

Business Code of Conduct for Business Partners

Pro Inside Public Company Limited

Pro Inside Public Company Limited (the “Company”) places great importance on conducting business ethically and is committed to achieving sustainable growth through responsibility to stakeholders, with due regard for society and the environment, under principles of good corporate governance that emphasize the management of business partners. This policy covers guidelines that promote honesty, fairness, legal compliance, confidentiality, respect for human rights, and environmental conservation, in order to align practices with shared values and create long-term benefits for both parties.

The Company expects all business partners to understand and comply with these guidelines in order to promote a transparent and sustainable relationship, leading to long-term mutual success.

Business Code of Conduct for Business Partners

The Business Code of Conduct for Business Partners refers to the criteria or guidelines established by the Company to build good relationships and shared ethical standards with business partners and business allies, with the objective of creating transparency, fairness, and clear ethical standards in conducting business together in order to achieve sustainable growth together.

Please read and understand the contents of the Business Code of Conduct for Business Partners, and sign the acknowledgment and compliance form for the Business Code of Conduct for Business Partners policy to indicate consent to comply, which is an important standard for conducting business together with integrity and ethics.

1. Compliance with Laws and Regulations

Business partners must strictly comply with the laws, regulations, rules, and standards relevant to their business, including respecting human rights and employees’ freedom of expression. This is an important part of the Business Code of Conduct for Business Partners, aimed at building trust and safety and reducing legal and ethical risks in conducting business together.

1.1 Compliance with Local and International Laws

Business partners must comply with the laws of the countries in which they conduct business and engage in international trade, such as labor laws, environmental laws, consumer protection laws, and intellectual property laws.

1.2 Prevention of Corruption and Bribery

Business partners must avoid participating in bribery, whether giving or receiving, for business benefit, and must support transparent and fair business practices, including compliance

with laws related to anti-corruption and prevention of unfair business competition, which covers extortion, embezzlement, fraud, kickback payments, and favoritism/nepotism.

1.3 Compliance with Safety and Health Requirements

Business partners must comply with occupational safety and employee hygiene standards as required by law, in order to prevent harm and promote a good working environment.

1.4 Respect for Intellectual Property

Business partners must not infringe on intellectual property, such as patents, copyrights, and trademarks, and must have measures in place to protect the personal data of customers and other related parties.

1.5 Protection of Personal Data

- 1.5.1 Compliance with personal data protection laws – Business partners must comply with the laws and requirements related to personal data protection, such as Thailand’s personal data protection law (Personal Data Protection Act or PDPA), as well as other relevant regulations in the countries where they conduct business
- 1.5.2 Secure storage and processing of personal data – Business partners must have measures in place to securely store and process personal data, preventing unauthorized access, including data encryption, the use of appropriate security systems, and data backup
- 1.5.3 Restriction of data access – Access to personal data should be restricted to only those personnel whose duties are directly relevant, in order to prevent misuse or inappropriate use of the data
- 1.5.4 Notification in the event of a data breach – In the event of a personal data breach, business partners must have procedures to promptly notify affected parties and cooperate with relevant authorities in addressing the issue

2. Quality and Standards of Products and Services

Maintaining the quality and standards of products and services helps business partners build sustainable trust with customers and business organizations, while also enhancing their good image and contributing to long-term business growth.

2.1 Maintaining Production Quality Standards

Business partners must produce and deliver quality products or services as specified in contracts and technical requirements, such as ISO standards, safety standards, environmental standards, occupational health standards, and other international standards

2.2 Consistent Quality Inspection

Business partners must have procedures for inspecting and controlling product quality at every stage of production, to ensure that delivered products meet the specified quality and are free of defects.

2.3 Assurance of Product and Service Safety

Business partners must guarantee that their products or services are safe for users and do not cause harm or damage to health, including ensuring traceability and disclosure of the sources of raw materials, products, and services, as well as certifying the quality and safety standards of products and services.

2.4 Professional Management of Customer Complaints

Business partners should have an effective complaint management system to listen to and quickly resolve product quality issues, including using information from complaints to improve future work processes.

3. Integrity and Transparency in Business Operations

Business partners must conduct business with honesty, without corruption, in a transparent manner, and avoid conflicts of interest with the Company, including not misusing the Company's confidential information in an unlawful manner. The guidelines on integrity and transparency in the Business Code of Conduct are as follows:

3.1 Conducting Work with Honesty

Business partners must be honest in communications, report preparation, and quotations or proposals, and must not distort information or provide false information in order to obtain business benefits.

3.2 Avoidance of Conflicts of Interest

Business partners must avoid situations that may lead to conflicts of interest, such as using one's position in a way that could result in unfairness, and should notify the business partner or organization with whom they are conducting business if they discover a situation that may give rise to a conflict of interest.

3.3 Prevention of Bribery and Corruption

Business partners must not accept or give bribes or any other consideration that could cause unfairness in business decision-making, and must have measures in place to control and prevent such conduct.

3.4 Transparency in Transactions

All transactions must be conducted transparently and be auditable, and business partners must maintain complete and accurate business records, such as contracts, procurement, and financial reporting.

3.5 Truthful Disclosure of Information

Business partners must disclose truthful information about products and services, including their quality, disclosure of potential risks, and quality assurance, in order to build confidence in conducting business together.

3.6 Respect for Contracts and Agreements

Business partners must comply with contracts and agreements that have been jointly signed, without avoiding or seeking loopholes for personal benefit.

3.7 Maintaining Confidentiality

Business partners must not use any of the Company's information that is confidential in nature, or that is not intended for public disclosure, for the personal benefit of the business partner, its employees, or other interested parties of the business partner, or for any purpose other than that specified by the Company

4. Fair Treatment of Labor

Business partners must treat labor in accordance with relevant laws and labor standards. The Company places emphasis on business partners treating labor with respect, providing equal rights and opportunities, and creating a fair, safe working environment that promotes employees' quality of life, including compliance with basic human rights principles. The guidelines on fair treatment of labor in the Business Code of Conduct for Business Partners consist of:

4.1 Compliance with Human Rights Principles

Business partners should respect employees' rights to express opinions and discuss matters in the workplace, without fear of punishment or discrimination for expressing differing opinions, and should also promote the right to life and freedom of thought, speech, belief, religion, personal safety, diversity, coexistence, and equality, without discrimination.

4.2 Non-Discrimination and Equality

Business partners must provide equal treatment in hiring and promotion processes, regardless of differences in race, religion, disability, social status, or political views.

Business partners must treat all employees fairly, without discrimination based on race, religion, gender, age, disability, political opinion, or social status, and must promote an environment that provides equal opportunities in employment, training, and development.

4.3 Fair Employment

Business partners must ensure that recruitment and employment are conducted ethically, transparently, and verifiably, and must prepare employment contracts and carry out fair termination in accordance with labor law, including providing wages consistent with the work performed, reasonable working hours, and appropriate welfare benefits for employees' livelihood

Business partners must set working hours in accordance with local labor laws and avoid requiring employees to work beyond reasonable hours. They must provide statutory holidays and promote a balance between work and life.

Business partners must pay wages not lower than the legally mandated minimum wage and should consider providing compensation sufficient for a decent standard of living, including basic welfare such as health insurance, workplace safety, and other benefits in accordance with standards.

4.4 Prevention of Child Labor and Forced Labor

Business partners must respect the rights of and treat various groups of workers fairly, such as female workers, pregnant workers, elderly workers, and workers with disabilities. They must not employ child labor below the minimum age required by the laws of each country, nor use forced labor in production or services, and must have a system in place for verifying workers' ages to prevent violations of children's rights, as well as comply with international labor standards, including providing a working environment that is conducive to work and not hazardous to health and safety.

Business partners must not use forced labor in any form, whether slave labor, labor under duress, or the confiscation of employees' personal documents. They must guarantee that all workers are employed voluntarily and are treated with human dignity.

4.5 Fair Handling of Employee Complaints

Business partners should provide channels for employees to file complaints in the event of problems or unfair treatment, and must handle such complaints transparently and fairly.

5. Safety, Occupational Health, and Working Environment

Business partners must arrange a working environment that ensures employees and related personnel receive proper care in terms of safety, health, and a good working environment, in order to

prevent accidents and illnesses that may arise from work, and to promote employees' well-being. The guidelines on safety, occupational health, and working environment in the Business Code of Conduct for Business Partners include:

5.1 Creating a Safe Working Environment

Business partners must provide measures to control the risk of accidents in the workplace, such as providing a hazard-free workplace, installing protective tools or equipment, and training employees on safe working practices.

5.2 Accident Prevention and Risk Assessment

Business partners must regularly assess risks in the workplace and prepare accident prevention plans, including preparing the equipment and tools necessary for first aid in the event of an accident.

5.3 Managing Health Risk Factors in the Workplace

Business partners must manage risk factors that may affect health in the workplace, such as noise pollution, dust, and chemicals, including using technology and tools that reduce exposure to these substances.

5.4 Having Clear Health and Safety Policies

Business partners should have clear health and safety policies and requirements, along with defined penalties for violations, to ensure employees strictly comply with the requirements.

5.5 Monitoring and Evaluating Compliance with Safety Standards

Business partners should regularly monitor and evaluate compliance with safety policies, such as inspecting protective equipment, conducting employee health check-ups, and assessing risks in each department.

5.6 Prevention and Management of Epidemics and Health Emergencies

In the event of a disease outbreak or health emergency, such as COVID-19, business partners must have measures in place to prevent and control the spread in the workplace, such as social distancing, wearing face masks, and regularly cleaning the work area.

6. Environmental Responsibility

The Company recognizes that business success must go hand in hand with environmental responsibility. The Company therefore expects business partners to conduct business with environmental responsibility in every dimension, as follows:

6.1 Energy Use and Climate Change

Business partners must use energy efficiently, promote the use of clean or renewable energy, and take continuous action to reduce carbon dioxide and greenhouse gas emissions from their operations.

6.2 Water Use and Biodiversity Conservation

Business partners must manage water use efficiently, prevent contamination of natural water sources, and avoid activities that impact ecosystems and biodiversity.

6.3 Environmental and Pollution Management

Business partners must have an appropriate environmental management system, strictly comply with environmental laws and requirements, and effectively implement measures to control air, water, and soil pollution emissions.

6.4 Waste Reduction and Sustainable Resource Use

Business partners must use natural resources efficiently and implement waste reduction measures from the design, production, and transportation stages, including promoting the reuse and recycling of materials.

7. Development and Communication of the Business Code of Conduct

7.1 Developing Business Code of Conduct Documentation

Business partners must develop clear documentation or manuals on the Business Code of Conduct, covering all relevant aspects such as integrity, responsibility, legal compliance, and respect for human rights.

7.2 Communication

The Business Code of Conduct must be clearly communicated to all trading partners as well as employees at all levels within the organization, so that everyone understands and strictly complies with it.

8. Training and Development

8.1 Training for Employees and Business Partners

Business partners should provide training on the Business Code of Conduct and related requirements to help employees and trading partners understand correct practices.

8.2 Providing Knowledge on Relevant Laws and Regulations

Business partners should provide training to educate employees on relevant laws, such as labor law, personal data protection law, and other laws that affect business operations.

9. Audit and Monitoring

9.1 Compliance Assessment

Business partners should have a system for auditing and monitoring compliance with the Code of Conduct within their organization and from trading partners, to ensure that all parties comply with the requirements effectively.

9.2 Internal Audit

Business partners should have internal audit processes to prevent violations of the Code of Conduct, such as auditing ethical standards, managing personal data, or complying with safe working standards.

10. Complaints and Whistleblowing

10.1 Establishing Safe Complaint and Whistleblowing Channels

Business partners must provide complaint and whistleblowing channels for stakeholders, allowing reports to be made through various means such as phone, email, or an easily accessible and convenient online system, so that whistleblowers can choose the channel that is most convenient and safe for them.

Business partners must report to the Company any situation that may result from non-compliance with this Business Code of Conduct for Business Partners.

10.2 Protection of Whistleblowers

Business partners must commit to maintaining the confidentiality of whistleblowers, to prevent the disclosure of their personal information or information related to their report.

10.3 Communication Regarding Whistleblowing

As the Company is committed to conducting business transparently, it requests the cooperation of business partners, trading partners, or any other stakeholders or persons involved in the Company's business operations to help monitor and prevent any form of corrupt or fraudulent conduct, and to promptly report to the Company any known violations of laws, rules, regulations, breaches of the Code of Conduct or ethics, embezzlement, fraud, etc., whether committed by employees or other related persons, whether actually occurring or merely suspected, which may cause damage to the Company and related parties, through the following channels:

- 1) whistle-blower@proinside.co.th
- 2) Audit Committee, Pro Inside Public Company Limited, No. 55, A.A. Capital Ratchada Building, 5th Floor, Ratchadaphisek Road, Din Daeng, Din Daeng, Bangkok 10400
- 3) Website - <http://www.proinside.co.th/contact/whistleblowing>

Business partners must communicate to their employees, trading partners, or related persons the channels established by the Company for reporting non-compliance with this Business Code of Conduct for Business Partners or any other improper conduct against the Company. The Company encourages all stakeholders to file complaints or report wrongdoing without concern for retaliation by the person being reported. Whistleblowers' rights will be protected, with no penalties imposed, and no bullying or retaliation against whistleblowers acting in good faith will be tolerated. All investigation steps will be handled solely by relevant authorized personnel, and information will be kept confidential.

Mr. Wisudhi Srisuphan

Chairman of the Board

Acknowledgment and Compliance Form for the Business Code of Conduct for Business Partners Policy

I have read and understood, and hereby acknowledge, this Business Code of Conduct for Business Partners, and agree to accept and comply with the aforementioned requirements in conducting business to the best of my ability. I will inform all relevant employees, representatives, and staff to acknowledge and comply with it, and consent to the Company auditing and evaluating my compliance in order to ensure adherence to the intent of this Business Code of Conduct for Business Partners.

As evidence hereof, this has been signed and, if applicable, sealed with the corporate seal.

Company Name / Legal Entity / Full Name of Business Partner:

Address:

Telephone:

Email:

Authorized Signatory

(Signature) _____

(_____)

Position: _____

Date _____