

## **Corporate Social Responsibility Policy**

The Company and its subsidiaries are aware of and place importance on supporting social activities within the framework of good governance, transparency, and accountability, aiming to developing our business along with promoting economic, social, and environmental balance.

The Company is determined to maintain our status as a Good Corporate Citizen while sustainably operating and steadily growing our business, being accepted in society based on ethical principles and good corporate governance. Additionally, the Company strives to create efficient returns for our shareholders by considering the impact of our operations on stakeholders in all dimensions. The Company has recognized our social responsibility to develop and establish a foundation for responsibility continuously and sustainably. As a result, the Company has established policies and practices concerning social responsibility in the following areas.

### **1. Fair business operations**

The Company has set guidelines for taking care of stakeholders in the business ethics and code of conduct by taking into account the responsibility to stakeholders, ranging from shareholders, employees, customers, business partners, competitors, contract parties, creditors, communities, society and the environment. The Company also promotes free and fair trade competition and avoids activities that may cause conflicts of interest and infringement of intellectual property, including combating all forms of corruption on the following topics:

#### **1) Corporate governance**

The Company is committed to conducting its business with integrity, fairness, and transparency by disclosing important information and allowing for scrutiny. The Company considers the benefits and impacts on shareholders, customers, business partners, employees, and all stakeholders. In addition, the Company ensures appropriate sharing of benefits with fairness and has social responsibility.

#### **2) Corporate social responsibility policy (CSR)**

Under the ethical principles, the Company's CSR policy aims to ensure fairness to all stakeholders while following the best practices for corporate governance in order to maintain the balance between economic growth, community development, society, and the environment, leading to sustainable business success.

#### **3) Compliance with laws, rules and regulations**

The Company places significant importance on compliance with laws, regulations, and rules related to environmental, occupational health and safety at the local, national, and regional levels, as well as adhering to international business ethics standards. The Company's Board of Directors, executives, and employees must comply with laws, regulations, and rules and not participate, assist, or perform any action that violates the laws, other related rules and regulations.

4) Compliance with intellectual property law

The Company does not support any activities that infringe upon intellectual property. The Board of Directors, executives, and employees must comply with laws, rules and regulations related to intellectual property and not participate, assist, or perform any action that violates the laws, rules and regulations related to intellectual property.

5) Promoting efficient use of resources

The Company encourages directors, executives and employees at all levels in the organization to use resources efficiently, appropriately and sufficiently and maximizes benefits, including communicating, educating, supporting and raising awareness among employees and all parties involved in managing the use of available resources for the utmost benefit to the organization

**2. Respect for human rights**

The Company places importance on protecting human rights, respecting human rights, and providing remedies in case of adverse impacts caused by business activities with the aim to create equality both within and outside the organization. The Company regularly monitors and ensures that our business activities do not infringe upon the human rights of individuals, including direct and indirect violations, such as not supporting forced labor, opposing child labor, respecting and treating all stakeholders fairly on the basis of human dignity without discrimination and treating all the Company's personnel equally and does not discriminate based on their origin, race, gender, age, skin color, religion, physical ability, status, ethnicity, or other unrelated factors. The Company also promotes and encourages compliance with human rights regulations and actively motivates and ensures compliance with human rights provisions both within the Company and in our affiliated companies, joint-venture partners, and business partners.

**3. Fair treatment of labor**

The Company has a policy of allowing all employees to work together in a happy and accepting work environment, with practices towards employees at all levels like brothers and sisters. There is no taking advantage of each other. In term of taking care of our employees, the Company manages human resources at every stage to maximize efficiency, from recruitment, employee development, continuous training, fair compensation, and appropriate welfares and benefits. In addition, the Company promotes and supports opportunities for employees to advance, learn at all levels of the organization, and develop skills to elevate their professional abilities in a suitable work environment. The Company's policies include

1) Equality and fairness in employment and dismissal

The Company has a process for hiring and recruiting personnel in accordance with the policies set with fairness, equality and without discrimination based on gender, race, religion, disability and social status. All employees of the Company are employed under terms and conditions of employment that comply with the law and receive appropriate training to enhance their work skills for the fair and equal professional advancement

of employees, the Company does not treat employees by unfair dismissal, which includes dismissal without proper reason and not necessary for the business, such as termination due to personal dissatisfaction between the employee and the employer, or intentional harassment to cause trouble.

2) Compensation and welfare payments to employees

The Company has a policy of paying compensation in the form of salary and/or fair bonuses based on performance, as well as providing career stability and fair opportunities for career advancement. The Company also provides various welfare benefits for our employees in accordance with the laws, such as social security, and in addition to what is required by law, such as providing health and accident insurance for employees, including various types of financial assistance such as funeral expense subsidies for the employee's family members, i.e., father and/or mother who passed away, etc.

3) Development of employees' knowledge and potential and training

The Company has a policy of promoting employee development by supporting employees in developing their knowledge, skills, abilities, and potential as well as promoting a positive attitude, good ethics and teamwork. Furthermore, the Company supports the development of the organization and human resources, with a focus on efficient work processes, clear role definition for employees, appropriate compensation, and the development of performance evaluation systems to enhance employee competencies.

4) Safety and occupational health

The Company supports employees to work in a safe and hygienic environment by emphasizing accident prevention at our best effort and promoting employee awareness of safety. Moreover, the Company provides training and promotes employee health to prevent any actions that could harm the health of customers or service recipients, as well as ensuring that the workplace is always hygienic and safe.

5) Establishment of a welfare committee

The Company has arranged for the election of the Welfare Committee in the workplace to comply with Section 96 of the Labor Protection Act of 2001, which requires employers with 50 or more employees to establish a Welfare Committee in the workplace, consisting of at least 5 employee representatives to represent the employees in consulting with the employer to provide welfare within the workplace for the employees.

**4. Responsibility to customers and consumers**

The Company realizes the importance of customers and consumers and places importance on communication efficiency by focusing on the customer as the center of service to provide convenience, promptness, fairness and maintain benefits for all customers, while also ensuring that customers receive fair treatment and benefits.

## **5. Environmental preservation**

The Company places importance on analyzing environmental risks and impacts and safety in all business processes, while also using resources efficiently and saving energy in accordance with international principles.

## **6. Participation in community or social development**

The Company has a policy to conduct business that benefits the economy and society, while adhering to good citizenship, fully complying with applicable laws and regulations. The Company is committed to promoting and enhancing the quality of life of the community and society in which the Company operates, ensuring that the Company grows along with the community. The Company adheres to a policy of caring for and maintaining relationships with neighboring communities, and therefore supports community activities on an ongoing basis by implementing various projects that consider appropriateness and benefits that the community and society can receive for sustainable community development. Additionally, the Company sends employees to participate in community activities and consistently supports community events.

## **7. Social and environmental reporting**

The Company will disclose information on compliance with social responsibility guidelines, which will benefit all stakeholders. The Company will prepare social and environmental reports that cover business operations, environment and safety concerns, and social aspects. The reports will be based on accurate data and will provide a variety of channels for stakeholders to access the information conveniently.

## **8. Donation**

Donations for charitable purposes (Charitable Contribution, Donations and Aid Grant) must adhere to criteria regarding donations for charitable purposes and conduct donation activities on behalf of the Company or its subsidiaries in accordance with the Company's Corporate Social Responsibility (CSR) policies and practices. Donations must be able to prove that there are activities under the charitable project and that efforts have been made to support the success of the project objectives, as well as to create real benefits for society or to achieve the objectives of the work with social responsibility, regardless of whether the donations are for charitable or social purposes. The Company's employees and executives are prohibited from donating to individuals, corporations, organizations, or other agencies as follows:

- (1) Supporting politics, political parties, or undercover political activities for individuals, corporations, organizations, or other agencies that are illegal.
- (2) Having dishonest intent for any gain, even if it is for the benefit of the Company's business.
- (3) The representative who makes a donation must hold at least a manager position. In cases where money or goods are donated, approval must be obtained according to the operational authority.
- (4) Withdrawals of money, products, or goods must comply strictly with the regulations of the Company.