



## **Supalai Public Company Limited Policy and Guidelines on Social**

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Supalai Public Company Limited and its subsidiaries aim to create shared value in the society, including the business area and the wider society, promote and support good, smart, and happy citizens in the society. The executives and employees contribute to the well-being of societies and communities through the utilization of core competencies of personnel and organization. Furthermore, this policy also applies to the operations of the subsidiaries and has been revised for the second time in accordance with the resolution passed at the Board of Directors meeting, which includes the following practices:

### **1. Business operations under Code of Business Ethics and Good Governance Principles**

- 1.1 The Company focuses on operating businesses with integrity, fairness, and ethics and is committed to conducting businesses in accordance with laws, business ethics, and fair-trade competition. In addition, the Company also pays taxes accurately in a timely manner. However, the Company promotes and raises awareness to its personnel at all levels to recognize the importance of corporate social responsibility.
- 1.2 The Company performs operations under the principles of good governance or corporate governance with the responsibility to the shareholders. The Company respects the rights of shareholders, treat shareholders equally, and provide adequate information on investment decisions or relating to significant changes of the Company. The Company will not disclose inside information to any person that will cause damage or disadvantage to shareholders. Transparent and verifiable management and determination of remuneration for directors and executives is provided. Financial reports and non-financial information are prepared and disclosed accurately, completely, and timely according to the generally accepted standard.

### **2. Anti-corruption**

The Company manages its business on the basis of transparency and ethics and complies with policies and laws relating to the anti-corruption as well as offering or acceptance of bribes or inappropriate benefits from public officials or private entities." The Company establishes an organizational structure to clearly separate duties, responsibilities, work processes, and chain of command in each department in order to balance the power and supervise the audit among them appropriately. In this regard, the Company prepares the manual on anti-corruption measures which include policies, code of conduct, rules, regulations, and procedures for its directors, executives, and employees to comply with. The Company expressed its strong intention to fight against corruption by announcing the intention of the Private Sector Collective Action Coalition Against Corruption.

### **3. Respect for human rights**

The Company adheres to the human right principle and has the policy to support and respect the protection of human rights by treating all stakeholders, including employees, communities, and surrounding societies, with respect for the value of humanity, and taking into account equality and equal freedom. The Company shall not violate fundamental rights and discriminate regardless of race, nationality, religion, language, skin color, gender, age, education background, physical condition or social status. The Company also supervises the involvement with any human rights violations, such as child labor, forced labor, and sexual harassment, etc.

### **4. Fair treatment of workers**

The Company is aware of the importance of human resource development and fair treatment of workers which are the factor that will add value to its businesses and strengthens its competitiveness and sustainable growth in the future. the Company establishes policies and guidelines as follows:

- 4.1 Respecting the rights of employees in accordance with labor laws and human rights principles, embracing diversity without discrimination.
- 4.2 Providing fair employment processes and condition, including determining remuneration and considering performances under the fair performance evaluation process.

- 4.3 Promoting human resource development by providing trainings and seminars and dispatching personnel to participate in related seminars and academic trainings in order to improve knowledge, skills, and competency of personnel as well as cultivate positive attitudes, morality, ethics and teamwork for personnel.
- 4.4 Providing various types of welfare to employees as required by laws and in addition to those required by laws, including any types of grants to employees, etc.
- 4.5 Providing annual health check-up services to the Company's personnel at all levels by considering the risk factors based on level, age, gender, and working environment of each person.
- 4.6 Ensuring that employees perform operations safely at the good and hygienic workplace by providing measures to prevent accidents and strengthen employees' safety awareness, including trainings and encouraging employees to have good hygiene and always maintain the workplace in a safe and hygienic manner.
- 4.7 Offering opportunities to employees to express their opinions or complain about unfair treatment or improper actions in the Company and also protecting employees reporting such matters.

## **5. Responsibility for customers**

The Company is committed to developing its products for the satisfaction and best interests of customers and adhering to the treatment of customers with responsibility and integrity under the following policies:

- 5.1 The Company mainly takes into account the quality and standard of the products by focusing on using quality materials and continuously improving its product quality to ensure that customers receive the quality products and the highest satisfaction.
- 5.2 The Company takes into account the safety of its customers and strives to provide customers with quality and safe products in accordance with international safety standards and regulations.
- 5.3 The Company provides customer relations system in order to communicate with customers and receive complaints about the quality of products efficiently to ensure that the Company is able to meet customer needs rapidly.

## **6. Responsibility for business partners and competitors**

The Company adheres to the fair contract practices with its business partners, complies with the specified anti-corruption measures, and respect the property rights or ownership of business partners. In addition, the Company shall not take advantages of business partners and encourage them to carry out social responsibility activities with the Company.

The Company conducts fair business competition and does not use any means to bully and eliminate competitors or taking any actions prohibited by laws and code of conduct to prevent unfair competition and promote free competition, refraining from any actions that distort market prices which could adversely affect consumers.

## **7. Environmental Protection**

The Company pays attention to corporate social responsibility in terms of environmental protection and avoids any environmental destruction. The Company implements and controls the production of its products, strictly abides by laws relating to environmental protection, and establishes preventive measures for operations possibly affecting the environment. In addition, the Company also focuses on the efficient use of resources and energy based on the principles of reduce, use only what you need, reuse, and recycle for wastes. The Company reduces or disposes of, or reuses wastes from the production process responsibly and efficiently.

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

The Company recognizes the responsibility for community and society to strengthen the community and truly provide returns to the society. As a result, the Company establishes the policy to provide assistance and develop society by cooperating in activities with the surrounding communities where the Company operates its business as deemed appropriate, promoting local workers to have the opportunity to work in the organization, and responding to incidents affecting the community, society, and environment caused by the Company's operation rapidly and efficiently.

In addition, the Company encourages its employees to have awareness and responsibility for the environment and society. The Company will provide cooperation among groups or other networks to develop targeted communities or societies each year.

**9. Promotion of innovation responding to corporate social responsibility**

The Company encourages employees to discover new innovations that can respond to the abovementioned corporate social responsibility policy, such as saving natural resources and energy, waste management, waste disposal and release control, etc. The applied innovations may vary, including novelty, improvement, adjustment/modification, and alteration, in order to achieve more efficient or effective results, and will disclose innovations that benefit society and the environment as appropriate to encourage other entrepreneurs to consider further actions or development.

**10. Monitoring and review of corporate social responsibility policy**

The Company recognizes the importance of operations by continuously taking into account corporate social responsibility. The Company will monitor, evaluate, and review projects that are currently supported and carefully, continuously, and consistently consider corporate social responsibility projects in the future through the reviews conducted by assigned sub-committees and report it to the Board of Directors for acknowledgment.

Please be informed for your acknowledgement.

Notified on this 25<sup>th</sup> day of February 2025

*Prateep Tangmatitham*

(Dr.Prateep Tangmatitham)  
Chairman of the Board of Directors