

8.3 Track & Monitor

The Company has a mechanism to regularly track and evaluate the effectiveness of its human rights measures, entrusting relevant units to carry out the following:

- Inspect and assess human rights risk at least once a year (Human Rights Risk Assessment: HRRA).
- Review progress and improve prevention and mitigation measures.
- Report performance to the Corporate Governance and Sustainability Committee, including public disclosure through the ESG report or annual sustainability report.

8.4 Remedy

The Company provides a mechanism to remedy those affected by its business operations fairly, transparently, and with respect for human dignity, through both:

- Monetary assistance, such as compensation for damage or rehabilitation costs.
- Non-monetary assistance, such as restoration of rights, formal apology, improvement of work processes, or psychological counselling.

The Company will determine appropriate remedial measures based on the level of impact and cause of the incident, together with a post-remediation review, to ensure that affected persons receive appropriate compensation and that the incident does not recur. This Human Rights Due Diligence (HRDD) process will run alongside an annual Human Rights Risk Assessment (HRRA), so that the Company conducts business responsibly, transparently, and consistently with international human rights principles throughout the value chain.

9. Grievance Mechanism and Commitment to Remedy Individuals and Communities Affected by the Company's Business Operations

This mechanism has been designed to be Accessible, Equitable, and Effective, in accordance with the UN Guiding Principles on Business and Human Rights (UNGPs). The Company guarantees confidentiality and

anonymity for complainants, to ensure that stakeholders can express opinions or report problems without retaliation (Non-Retaliation Policy).

The Company allows stakeholders to lodge complaints through multiple channels, such as:

- ✓ An online channel through the Company's website
- ✓ E-mail or a telephone hotline
- ✓ A complaint box at the operating location
- ✓ Notification to the area manager or the Sustainability Governance function

Upon receiving a complaint, the Company will conduct a fact-finding investigation fairly and transparently, with a dedicated committee or unit responsible for tracking the matter until resolved.

The Company commits to providing appropriate and fair remediation to any person or community affected, where it is found that the Company caused, or contributed to causing, a human rights impact from its business operations, whether directly or indirectly. Remedial measures may include an apology, compensation, restoration of rights, improvement of work processes, or measures to prevent recurrence in the future.

The Company will review and report results to the Corporate Governance and Sustainability Committee at least once a year, and will report on the implementation of the grievance mechanism, including remedial measures, in the annual sustainability report, in order to build transparency and strengthen confidence among all stakeholders.

Mr. Wisudhi Srisuphan

Chairman of the Board