



**Code of Conduct**

**RATCH Group Public Company Limited**



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## Message from the Chairman

The Company believes that conducting business by adhering to ethics, morality and honesty as well as having a good management and corporate governance system is an important factor that promotes sustainable success and maintenance of business leadership.

This Code of Conduct is a compilation of best practices for business operations that are categorized so that they are modernized, internationally standardized, and easy to understand and practice while being line with the Company's rules and regulations. All executives and employees including related persons must study and gain thorough understanding and strictly adhere to this Code of Conduct during their operations.

The Company sincerely hopes that all executives and employees will cooperate and strive to study and comply with this Code of Conduct in order to drive the Company to achieve the stated goals under the mission as well as creating stability and sustainable growth.

Sign .....

(Mr. Sutat Patmasiriwat)

Chairman of the Board of Directors

RATCH Group Public Company Limited

Date 19 December 2024



## Vision

To be a leading value-oriented energy and infrastructure company in Asia-Pacific.

## Mission

- ❖ To ensure shareholders' value creation by continuously generating superior financial returns
- ❖ To achieve world-class operational excellence and enhance competitiveness.
- ❖ To be socially and environmentally responsible, conducting business in a fair and sustainable manner and complying with all related laws and regulations
- ❖ To raise employees' awareness and motivation of self-development in preparation for future business competition.
- ❖ To support long-term domestic energy security and infrastructure
- ❖ To seek new opportunities and alternatives in related and other businesses to generate growth and expand business base for shareholders

## Core Values



### ➤ Power of Teamwork

Being good leader and follower in accordance with roles and responsibilities during the collaboration with related parties both within and outside of the organization.

### ➤ Power of Innovation

Analyzing new business opportunities and quickly responding to changes, daring to think, take actions and make further development for better outcome.

### ➤ Power of Professional

Fully and professionally displaying skills and abilities with excellence and adherence to righteousness and good governance.



## Business Aspiration

- ★ The Company shall conduct business on honesty, ethics, and integrity taking into account duties and responsibilities to the nation, religion, monarchy, laws and morals of the people. It shall treat stakeholders equally and fairly, as well as support economic, social, and environmental development, which can add long-term value to the organization that will lead to stable and sustainable growth.

## Definition

**Code of Conduct** refers to a set of rules of behavior and desirable actions established as a framework and guidelines for the Company's employees to follow in order to maintain and promote the virtues and dignity of the organization.

**The Company** refers to RATCH Group Public Company Limited and subsidiaries currently controlled by the Company, or those to be established in the future.

**Executives** refers to directors and executives at the Executive Vice-President level and above of RATCH Group Public Company Limited and subsidiaries currently controlled by the Company, or those to be established in the future.

**Employees** refers to employees and workers who operate to receive wages from RATCH Group Public Company Limited and subsidiaries currently controlled by the Company, or those to be established in the future.



## Compliance with the Code of Conduct

The Company expects executives and employees at all levels of the organization to comply with this Code of Conduct. Executives are also responsible for establishing norms and cultures of respect and compliance with the Code of Conduct in the organization by encouraging and promoting employees to willingly comply with the Code of Conduct as well as responding to issues related to compliance with the Code of Conduct.

### ✧ Persons Obligated to comply with the Code of Conduct

- 1) Executives and employees of the Company
- 2) Subsidiaries which the Company are controlling or have the right to control that have already existed and will be established in the future shall accept and comply with the Company's Code of Conduct.
- 3) Joint ventures which the Company are not controlling should accept and apply the practices that are in line with the Company's Code of Conduct.
- 4) Third parties representing the Company, such as consultants, agents and independent contractors shall:
  - Agree to comply with the Company's Code of Conduct,
  - Be educated and informed about this Code of Conduct,
  - Be taken any action, which may include termination of contract if it is known that any third party has violated the Company's Code of Conduct.

### ✧ Obligation

Persons obligated to comply with the Code of Conduct shall thoroughly study the details and fully understand this Code of Conduct, sign an acknowledgement, and undergo an assessment of their knowledge and understanding of the Code in accordance with the Company's requirements.

### ✧ Recommendation regarding the Code of Conduct

- 1) Study and understand the content of this Code of Conduct, especially those related to one's duties and responsibilities.
- 2) Review one's knowledge and understanding of the contents of this Code of Conduct regularly and participate in an annual assessment of comprehension.
- 3) Provide knowledge and understanding to other persons who have to perform duties related to the Company or may affect the Company.
- 4) Inquire about any concerns with supervisors or persons designated by the Company to be responsible for monitoring compliance with the Code of Conduct through various channels specified.
- 5) Report to supervisor or responsible person upon finding or suspecting that there may be a violation or non-compliance with the Code of Conduct.
- 6) Cooperate in the investigation performed by agencies or persons assigned by the Company.
- 7) Executives at all levels must take the lead in complying with the Code of Conduct, as well as encouraging employees and related persons to understand that compliance with the Code of Conduct is the right thing to do and must be adhered to.
- 8) Executives at all levels must regularly monitor compliance with the Code of Conduct of employees under their supervision.



## Action constituting violations of the Code of Conduct

All employees are obliged to comply with and encourage others to abide by the Code of Conduct. The following actions constitute violations of the Code and may result in disciplinary actions:

- 1) Failure to comply with the Code of Conduct.
- 2) Advising, encouraging, or supporting others not to comply with the Code of Conduct.
- 3) Neglecting or ignoring when witnessing a violation or non-compliance with the Code of Conduct in cases where one knows or should know because it relates to the work under their responsibility.
- 4) Not cooperating with or obstructing the investigation of facts on allegation of violations or non-compliance with the Code of Conduct.
- 5) Retaliating against employees who report suspicions of non-compliance with the Code of Conduct.
- 6) Unfair actions against others due to the person reporting non-compliance with the Code of Conduct.

Those who violate the Code of Conduct will be subject to disciplinary action in accordance with the Company's regulations. In addition, legal penalties may be imposed if the act is illegal.

## Complaint and Whistleblowing Measures

The Company has established channels for complaints and whistleblowing to receive complaints, comments or suggestions from stakeholders who are affected or at risk of being affected by the Company's business operations or from the performance of duties of the Company's executives and employees regarding illegal acts or non-compliance with the Code of Conduct, including behaviors that may imply corruption.

### Complaints and whistleblowing

Upon witnessing an incident that violates or does not comply with the Code of Conduct, including actions that may imply corruption or illegality, one can ask questions or send a complaint to authorized persons as follows:

- 1) Chairman or Director
- 2) Independent Director or Member of the Audit Committee
- 3) Chief Executive Officer
- 4) Vice President – Head of Internal Audit Department
- 5) Supervisors

### Procedures upon Receiving Complaints

The Company has guidelines for procedures upon receiving complaints as follows:

- 1) Complaint recipient, either by their own or assigning appropriate persons to take action, collects all facts related to violations or non-compliance with the Code of Conduct.
- 2) Propose to the Chief Executive Office to consider appointing an investigation committee consisting of experts with appropriate knowledge and fairness to investigate the facts of the complaint.
- 3) The investigation committee collects information related to the complaints received through interviews and/or examination of documents.
- 4) The investigation committee compiles and assesses the facts to determine appropriate procedures and measures of handling the issues, including corrective and mitigation measures for affected parties.



- 5) The investigation committee coordinates with all relevant departments to assess risks, review work procedures, and determine corrective measures. This include improving operational procedures to prevent recurrence and enhancing overall efficiency.
- 6) The investigation committee report the results of affected party management and the working process improvements to address and prevent recurrence of such incidents to the Chief Executive Officer, who will then submit the report to the Board of Directors for acknowledgment.
- 7) The investigation committee reports the results to the complainant if the complainant discloses himself.

## **Measures to Prevent Retaliation and Mitigate Damage for Whistleblowers, Complainants, or Persons Cooperating in Reporting Violation or Non-Compliance of the Code of Conduct**

Whistleblowers, complainants or those who cooperate in fact-finding investigation will be protected and treated fairly for providing information or clues beneficial to the Company regarding violations or non-compliance with the Code of Conduct, as well as breaches of Company's rules and regulations, fraud, or failure to comply with laws or regulations issued by government authorities as follows:

- 1) The whistleblowers, complainant or cooperating person may choose to remain anonymous if he or she considers that disclosure would cause any insecurity or harm. However, if their identities are disclosed, it will allow the Company to report the results or mitigate the damage more effectively and quickly.
- 2) The Company considers relevant information confidential and will only disclose it if necessary to those responsible for resolving the issue, taking into account the safety and damage of the reporter or related persons. Exceptions shall be made only for disclosures required by law.
- 3) In the event that the complainant deems that he or she may be unsafe or may suffer damage, the complainant can request the Company to establish appropriate protection measures. Alternatively, the Company may impose protection measures on the complainant without any request if it deems that it is likely to cause damage or insecurity.
- 4) Those who have suffered damage will be relieved through appropriate and fair procedures.

## **Business Practice Guidelines**

### **Sustainable development**

- 1) The Company is committed to sustainable development as a guiding principle in its business operations, creating value and benefits across economic, social, and environmental dimensions.
- 2) The Company makes business decisions with a primary focus on governance, human rights, health and safety, social responsibility, and environmental considerations
- 3) All activities of the Company must be conducted based on the principles of sustainability, aiming for sustainable outcomes that benefit both the Company and stakeholders across the business value chain.
- 4) All executives and employees are responsible for implementing the Company's sustainability strategy, which focuses on 5 material aspects namely climate change, community engagement, human rights,



supply chain management, and customer relationship management. They must ensure progress and achieve the established goals.

- 5) All executives and employees are responsible for complying with the Company's regulations, orders, and requirements related to governance, social and environment, including environmental and social management systems.
- 6) The Company shall conduct business in a manner that creates sustainable benefits for society while minimizing environmental impact. This includes controlling and reducing greenhouse gas emissions from production, protecting ecosystems and biodiversity, and optimizing the efficient use of energy, water, and other resources.
- 7) The Company shall disclose its sustainability performance across economic, governance, social, and environmental dimensions in accordance with legal regulations and internationally accepted reporting standards.

Please refer to the relevant requirements and practices outlined in the Board Announcement on the Group's Corporate Governance Policy, the Board Announcement on Employee Policy, the Board Announcement on Social and Environmental Policy, the Board Announcement on Human Rights Policy, the Board Announcement on Shareholder Policy, the Board Announcement on Risk Management Policy, the Company Announcement on the Corporate Sustainability Development Policy.

#### **Anti-Corruption and Bribery**

- 1) The Company shall not engage in giving or accepting bribes or any form of corruption, whether directly or indirectly, while conducting business with either the public or private sector.
- 2) Executives and employees, or persons acting on behalf of the Company, shall not offer, induce, promise, give or solicit bribes, or accept bribes or other improper payments for personal benefit, or benefit of their family, friends, and acquaintances, including payment for convenience.
- 3) All executives and employees shall comply with laws and regulations prohibiting bribery and corruption, and also enforce on the Company's suppliers, contractors, and joint venture partners as well.

Please refer to the relevant requirements and practices outlined in the Anti-Corruption Regulations, the Group's Anti-Corruption Policy, Order on Giving and Receiving Gifts and Souvenirs, Order on Reception Expenses, Order on Charitable Donations and Sponsorships, and Order on Employment of Government Employees.

#### **Transaction with Public Sector**

- 1) The information to be reported to government officials or regulatory agencies shall be checked to ensure that it is accurate, correct, and complete. All submissions must be approved by the authorized person.
- 2) The Company will cooperate with government officials or regulatory agencies in providing information, inquiry or inspection.
- 3) Employees are responsible for informing and seeking advice from supervisors and authorized persons before accepting requests for information from government agencies or regulatory agencies, including other requests.



## **Prevention of conflict of interest**

- 1) Business decisions must take into account the best interests of the Company rather than personal interests.
- 2) All executives and employees must perform their duties to the best of their abilities and make business-related decisions based on the Company's best interests, in compliance with legal and ethical standards.
- 3) The conduct of all executives and employees must be transparent and not affect or damage the reputation and credibility of the Company.
- 4) The misuse of the Company's resources or name in any manner that could harm its reputation and image is strictly prohibited, whether intentionally or unintentionally but with awareness of the potential negative consequences.
- 5) Executives and employees do not operate businesses that are competitive or similar to the Company.
- 6) Executives and employees do not accept positions in external agencies or non-profit organizations unless notified or authorized in accordance with the relevant requirements. They shall also disclose its interest in the Company or businesses related to and doing business with the Company.
- 7) Do not use the Company's resources, intellectual property, working hour or area of the Company for personal gain.
- 8) Avoid activities that may affect the work of responsibility in any aspect or could cause conflicts between personal interests and the interests of the Company. In the event that employees are involved in business or any incident that may cause a conflict of interest, they shall report to the supervisor immediately.
- 9) Executives and employees must strictly maintain the confidentiality of work-related or business information, as well as any information the Company does not intend to disclose. They must not seek personal gain from any information obtained through their position and responsibilities.
- 10) Executive must carefully consider conflict of interest regarding connected transactions between the Company and its subsidiaries, associated companies, or controllers, with honesty, rationality, and independence under the framework of good ethics with arm's length principle taking into account the best interest of the Company.
- 11) In any meeting where participants have interests, those participants shall temporarily leave the meeting to allow other participants to consider, analyze, and criticize without the influence of such persons.
- 12) All executives must prepare a report to disclose the list of interests of themselves and related parties in the prescribed form and submit them to the organization in a timely manner, and update the report when there is a change in the list of interests.
- 13) The recruitment of new personnel who are related to the executives and employees of the Company must be transparent and fair to those with the same qualifications.

## **Legal Compliance**

- 1) All of the Company's business operations must comply with applicable local and international laws, including trade competition or antitrust laws.
- 2) All executives and employees must adhere to and seriously respect and comply with relevant laws and regulations.
- 3) All executives and employees must acknowledge and comply with the requirements of laws and regulations in force or related to their job responsibilities.
- 4) All executives and employees must cooperate and treat regulatory officers professionally with integrity.



- 5) Executives must incorporate requirements and regulations that affect the Company's business operations into its strategic plan and business processes.
- 6) There must be a team with relevant regulatory knowledge or expertise in government matters, including compliance risk management.
- 7) All executives and employees are obliged to constantly monitor changes in new laws and regulations.

#### **Appropriate Giving/Receiving Gifts, Receptions and Other Benefits**

- 1) The Company considers receiving or giving property or items as gifts/souvenirs according to local customs and traditions acceptable. However, the Company does not wish executives and employees to receive gifts/souvenirs of excessive value from related business parties.
- 2) Giving and receiving gifts and receptions for appropriate business purposes must not significantly affect the decisions of management, employees or third parties.

Please refer to the relevant requirements and practices outlined in Order on Giving and Receiving Gifts and Souvenirs, Order on Reception Expenses, Order on Charitable Donations and Sponsorships.

#### **Political neutrality**

- 1) The Company shall remain politically neutral by not acting in favor of or supporting any political party or person with political power, including not participating in the activities of any political party or politician, either directly or indirectly, and not allowing political parties to use the Company's resources and premises for political activities.
- 2) The company respects employees' rights and freedom to exercise their political rights, such as voting in elections or being a member of a political party, including the personal rights of employees to participate in politics outside of working hours as appropriate under the conditions that such action do not represent the Company and use the employees' own resources.

Please refer to the relevant requirements and practices outlined in the Anti-Corruption Regulations.

#### **Anti-Money Laundering**

Money laundering is the process of concealing illegal money or property or converting or moving money or property to make it legal, which includes concealing the origin of illegal money or property and using legitimate funds to support wrongdoing or terrorism. Such actions are strictly prohibited, and the following guidelines must be observed:

- 1) Strictly comply with laws and regulations regarding anti-money laundering.
- 2) Prohibit and/or avoid accepting or engaging in money-related transactions that appear to be illegal or intended to evade legal regulations.
- 3) Inspect suppliers, including regularly assess the risks of suppliers as appropriate.
- 4) Employees are obliged to notify their supervisors immediately if they find irregularities of suppliers/partners in the payment methods and behaviors that imply dishonesty, such as payment in a currency other than those specified on the invoice or the contract; payment to or from another country where the source is not clearly specified; payment in cash or cash equivalent; payment to a person who is not a direct partner of the transaction; payment to or from an account other than the suppliers/partner's account; using multiple checks or drafts; etc.



## **Fair Trade Competition**

- 1) All executives and employees must thoroughly study and understand the local and international laws on trade competition and antitrust before taking any action.
- 2) All executives and employees must study and review antitrust laws before proceeding with acquisitions and mergers or any other transactions that significantly reduce or limit free competition in the market.
- 3) All executives and employees must comply with laws relating to trade competition in the countries in which the Company operates and refrain from behavior or actions that may be considered anti-competition.
- 4) Do not enter into agreements with any competitor or person in a manner that reduces or limits competition or results in unfair competition, including pricing, fraud, auctions, market allocation, and supply restriction agreements.
- 5) Be cautious of meeting or dealing with competitors or not participating in any agreements that may constitute an anti-competition conspiracy.
- 6) Do not exchange sensitive information that affects trade competition to third parties, especially competitors.
- 7) Do not receive direct or indirect information from competitors and do not exchange or receive illegal information.
- 8) Be cautious when participating in business and trade association activities to avoid exchanging information with competitors.
- 9) Always obtain approval from high-level executives to provide or exchange of confidential business information of the Company to business partners or joint ventures.

## **Use of Inside Information**

Inside Information refers to non-public, material information that may impact the price of securities or the Company's business operations. This includes financial performance, profit forecasts, dividend payments, new securities issuance, borrowing activities, significant corporate changes, liquidity issues, acquisitions, investments, mergers, major litigation, and resolutions of the Board of Directors.

Confidential information is non-public information that, if disclosed to the public or obtained by competitors, will cause serious consequences to the Company or reduce the Company's competitiveness.

- 1) All executives and employees are obliged to protect the Company's confidential business information that they know or are aware of, and not to use the Company's inside information for personal benefit, especially in the purchase or sale of the Company's securities or to advise others to do so.
- 2) Do not disclose inside information to third parties or unrelated parties. Prohibited inside information includes financial performance, profit forecasts, dividend payments, new securities issuance, borrowing activities, significant corporate changes, liquidity issues, acquisitions, investments, mergers, material litigation, resolutions of the Board of Directors resolutions, etc.
- 3) Executives, employees or persons related to inside information and confidential information of the Company are prohibited from passing on such information in any form to third parties, including family members, friends, relatives. They are also forbidden to use inside information to seek illegal benefit or diminish the Company's interests.
- 4) Confidential inside information can only be provided or shared to individuals within the Company as necessary or in relation to their work.



Please refer to the relevant requirements and practices outlined in the Company Announcement on the Policy on the Misuse of Inside Information, the Company Announcement on the Policy on Information Classification, the Company Announcement on the Reporting of Company Securities Holdings, the Company Order on the Use of Inside Information for Personal Gain

#### **Overseas Business Conduct**

- 1) The Company will comply with laws and regulations in each country in which the Company conducts business, taking into account society, environment, customs, traditions, culture and lifestyle in each locality.
- 2) All executives and employees must immerse themselves in the customs, traditions, culture, and relevant laws of the host country before embarking on the overseas work journey.
- 3) All executives and employees must comply with the laws, customs, traditions, values, and culture of each locality while behaving as a responsible citizen. Their actions must not contradict the Company's Code of Conduct and regulations. If there are any uncertainties regarding practices that may align with local laws or customs, they must report to their supervisor.
- 4) The employment of workers in each locality must comply with the labor laws of each locality and the local workers must be treated with equality and fairness.
- 5) Employees must provide regular reports to their supervisors on the progress of their assigned duties while working abroad.



## Treatment of Stakeholders

### Treatment of Shareholders

- 1) The Company is committed to conducting business to achieve continuous growth and profitability ensuring favorable returns for shareholders as well as creating added value for the business, which will contribute to long-term shareholder returns.
- 2) The Company conducts its business with prudence, integrity, and fairness, ensuring equitable treatment of all shareholders while prioritizing the best interests of shareholders as a whole.
- 3) The Company respects shareholders' rights to access essential information for assessing its management performance. It ensures equal and comprehensive disclosure of financial performance, financial position, and other relevant reports—both financial and non-financial. Additionally, the Company provides information on future business prospects based on realistic assessments, supporting data, and reasonable justifications, ensuring regular, complete, and accurate disclosures in accordance with internationally accepted standards for domestic and international financial and capital markets.
- 4) The Company has a policy to record accounting transactions accurately, completely, in accordance with accounting standards and related laws through review by internal auditors, the Audit Committee and certification by independent auditors of the Company.
- 5) All executives and employees devote their knowledge and abilities and apply their knowledge and skills to manage and operate to the best of their ability.
- 6) The Company shall collect and maintain shareholders' personal data in strict confidentiality and will not disclose or share such information in any form with unauthorized parties.

Please refer to the relevant practices outlined in the Board Announcement on the Group's Corporate Governance Policy, the Board Announcement on Shareholder Policy.

### Treatment of Employees

- 1) The Company strictly complies with all applicable laws and regulations related to labor or employees.
- 2) The Company treats employees with respect for individuality and human dignity.
- 3) The Company avoids any unfair practices that may impact employees' job security, as well as any actions that may harass, intimidate, or create psychological pressure on employees.
- 4) The Company provides fair compensation and benefits benchmarked against leading companies.
- 5) The Company conducts appointments, transfers, rewards, and disciplinary actions with equity, integrity, and fairness, based on employees' competence and suitability for their roles.
- 6) The Company places great importance on managing and developing employees to ensure comprehensive and continuous enhancement of their knowledge and skills.
- 7) The Company provides a safe working environment in accordance with occupational health and safety standards, supporting both efficient performance and employees' well-being.
- 8) The Company encourages employees to participate in various activities and to express their opinions, feedback, and suggestions based on integrity and professional knowledge.
- 9) The Company provides a formal channel for employees to file complaints in cases of unfair treatment, following the established procedures and processes.
- 10) The Company shall maintain the confidentiality of employees' personal data and will not disclose or share such information in any form with unauthorized parties.



Please refer to the relevant requirements and practices outlined in Work Regulations, the Board Announcement on Employee Policy, the Board Announcement on Human Rights Policy, the Company Regulations on Human Resource Management, the Company Announcement on Personal Data Protection Policy.

### **Treatment of Customers**

- 1) The Company is committed to produce and deliver high-quality products and services on schedule while continuously improving production efficiency with an aim to create environmentally friendly products and uphold product responsibility.
- 2) All executives and employees must maintain customer confidentiality and do not misuse customer secret for personal gain or for benefit of related parties.
- 3) The Company discloses information about products and services completely, accurately, and without distorting the facts.
- 4) The Company adheres to agreements made with customers, including honoring product and service warranties under the agreed-upon terms. In cases where the Company is unable to fulfill its commitments, it shall promptly notify the customer to jointly determine an appropriate solution.
- 5) The Company has established systems and processes that allow customers to communicate and/or submit complaints regarding products and services. The Company also operates at its best to ensure prompt customer responses.
- 6) All executives and employees must not solicit, accept or offer any improper benefits in trading with customers.
- 7) The Company is committed to developing and maintaining a good and sustainable relationship and mutual trust with customers. It shall ensure the confidentiality of customer information, including personal data, and will not disclose or share such information in any form with unauthorized parties.

### **Treatment of Creditors**

- 1) The Company honors all agreements with its creditors, including financial institutions, bondholders, and business creditors, and treats all creditors equally, with integrity, transparency, and fairness.
- 2) The Company strictly complies with agreed-upon terms with creditors, including the intended use of proceeds, repayment of principal and interest, and the maintenance of collateral quality throughout the contract period.
- 3) All executives and employees must not solicit, accept, or offer any improper benefits in negotiations with the Company's creditors.
- 4) The Company is committed to actively cooperating in resolving issues related to the solicitation, acceptance, or offering of any improper benefits in its dealings with creditors.
- 5) The Company shall accurately, completely, and timely report financial information and compliance with contractual terms to its creditors on a regular basis.
- 6) In the event that the Company is unable to comply with any contractual terms or faces circumstances that may lead to a default, it must promptly notify the creditor to jointly seek a reasonable and appropriate solution.
- 7) The Company shall maintain the confidentiality of creditors' information, including personal data, and will not disclose or share such information in any form with unauthorized parties.



## **Treatment of Trading Partners/Suppliers**

- 1) All executives and employees adhere to the best interests of the Company, regardless of their own interests or those of their associates.
- 2) The Company provides equal opportunities to trading partners/suppliers in trade competition, both small businesses and businesses belonging to the underprivileged, minorities, women, and disabled veterans.
- 3) Establish a transparent and fair competitive bidding and selection process for trading partners and suppliers.
- 4) Prepare standard contracts in accordance with legal principles and/or internationally accepted practices, ensuring mutual agreement between both parties.
- 5) The Company complies with agreed-upon terms with trading partners and suppliers, including clearly communicating payment terms in writing, maintaining collateral as required, and returning it as agreed.
- 6) Establish assessment and management system of supplier risks, along with a monitoring process to ensure compliance with the Company's Supplier Code of Conduct, personal data protection policies, corporate governance standards, and contractual obligations throughout the engagement.
- 7) Ensure that safety, occupational health, and a suitable working environment are maintained for suppliers operating within the Company's premises.
- 8) Promote and support suppliers in conducting their operations based on good governance, human rights, and sustainable development principles, while fostering long-term collaboration and strong business relationships.
- 9) All executives and employees must strictly follow the Company's conditions committed with suppliers under fair and transparent framework.
- 10) All executives and employees must not solicit, accept, or offer any improper benefits in business dealings with the Company's suppliers. Additionally, the Company shall provide a complaint channel for suppliers to report any concerns.
- 11) In the event that the Company is unable to meet its contractual obligations, it shall promptly notify the supplier in advance to jointly seek an appropriate solution.
- 12) The Company shall maintain the confidentiality of suppliers' information, including personal data, and will not disclose or share such information in any form with unauthorized parties.

Please refer to the relevant requirements and practices outlined in the Company's Regulations on Procurement, the Company Order on Procurement Procedures, the Board Announcement on Human Rights Policy, the Company Announcement on the Supplier Code of Conduct, the Company Announcement on Personal Data Protection Policy.

## **Treatment of Business Competitors**

- 1) The Company respects and strictly complies with the principles of fair-trade competition laws or national antitrust and international principles.
- 2) The Company treats business competitors in accordance with fair competition principles and internationally recognized trade competition standards.
- 3) All executives and employees must not seek competitors' information through dishonest or inappropriate means.
- 4) All executives and employees must not make false or baseless accusations against business competitors.
- 5) All executives and employees must not solicit, accept, or offer any improper benefits in business dealings with the Company's competitors.



- 6) All executives and employees must strictly comply with the terms and regulations of fair-trade competition.

### **Treatment of Business Partners**

- 1) All executives and employees are committed to strictly complying with the agreements and commitments made with business partners.
- 2) Provide business assistance in a mutually beneficial manner for the overall business outcome, taking into account the best interests of the Company and based on fair returns to both parties.
- 3) All executives and employees must provide truthful information, accurate reports, and engage in problem-solving and negotiations based on legitimate business relationships.
- 4) The Company shall maintain the confidentiality of business partners' information, including personal data, and will not disclose or share such information in any form with unauthorized parties.

### **Treatment of Public Sector**

- 1) The Company respects and strictly complies with all laws, regulations, and government requirements governing its business operations in each locality and country.
- 2) The Company supports government operations and ensures the preparation and reporting of accurate information to relevant regulatory authorities in compliance with legal requirements.
- 3) The Company promotes collaboration with government agencies to support national strategies and objectives, contributing to economic, social, and community stability and growth on a broader scale.

### **Treatment of Community, Society and Environment**

- 1) The Company is committed to conducting business with responsibility toward communities, society and the environment by integrating them in the Company's mission. This approach aims to earn recognition and trust from communities and society, leading to business success as well as sustainable development and growth of the business.
- 2) The Company respects the rights of local communities, including their customs, traditions, culture, and way of life, and actively promotes, supports and preserve them for long-term sustainability.
- 3) Conduct risk assessments for business operations and/or projects that may impact community health, safety, and the environment. Implement preventive, corrective, and mitigation measures with maximum effectiveness throughout the investment feasibility study, operational phase, and decommissioning process.
- 4) Foster community engagement and participation from all relevant stakeholders to collaboratively enhance quality of life and create sustainable value for local communities and society. The Company shall also support and assist surrounding communities and the broader society at both local and national levels as appropriate.
- 5) The Company supports the development of projects and activities, both independently and in partnership with external organizations, that are appropriate and beneficial to communities and society. These initiatives shall be aligned with the Company's strategic goals and responsive to stakeholder expectations.
- 6) Establish appropriate dialogue processes to enable community and stakeholder participation in exchanging opinions, collaboratively solving problems, monitoring the Company's operations and/or projects, and serving as a channel for community grievances and concerns.



- 7) Operate with maximum efficiency in the use of natural resources, while considering alternatives that minimize impacts on climate change, communities, and society.
- 8) Implement control and management measures to ensure that the environmental impact of operations remains within legal requirements and/or industry standards.
- 9) Develop/ implement internationally recognized environmental management systems to assess environmental risks and impacts, while ensuring compliance with environmental laws and regulations.
- 10) Promote the use of renewable energy, energy and water conservation, waste reduction and management, as well as the restoration and preservation of forests and biodiversity within ecosystems to reduce greenhouse gas emissions and ensure long-term benefits for future generations.
- 11) Encourage executives and employees to develop awareness and a strong sense of responsibility toward society and the environment.
- 12) Cooperate with relevant organizations in implementing international standards and agreements aimed at preventing or mitigating social and environmental impacts.
- 13) Collaborate with relevant organizations to reduce waste generation from both production processes and general operations, ensuring proper and appropriate waste disposal methods.

Please refer to the relevant requirements and practices outlined in the Board Regulations on Environmental and Social Policy, the Board Regulation on Human Right Policy, and Corporate Regulation on Corporate Sustainability Development Policy.

## **Operational Excellence**

### **♣ Safety, Occupational Health, and Working Environment**

- 1) Promote safety as an important agenda by establishing policies, requirements and standards for safety, occupational health and working environment with measures not less than those prescribed by law and in accordance with international standards. Employees must strictly study and comply with relevant laws, policies, requirements, and standards for safety, occupational health and working environment.
- 2) The Company shall implement measures to control and prevent various types of losses resulting from accidents, fires, work-related injuries or illnesses, loss or damage of assets, security breaches, improper work practices, and operational errors. The Company is also committed to maintaining a safe and healthy working environment for its employees, as well as for contractors/external personnel operating within its premises. Adequate and appropriate safety equipment shall be provided, and regular safety drills shall be conducted. It is the responsibility of all executives and employees to report accidents and incidents in accordance with the established procedures.
- 3) The Company shall establish communication and awareness programs to educate and inform employees, contractors, and relevant stakeholders about policies, regulations, procedures, and safety precautions related to occupational health, workplace safety, and environmental conditions. This ensures that all parties understand and correctly implement these guidelines, preventing risks to health, assets, and the environment.
- 4) If any work activity is deemed unsafe or found to be non-compliant with safety, occupational health, and environmental standards, or if an operation poses a risk to workplace safety, health, or the environment, any observer has the authority to temporarily halt the activity to the extent possible. The



issue must be immediately reported to a supervisor or the responsible department for corrective action or further planning.

Please refer to the relevant requirements and practices outlined in the Company Announcement on the Office Building User Manual, the Company Announcement on the Safety, Occupational Health, and Working Environment Policy, the Company Announcement on Work-from-Home Measures, the Company Regulation on Corporate Sustainability Development Policy.

#### **Prevention and Resolution of Drug Problems in the Workplace**

- 1) The Company places great importance on preventing and resolving drug-related problems in the workplace by establishing relevant policies and measures, along with penalties for violations.
- 2) Employees must be involved and responsible for the implementation of drug prevention and resolution in the workplace.
- 3) All company supervisors must act as role models and are responsible for monitoring, preventing, and deterring drug-related offenses in the workplace.
- 4) Cooperate with the government in providing information and behavior of persons involved with drugs.

Please refer to the relevant requirements and practices outlined in the Company Regulation on Human Resource Management, the Company Announcement on the Policy for Drug Prevention and Resolution in the Workplace, the Company Announcement on the Office Building User Manual, the Company Announcement on the 5S Policy for Office Buildings.

#### **Security**

- 1) The Company prioritizes security measures to protect the lives and assets of employees, the Company, and external personnel working within its premises. This includes deploying security personnel, establishing security policies and procedures, and providing adequate and appropriate security equipment.
- 2) Establish and maintain a safe working environment, including identifying and reporting warning signs of workplace violence.
- 3) The Company shall implement screening measures by conducting background checks on new employees and contractors, as permitted by law, to monitor potential threats, including terrorism.
- 4) If any irregularities or security concerns that may affect workplace safety are observed, they must be reported immediately to a supervisor or the responsible personnel.

Please refer to the relevant requirements and practices outlined in the Company Announcement on the Office Building User Manual.

#### **Crisis Management**

- 1) Establish a crisis management and communication plan to address force majeure events with severe impacts, aiming to mitigate damage and losses to the Company, while also reducing risks that may affect the Company's stakeholders
- 2) Develop a Business Continuity Management system by establishing a Business Continuity Plan to ensure the Company's operations can continue in the event of force majeure incidents and/or disasters that disrupt normal business activities.



- 3) Regularly review and update the Crisis Management Plan, Crisis Communication Plan, and Business Continuity Plan to ensure they remain relevant to the Company's situation and adaptable to changing circumstances.
- 4) Integrate and align the Crisis Management and Communication Plans with the Emergency Response Plans of affiliated companies to ensure coordinated responses.
- 5) Provide training and awareness programs for relevant teams and employees to enhance understanding and preparedness, ensuring effective crisis management and communication.

Please refer to the relevant requirements and practices outlined in the Company Announcement on the Business Continuity Management Policy.

## **Data Protection and Asset and Financial Supervision of the Company**

### **♥ Recording, Reporting, and Data Retention**

- 1) The recording and reporting of both financial and non-financial company data must be conducted with honesty, accuracy, completeness, timeliness, and reasonableness.
- 2) Information created or received during work is considered Company property and must be managed, stored, protected, and disposed of appropriately according to the requirements.
- 3) Documents and records related to disputes, conflicts, and ongoing legal cases must be properly maintained for auditing, monitoring, or investigative purposes.
- 4) Maintain complete and accurate documentation, including recordkeeping, accounting data, and supporting documents.
- 5) Adhere to the Company policies and relevant regulations regarding the retention and disposal of data, whether in physical or electronic form.
- 6) Falsifying or creating misleading information is considered a violation of the Company's Code of Conduct and may result in disciplinary action.

Please refer to the relevant requirements and practices outlined in the Company Announcement of Information Classification Policy, the Company Announcement on the Prevention of Misuse of Inside Information, the Company Announcement on Personal Data Protection Policy, the Company Order on the Use of Company Information for Personal Gain, the Company Order on Signature Authorization for Important Company Documents, and the Company Announcement on Reporting of Company Securities Holdings.

### **♥ Accurate and Reliable Controllarship in Compliance with International Standards**

- 1) The Company's accounting records, and financial reporting must be prepared based on accurate, complete, and truthful information, in compliance with accounting principles, standards, and internationally recognized financial reporting regulations.
- 2) Prepare and manage financial reports to accurately reflect the Company's assets, capital, transactions, and tax management with integrity, accuracy, completeness, timeliness, reasonableness, and auditability.
- 3) Prepare financial data and reports in a timely manner for submission or reporting to executives, regulatory authorities, shareholders, and relevant stakeholders.
- 4) Verify and ensure the accuracy and completeness of the Company's assets, including fixed assets, financial resources, and data, with proper and accurate recordkeeping.



- 5) Comply with Company policies and relevant laws and regulations regarding the retention and disposal of accounting records and related financial data within the required timeframes.
- 6) Ensure that accounting controls, disbursements, and financial decisions are conducted with integrity, honesty, transparency, accuracy, and auditability.
- 7) Fully cooperate with the Company's internal audit department and independent auditors by providing accurate and complete information as required.

Please refer to the relevant requirements and practices outlined in the Company Regulation on Accounting, Finance, and Budgeting, the Company Announcement on the Group Accounting Policy.

#### ♥ Utilization and Protection of the Company's Assets

- 1) The Company's assets must be used with care and maintained so that they are not damaged, lost, misused or wasted.
- 2) When an asset is damaged or lost, notify the agency in charge of the asset immediately.
- 3) Use the Company's assets for the full benefit of work, avoid using the Company's assets for personal activities.
- 4) Protect and strictly prohibit the disclosure of Company confidential information and personal data related to job responsibilities to any unauthorized parties without prior approval.

Please refer to the relevant requirements and practices outlined in the Company Announcement on the Office Building User Manual, the Company Order on the Use of Office Telephones, the Company Order on the User of Mobile Phones, the Company Order on the Removal of Company Assets from Company Premises, the Company Announcement on the Personal Data Protection Policy.

#### ♥ Utilization and Protection of Intellectual Property

- 1) All employees are responsible for protecting the Company's intellectual property. If any unauthorized use of the Company's intellectual property for personal gain is observed, it must be reported to a supervisor or the responsible person.
- 2) Encourage employees to write and publish books, textbooks, articles, or other media, as well as to develop software programs and presentations for educational and informational purposes. The intellectual property rights and any compensation from such works shall belong to the employee. However, if the work is assigned by the Company, utilized Company data and resources, or derived from knowledge gained within the Company, the Company shall retain the intellectual property rights and any resulting compensation.
- 3) The Company allows employees to use the Company's intellectual property only for the benefit of the Company and not for personal gain.
- 4) Access to or use of the right to access to the Company's confidential information or the Company's intellectual property shall cease immediately after termination of employee status.
- 5) Employees must respect intellectual property rights, avoid using intellectual property and do not infringe on the intellectual property of others. Do not use or copy copyrighted documents, materials, images, software of third parties for use in the work without proper permission.

Please refer to the relevant requirements and practices outlined in the Company Announcement on Information Technology Security Policy.



## ♥ Use and Management of Company Computers, Email, Internet, Software, Applications, and IT Systems

- 1) It is encouraged to use email, internet, software, and applications for work-related purposes. Employees must not engage in any activities that disrupt or interfere with the Company's computer and internet systems.
- 2) Do not use the Company's computer systems or email to distribute inappropriate content that violates ethical standards, cultural norms, or laws. This includes but not limited to damaging the Company's reputation or assets, possessing pornographic material, forwarding emails that are disruptive, cause annoyance, or promote commercial products and services unrelated to the Company's business, and sending emails containing computer viruses.
- 3) Use email, internet services, computer equipment, software, applications, and network systems authorized by the Company in compliance with security guidelines and usage policies, strictly for business purposes. If any IT security incidents, damage, or data loss occur, they must immediately be reported to the IT department.
- 4) Employees must use only licensed software, computer programs, and applications for work purposes. When using external computers outside the office, employees must verify the software's license before use. The installation or use of unlicensed software, programs, or applications on Company computers, devices, or systems is strictly prohibited.
- 5) Employees must keep their passwords confidential to prevent unauthorized access. They must also avoid visiting unfamiliar or potentially harmful websites that could pose a security risk to the Company's IT systems.
- 6) If an employee requests authorization for an external party (e.g., contractor staff) to use the Company's computer systems, internet, or network, the employee must supervise their usage and will be held responsible for any damage that may result from such access.
- 7) The Company reserves the right to monitor, inspect, track, investigate, and regulate employees' use of the Company's computer systems and IT infrastructure as necessary and appropriate to ensure cybersecurity and protect the integrity of the Company's IT systems.

Please refer to the relevant requirements and practices outlined in the Company Announcement on Information Technology Security Policy, the Company Announcement on Network and Computer Usage Policy.

## ♥ Use of Inside Information for Securities Trading and/or Securities Trading Advice

Inside Information refers to non-public, material information that may impact the price of securities or the Company's business operations. This includes, but is not limited to, financial performance, profit forecasts, dividend payments, new securities issuance, borrowing activities, significant corporate changes, liquidity issues, acquisitions, investments, mergers, major litigation, and resolutions of the Board of Directors.

- 1) All executives and employees, including their spouses and minor children, are prohibited from using undisclosed insider information to buy, sell, transfer or accept the transfer of the Company's securities before such information is made public.
- 2) All executives and employees are strictly prohibited from advising or recommending anyone to buy or sell the Company's securities when they possess or have access to inside information.



- 3) Non-public information may only be shared or disclosed to internal personnel within the Company on a need-to-know basis, based on the relevance of their role and responsibilities.
- 4) The Company strictly complies with the disclosure guidelines and regulations set forth by the Securities and Exchange Commission and the Stock Exchange of Thailand.

Please refer to the relevant requirements and practices outlined in the Company Announcement on the Prevention of Misuse of Inside Information, the Company Announcement on Information Classification Policy, the Company Announcement on Reporting of Company Securities Holdings, the Company Order on the Use of Inside Information for Personal Gain.

## **Respect for Human Rights**

### **■ The Company Commitment**

- 1) The Company is committed to upholding, supporting, and promoting respect for and protection of fundamental human rights and human dignity for all individuals involved in its operations. This commitment aligns with domestic laws, international human rights and labor principles, and best practices for the business sector.
- 2) The Company promotes and encourages its joint ventures, business partners, suppliers, and other stakeholders within its supply chain and managed operations, both domestically and internationally, to conduct their business based on the principles of human rights respect.
- 3) Respect human dignity and treat all stakeholders equally, ensuring equal opportunities for all. The Company is committed to non-discrimination, regardless of race, complexion, gender, gender identity, age, religion, language, beliefs, social status, family origin, disability, political opinions, or any other differences. This commitment aligns with legal provisions and international human rights principles.
- 4) The Company conducts its business with comprehensive due diligence to prevent human rights violations within its operations. Clear guidelines and practices are established in the Company's Human Rights Policy
- 5) The Company is committed to actively engaging in the care and development of the quality of life of communities surrounding its operations on a continuous basis.

### **■ Treatment of Each Other under Rights, Freedoms and Equality**

- 1) Employees must treat each other with respect and dignity for each other, as well as accept and respect different opinions.
- 2) Employees should not express opinions on matters of race, religion, gender, economic status, social status, education, or any other matter that would lead to conflict.
- 3) Employees are strictly prohibited from committing any act that physically or mentally abuses others, or using violence or force, or committing any unfair acts against others in the workplace.
- 4) Employees have the right and freedom to exercise political rights, such as supporting or being a member of a political party, voting in elections, exercising other political rights.

### **■ Protection of Privacy Rights and Confidential Information**

- 1) Classify personal data as confidential data and restrict access to only those with appropriate authorization who explicitly need it for business operations.



- 2) Fairly and honestly use personal data that is permitted to be accessed only for the purposes set forth.
- 3) Collect personal data as necessary in accordance with appropriate legal, regulatory or business purposes.
- 4) Protect employees' personal data stored by the Company, ensuring that it is not disclosed, shared, or transferred to unauthorized parties without the explicit consent of the data owner. Personal and sensitive data, as defined by law, must be strictly safeguarded.
- 5) Recognize and comply with personal data protection laws and individual rights in Thailand and internationally, especially when transferring personal data across borders. Consult with legal advisors or data protection officers to ensure adherence to all applicable legal requirements.
- 6) Do not disclose all personal data and confidential documents of the Company without the permission of the Chief Executive Officer or the person assigned by the Chief Executive Officer.
- 7) Use electronic media with care and keep the information recorded on the computer or other electronic devices safe and private, and the Company can monitor the information at any time without prior notice.
- 8) Store and destroy personal data and confidential information of the Company in a reasonable period of time in accordance with the terms and conditions of the Company or relevant regulations.

Please refer to the relevant requirements and practices outlined in the Company Announcement on Human Rights Policy, the Company Announcement on Personal Data Protection Policy.

## **Disclosure of Information**

### **Use of inside information for external communication**

- 1) The Company complies with the laws, rules, regulations, and requirements governing the disclosure of information by relevant regulatory authorities and internationally accepted disclosure standards.
- 2) The Company shall disclose accurate and complete information to all stakeholders in a comprehensive, equitable, and timely manner, either directly or through media and communication channels.
- 3) The Company shall only communicate internal financial and non-financial information that has been considered and approved by the Chief Executive Officer or a person assigned by the Chief Executive Officer.
- 4) The Company shall never communicate confidential information of the Company or communicate distorted information or communicate in the manner of expressing opinions, predictions, exaggerated claims.
- 5) The Company shall communicate information to third parties only through persons who have duties or are assigned.

Please refer to the relevant requirements and practices outlined in the Company Announcement on the Prevention of Misuse of Inside Information, the Company Order on the Use of Inside Information for Personal Gain.

### **Communication with Investors, Analysts, and the Media**

- 1) Communicate carefully with investors, analysts and the media and understand the media and issues related to relevant laws and regulations.
- 2) Only the Chief Executive Officer and/or the person assigned the Chief Executive Officer may use the information and respond to inquiries from investors, analysts and the media.



- 3) The Corporate Affairs Department and the Investor Relations Division are responsible for reviewing and preparing information or key messages for communication with journalists, investors, and analysts, in accordance with their respective responsibilities.
- 4) All financial and non-financial information to be presented or communicated must receive approval from the Chief Executive Officer before disclosure.
- 5) Exercise caution when expressing personal opinions, whether verbally or on social media, to protect and maintain the Company's reputation.
- 6) Do not disclose financial information or make earnings forecasts unless explicitly authorized by the Chief Executive Officer.
- 7) The Corporate Affairs Department and the Investor Relations Division must provide information and communicate with external parties in accordance with their responsibilities, ensuring that all information is accurate, consistent, and aligned.
- 8) When an affiliated company or a subsidiary need to communicate on matters related to, connected with, or referencing RATCH Group Public Company Limited, they must inform the Corporate Affairs Department for review prior to disclosure.

Please refer to the relevant requirements and practices outlined in the Company Announcement of the Prevention of Misuse of Inside Information, the Company Order on the Use of Inside Information for Personal Gain.

### **Investor Relations Guidelines**

- 1) Perform duties to the fullest capacity with integrity, honesty, and professionalism.
- 2) Disclose necessary information in a complete and fair manner to all relevant parties equitably.
- 3) Provide access and opportunities for all relevant parties to inquire about and obtain information.
- 4) Perform duties with the best interests of shareholders and stakeholders as the primary focus.
- 5) Maintain Company confidentiality and do not use inside information for personal gain.
- 6) Continuously seek knowledge and self-improvement to enhance work efficiency.
- 7) Do not schedule meetings with investors and/or analysts during the 10 business days prior to the announcement of financial results.
- 8) Do not use undisclosed inside information to buy, sell, transfer, or receive transfers of the Company's securities before the information is made public.

## **Environmental Care**

### **Conservation of Natural Resources**

- 1) Conduct business based on respect for and compliance with environmental laws and regulations, while also considering global environmental issues.
- 2) Prioritize sustainable reduction in the use of natural resources, energy, and water by continuously enhancing and improving efficiency, while adapting the principles of the circular economy.
- 3) Reduce pollution emission, wastewater, and waste generation, including both hazardous and non-hazardous waste, while minimizing landfill disposal.
- 4) Commit to combating deforestation and actively promote biodiversity conservation and ecosystem preservation to create positive environmental and social impacts.
- 5) Establish an environmental and social management system integrated into the Company's business operations.



- 6) Respond promptly to the Company's environmental impact on natural resources and biodiversity, ensuring that the implemented measures effectively mitigate and prevent these impacts across environmental, economic, and social dimensions.

Please refer to the relevant requirements and practices outlined in the Board Regulation on Environmental and Social Policy, the Company Announcement of Corporate Sustainability Development Policy, the Company Announcement on Environmental and Social Management System.



### **Response to Climate Change**

- 1) Recognize the issues and impacts of climate change resulting from the Company's operations.
- 2) Devise a climate change strategy to be guidelines for greenhouse gas emission reduction and target setting that align with national and international climate goals.
- 3) Ensure optimal efficiency in electricity generation while promoting energy conservation measures or activities both within and outside the Company. Increase the use of renewable energy in power generation and Company operations to reduce carbon footprint.
- 4) Enhance greenhouse gas sequestration through activities such as supporting reforestation and forest conservation to restore biodiversity and ecosystem integrity or implementing other effective measures.
- 5) Raise awareness and educate stakeholders across the business value chain on climate change, encouraging them to manage greenhouse gas emissions efficiently.
- 6) Assess risks and impacts and implement preventive or mitigation measures to enhance preparedness and responsiveness to potential climate change effects on the business, such as water resource management, flood prevention, and drought adaptation strategies.

Please refer to the relevant requirements and practices outlined in the Board Regulation on Environmental and Social Policy, the Company Announcement on Corporate Sustainability Development Policy, and the Company Announcement on Environmental and Social Management System.

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(Original)

## Acknowledgement and Acceptance for Practice Form

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- I have already received the Code of Conduct of RATCH Group Public Company Limited.
- I shall study and adhere to the Code of Conduct of RATCH Group Public Company Limited during my operations.

Sign .....

(.....)

Position .....

Department .....

Date ..... / ..... / .....