

# **Corporate Social Responsibilities Policy**

Ngernturbo Public Limited Company (“the Company”) and subsidiaries recognize the importance of conducting business under the principles of Corporate Social Responsibility (CSR). The Company is committed to operating business with care and consideration for stakeholders, economy, society, and environment, guided by morality and ethics. This includes recognizing the importance of sustainable investment, considering performance in Environmental, Social, and Governance (ESG) aspects. The Company and subsidiaries hope that conducting business with social responsibility will bring benefits to the community while fostering the Company’s growth concurrently. Accordingly, the Company has established this Corporate Social Responsibility Policy, divided into 8 sections as follows:

### **1. Fair Business Practices**

The Company and subsidiaries are committed to conducting business with integrity, fairness, and ethical standards, and are determined to compete in the market fairly. This includes rejecting any behavior that hinders fair competition, such as illicitly seeking competitors' confidential information or soliciting, accepting, or offering any improper benefits. Furthermore, the Company and subsidiaries respect the intellectual property rights of others. The Company has established a policy requiring personnel to comply with laws and regulations related to intellectual property rights, namely using only legally licensed computer software.

### **2. Anti-Corruption**

The Company and subsidiaries conduct operations based on transparency, ethics, adherence to corporate governance principles, and compliance with relevant laws against corruption and bribery involving public officials or private sector entities. The Company and subsidiaries have established an organizational structure that clearly defines roles and responsibilities, operational processes, and lines of command within each department to ensure a proper balance of power and effective checks and balances. Additionally, the Company has set guidelines for directors, executives, and employees of the Company and its subsidiaries as follows:

1. Directors, executives, and employees are strictly prohibited from engaging in or accepting corruption in any form, whether direct or indirect. This applies to all related departments, and compliance shall be reviewed regularly.
2. Directors, executives, and employees are obligated to report any actions suspected of corruption related to the Company and subsidiaries to their supervisor or the responsible person and must fully cooperate with investigations.
3. The Company and subsidiaries will ensure fairness and provide protection to whistleblowers reporting corruption, as well as to individuals cooperating in the reporting and investigation process.
4. The Board of Directors, Executive Committee, and Management must act as role models in combating corruption. They are responsible for promoting and supporting the anti-corruption policy, communicating it to all employees and relevant parties, and regularly reviewing its adequacy and associated measures to ensure alignment with changing business conditions, regulations, and legal requirements.
5. Individuals who commit acts of corruption will be subject to disciplinary action in accordance with the regulations of the Company and subsidiaries, and may face legal penalties if their actions violate the law.
6. The Company shall ensure that the anti-corruption policy is effectively communicated to all organization levels through various channels, such as training programs and internal communication platforms, to ensure all relevant parties are aware of and adhere to the policy.
7. The Company establishes whistleblowing channels, promoting diverse communication options to enable employees and stakeholders to report suspected activities. Protective measures are in place for whistleblowers, with strict confidentiality of their identities to prevent unfair punishment or reassignment. Additionally, individuals are appointed to investigate and follow up all reported concerns.

8. The Company encourages contractors, suppliers, and other third parties to report any violations of this Anti-Corruption Policy.
9. The Company has a policy for the recruitment or selection, promotions, training, performance evaluations, and determination of compensation for employees and staff of the Company and subsidiaries in a fair and adequate manner. These practices are designed to prevent opportunities for corruption and provide assurance to employees.
10. The Company and subsidiaries have established regulations for disbursements and procurement, specifying budget limits, approval authority, transaction purposes, and recipients. Clear supporting documentation is required, and appropriate levels of authorization must be defined and enforced.
11. To ensure clarity in handling matters with a high risk of corruption, directors, executives, and employees of the Company and subsidiaries must exercise particular caution in the following areas:
  - The offering, giving, or receiving of gifts and hospitality must be transparent, in compliance with the law, and in accordance with normal commercial customs or traditional practices, with an appropriate value.
  - The giving or receiving of donations or financial support must be conducted transparently and in compliance with the law. It must be ensured that such donations or financial support are not used as a disguise for bribery.
  - All business conduct, contacts, negotiations, bidding processes, and other dealings with public or private sector entities must be conducted transparently and in compliance with the law. Furthermore, directors, executives, and employees of the Company and subsidiaries are strictly prohibited from offering or accepting bribes at any stage of business operations.

### **3. Respect for Human Rights**

The Company and subsidiaries are committed to supporting and respecting human rights in accordance with international standards. This includes building knowledge on human rights within the organization and conducting periodic assessments. The Company treats all stakeholders—whether employees, communities, or surrounding societies—with respect for human dignity, equality and freedoms, without violating fundamental rights or engaging in discrimination based on race, nationality, religion, language, skin color, gender, age, education, physical condition, or social status. The Company also manages risks by assessing potential risks of human rights violations, while refraining from activities that directly or indirectly contribute to wrongdoing. This includes ensuring that the business operations of the Company and subsidiaries are not involved in human rights violations, such as child labor or sexual harassment. Furthermore, the Company and subsidiaries provide protection and remedy, allowing employees, communities, and society to express their opinions by facilitating in providing feedback and establishing channels for complaints for those who suffer from human rights violations arising from the Company's business operations, as well as offering appropriate remedies.

To ensure the effectiveness, the Company and subsidiaries have taken steps to build knowledge on human rights and instill awareness among employees to adhere to human rights principles.

### **4. Fair Labor Practices**

The Company and subsidiaries recognize the importance of human resource development and the fair treatment of labor as key factors in enhancing the value of the business and strengthening competitiveness and sustainable growth for the Company in the future. The Company respects and adheres to laws and ethical principles, focusing on fair treatment within the following three frameworks: (1) Respecting the right to work in accordance with human rights principles and the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO); (2) Providing social protection and ensuring safe working conditions for employees; and (3) Protecting the health and safety of employees. Accordingly, the Company has established policies and guidelines as follows:

1. Respect the rights of employees in accordance with human rights principles and the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO), as well as comply with labor laws.
2. Establish a fair employment process and conditions, including the determination of compensation and the consideration of achievements through a fair performance evaluation process.
3. Promote employee's personal development by providing training, seminars, and workshops, as well as encouraging participation in relevant academic seminars and training programs to enhance the knowledge, skills, and potential of employees. Additionally, instill positive attitudes, ethics, morality, and teamwork among employees.
4. Provide various staff welfare benefits as required by law, such as social security, and beyond legal requirements, such as health and accident welfare. Additionally, offer various forms of financial support to employees, such as scholarships for their children and funeral allowances, Etc.
5. Ensure that employees work in a safe and hygienic environment by implementing measures to prevent accidents and fostering a safety-conscious mindset among employees. Additionally, provide training and promote hygiene practices among employees, while maintaining a clean and safe workplace at all times.
6. Provide opportunities for employees to express their opinions or file complaints regarding unfair treatment or improper conduct within the Company, while also ensuring protection for employees who report such matters.

## **5. Responsibility towards Consumers**

The Company and subsidiaries are committed to developing products and services to maximize customer satisfaction and benefit, while upholding responsibility and integrity towards customers. Accordingly, the Company and subsidiaries adhere to practices as follows:

The Company and its subsidiaries are committed to:

1. The Company and subsidiaries have initiatives to continuously develop and innovate new products and services to meet customer needs, ensuring that customers have access to a diverse range of high-quality, standardized products and services that align with their requirements.
2. The Company and subsidiaries are committed to fair marketing practices, ensuring that all information provided to consumers regarding products and services is accurate and straightforward so that customers have sufficient and correct information to make decisions.
3. The Company and subsidiaries have established a customer support system to communicate with customers, including handling complaints about the quality of products and services, to promptly address customer needs.
4. The Company and subsidiaries will keep customer information confidential and will not misuse such information in any improper manner.
5. The Company and subsidiaries have implemented a fair debt collection system and strictly comply with the Debt Collection Act B.E. 2558 (2015) and related regulations. Our staff will refrain from using impolite words, insults, threats of violence, or any behavior that implies intimidation toward customers or related parties, and will not disturb customers without reasonable cause.

## **6. Environmental Protection**

The Company and subsidiaries prioritize social responsibility in environmental conservation by ensuring that our products and services comply strictly with laws related to environmental protection.

Additionally, the Company and subsidiaries focus on reducing greenhouse gas emissions through initiatives such as minimizing unnecessary fossil fuel consumption, particularly by turning

off electricity during lunch breaks. The Company also emphasizes the use of software for work to reduce paper usage and ensure proper disposal of waste and leftovers.

## **7. Community Involvement and Development**

The Company and subsidiaries prioritize responsibility toward communities and society, aiming to strengthen communities and genuinely give back to society guided by ethics, sense of public spirit, considering community data—including geographical, demographic, opinions and needs of the community—within the scope of available resources, and having clear objectives and operational guidelines in order to build resilience in communities, fostering long-term self-reliance and elevating societal quality. This is achieved through the purpose of creating knowledge, employment, and personal development. Therefore, the Company and subsidiaries have a policy to support and develop society, collaborating in various activities with surrounding communities in areas where the Company operates. We also respond promptly and effectively to events impacting communities, society, and the environment due to the Company's and subsidiaries' operations. Furthermore, the Company and subsidiaries promote a sense of environmental and social responsibility among employees.

## **8. Innovation and Dissemination Arising from Responsible Operations**

The Company and subsidiaries aim to operate efficiently by applying innovation to business activities to maximize benefit for all stakeholders, including customers, employees, and shareholders. Furthermore, the Company and subsidiaries consistently develop and enhance Information Technology Systems to improve customer service capabilities. The Company also maintains a robust security system to prevent unauthorized external access to confidential internal data.