

Policy on Social Responsibility

Dhipaya Group Holdings Public Company Limited (the “**Company**”) and its subsidiaries are committed to the operation of their business within the framework of good corporate governance, with transparency and accountability. They are committed to develop their business, coupled with the creation of a balance of economic, social, and environmental aspects. The Company and its subsidiaries intend to act as a role model in sustainable business, driving their stable growth, being recognized by society according to their business ethics and the principles of good corporate governance and efficiently generating satisfactory returns to their shareholders, taking into consideration the impact of their business operations on the stakeholders of the Company and its subsidiaries in all respects. The Company has issued the Policy on Social Responsibility to serve as a guideline for the business operation of the Company and its subsidiaries in the following areas.

1. Fair Business Operations

The Company and its subsidiaries have defined the guideline on stakeholder engagement in Code of Business Conduct and Ethics, taking into consideration responsibility to stakeholders by its shareholders, employees, suppliers, and its contractual parties; for the environment, society, and the community. In addition, the Company promotes fair and free competition in its business dealings, refrains from any act that may give rise to conflicts of interest, and adopts a zero-tolerance policy on all forms of bribery and corrupt activities in the following areas.

(1) Corporate Governance

The Company and its subsidiaries are committed to operate their businesses with integrity, fairness, transparency, proper information disclosure, and accountability. By adopting the principles of good corporate governance in their business operations, any benefit and impact on the shareholders, customers, suppliers, employees, and stakeholders are taken into consideration and these benefits are equally and fairly shared.

(2) Social Responsibility

The Company and its subsidiaries have a policy to operate their businesses with corporate social responsibility and according to good business ethics, this will ensure fairness for every group of stakeholders and a balance of economic, community, social, and environmental aspects, and this will lead to sustainable success.

(3) Compliance with Laws, Regulations, and Rules

The Company and its subsidiaries place emphasis on compliance with the relevant, laws, regulations, and rules on safety, occupational health, and the environment, and also comply with international business ethics, whereby the directors, executives, and employees must comply with the laws, regulations, and rules, and must not have any involvement, provide any assistance, or take any act in violation of the relevant laws, regulations and rules.

(4) Promotion of Efficient Use of Resources

The Company and its subsidiaries encourage their directors, executives, and employees at every level to use resources efficiently and properly in the best interest of the organization, and to communicate, educate, and cultivate a culture of the efficient use of resources for all parties concerned for the best interest of the organization.

2. Anti-bribery

The Company and its subsidiaries have a policy on anti-bribery in which they cultivate zero tolerance of the corruption culture for all staff members at every level, so that they are aware of the danger of corruption and have the correct value so as to create confidence for every group of stakeholders. The Company has issued a policy and practice on anti-bribery to ensure that its anti-bribery activities are carried out efficiently.

3. Human Rights

The Company and its subsidiaries have a policy to support and respect human rights. The employees, and the community in the vicinity of the Company are treated with dignity and equality; there is no violation of basic rights, and no discrimination towards ethnicity, nationality, religion, language, colour, gender, age, education, physical condition, or social status. In addition, the Company and its subsidiaries ensure that they are not involved in any violation of human rights, whether directly or indirectly, and will never agree to any child labour or forced labour.

4. Fair Treatment of Labour

The Company and its subsidiaries are aware of the importance of the development of human resources and the fair treatment of labour; this being a factor that adds value to the business, enhances its competitiveness, and drives the sustainable growth of the Company and its subsidiaries both at present and in the future. The Company and its subsidiaries focus on the respect of employees' rights according to the principle of human rights, and they comply explicitly with the labour laws, from fair recruitment and employment conditions, reasonable remuneration, and fair evaluation, as well as the appropriate employee fringe benefits.

The Company and its subsidiaries promote the development of staff members at every level. Various training courses are provided in order for staff members to enhance their knowledge, develop their capabilities and skills, and cultivate a positive attitude, ethics, and teamwork. Efforts have been made to create a positive atmosphere at work, accepting all differences, and focusing on fair treatment.

In addition, employees are encouraged to express their opinions or lodge complaints on any unfair treatment or irregularity of the Company and its subsidiaries, and protection is provided to any employee who reports these matters. The Company and its subsidiaries also pay attention to occupational health and the environment and prioritize safety as a major concern.

5. Responsibility to Customers

The Company and its subsidiaries are committed to initiate products and services that meet the satisfaction of customers and consumers; provide accurate and sufficient information of their products and services, respond to customers' needs in a timely and efficient manner, and provide systems and channels for customers to lodge complaints on products and services conveniently and efficiently.

The Company and its subsidiaries treat customers fairly, do not discriminate, keep customer information confidential, and are committed to satisfy and create confidence for their customers by adopting appropriate safety measures and technology in order to maintain their international standards and to continue to exceed their standards.

6. Conservation of the Environment

The Company and its subsidiaries treat the conservation of natural resources seriously by promoting the efficient use of resources for the environment, the safety of society, and the local community. In its business operations, the Company and its subsidiaries have adopted a standard operating system with good control. In addition, the Company promotes sustainable development for the environment and for society. It also cultivates a sense of responsibility for the environment, society, and the community within the Company and its subsidiaries for employees at every level and initiates environmental conservation activities.

7. Development of Community and Society

The Company and its subsidiaries have a policy to engage in businesses that are beneficial both to society and the economy. They are committed to being good citizens and complying with the relevant laws and regulations. The Company and its subsidiaries initiate projects to bring knowledge to the community, create job opportunities, and distribute income, to improve the quality of life for the sustainable development of society and the country. Activities for cultivating a socially responsible mindset are organized, in order to drive the country to sustainable social and environmental development.

In addition, the Company and its subsidiaries give opportunities to society, the community, or its stakeholders who have been materially affected by the operations of the Company and/or its subsidiaries in the lodging of complaints or making suggestions via the channels provided by the Company.
