

Code of Business Conduct

In order for the performance of directors, executives and employees at all levels to be in compliance with the law, requirements, rules or regulations and to respect the rights of traders or customers of the Company, the Company has prepared “Business Code of Conduct” of the Company to require everyone to use as a guideline or framework. The Code of Conduct is an important evidence of sustainable business operations. It essentially guides the actions of employees throughout the organization and the way the Company conducts business by creating values for employees to adhere to until it becomes a common corporate culture as a mechanism that leads to the Company goals and enhances the organization reputation.

1. Definitions and meanings

1.1 Ethics means ethics or morality that is a code of conduct or good behavior that has been established to treat others with fairness.

1.2 Business ethics means standards of behavior, good practice, established for directors, executives and employees at all levels to adhere to. The Code of Business Conduct must be clear, sufficient for:

- Conducting business with honesty, integrity and conducting business with social responsibility, legal, ethical, ethical and committed to doing good to people in the community, society and environment.
- Fair treatment of customers in terms of products and services without discrimination.
- Conducting business with a standardized and well-controlled operating system, using knowledge, skills to the best of our ability with due care, having sufficient information and evidence that can be referenced and strictly complying with related legal and regulatory requirements
- Not disclosing customer information that they have known in the course of business operations, which is normally reserved and not disclosed unless it is disclosed in accordance with the duty and law.
- Allowing customers to complain about the imperfections of products and services.
- Disclosure of information and information of products and services accurately and completely.
- Compliance with the terms and conditions with customers fairly. If the terms or conditions cannot be complied with, the customer must be notified to find a joint solution.

1.3 The Company means Royal Plus Public Company Limited.

1.4 Board of Directors means the Board of Directors of Royal Plus Public Company Limited.

1.5 Company Director means Director of Royal Plus Public Company Limited.

1.6 Executive means Chairman of the Board, Managing Director, Deputy Managing Director. and employees at the manager level and up of Royal Plus Public Company Limited.



1.7 Stakeholders mean stakeholders or related persons that are important in the Company's business processes, namely shareholders, directors, executives and employees, customers, business partners, account payables, business competitors, communities, society and the environment.

2. Compliance with the Code of Conduct

2.1 The Company intends for directors, executives and employees at all levels to be responsible for understanding and complying with the standards set out in the Company's Code of Business Conduct which covers and takes into account the following issues:

- Convincing, motivating and motivating directors, executives and employees at all levels to cooperate in creating value for the Company.
- Expectations and benefits of directors, executives and employees at all levels, including stakeholders or related parties.
- Ensuring that stakeholders' legal rights are protected.
- Treating stakeholders with honesty, transparency and fairness.

2.2 In case there is a problem in the practice or there is a need to improve, it should be reported to the supervisors in the hierarchy.

3. Guidelines for business operations

3.1 The Company strictly adheres to the laws applicable to trading business and although the law allows it, the Company will act in the most honest and correct way.

3.2 The Company believes that operating business with integrity, ethics and morality is the right and sustainable business practice. Therefore, it is determined to do good deeds for people in the community, society and environment.

3.3 The Company shall respect the customs, traditions and good culture of the nation.

3.4 The Company shall manage its operations with integrity, including accurate accounting records, clearly and economically proposing and using budgets, as well as evaluating investment projects honestly, accurately, and transparently with principles of fair treatment of customers in terms of products and services, without discrimination, as well as strictly comply with relevant laws and regulations.

3.5 Shall not disclose customer information that has been known in the course of business operations, which would normally be preserved unless it is disclosed in accordance with the duty and law.

3.6 Customers can make complaints about the incompleteness of the products and services by disclosing information and information of the goods and services accurately and completely. Fairly comply with the terms and



conditions with customers. If the terms or conditions cannot be complied with, the customer must be notified to find a joint solution.

3.7 The Company expects honesty from employees at all levels in complying with policies, accounting rules, other internal controls and if employees see violations of the Company's rules or policies that may result in fraud and disgrace to the Company, employees should notify the supervisor immediately.

4. Prohibitions and practices

The Company has set a prohibition on any employee's inappropriate conducts or behaviors that may lead to the disgrace of the Company and their own as follows:

4.1 Do not use the Company's working time for other unrelated work or for personal benefit.

4.2 It is forbidden to operate businesses that are of the same nature and in competition with the Company's business, whether for personal benefits or others or being a shareholder who has dominance over management that may cause damage to the Company, whether directly or indirectly.

4.3 Do not behave in a way that may deteriorate the position, duties and dignity of the Company.

4.4 Do not inform or use statements that are false or conceal the facts that should be informed to the Company.

4.5 Must not work with negligence or act in any way that is inappropriate for the performance of good executives in order to get complete the work properly and honestly.

4.6 It is forbidden to conceal or misrepresent the truth in order to obtain benefits for one's own or others, which may cause damage to the Company, whether directly or indirectly.

4.7 Do not obstruct or act in any way that obstructs the legitimate performance of the authority in the Company or issuing any orders for employees to act in a wrong way or unethically.

4.8 Do not break any civil and criminal law that results in damage to oneself or others, whether intentionally or not.

4.9 Do not disclose your wages or salaries, salary increase rates of yourself or others, whether intentionally or not.

4.10 Do not give bribes directly or through third parties and/ or use improper influence on government agents, customers or business partners which constitute a contradiction to the Company's policy.

4.11 Do not make any additions, eliminations or alterations to the records or any information to intentionally alter or distort the results and accounting records for any purpose.



ROYAL PLUS

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4.12 No payments or business arrangements shall be made with the intent of or to imply that part of the payment or business arrangement is for purposes other than the purposes stated in the payment or business arrangement documentation.

4.13 Must maintain the intellectual property information of the Company or that the Company has obtained from the performance of employees' duties.

4.14 Do not act in any way that neglects or facilitates any person who unlawfully seek benefits or access or disturb the computer system, computer data, computer traffic data of the Company or without permission from the Company or intentionally advocates for, consents to the occurrence or existence of an offense of the Service Provider in accordance with computer law or copyright law or other relevant laws.

5. Disciplinary Penalties

5.1 In case of a minor and first violation, executives or employees shall be provided with a written warning indicating the nature of violation and the primary motive of such violation by giving such executives or employees an opportunity to dispute the allegations against their supervisors and if the problem cannot be resolved, the matter shall be presented to the Disciplinary Committee appointed by the Chief Executive Officer for consideration and the decision of the Disciplinary Committee shall be final.

5.2 In case that it is a serious violation or a non-serious case but is a second violation or the management fails to rectify the offense of the first violation in accordance with the warning letter, such executives will be subject to severe disciplinary action which may include termination of employment. For serious violations such as giving or accepting bribes, fraudulent disclosure of the Company's confidential or intellectual property to third parties, and any acts that deteriorate the Company's dignity or concealing or not reporting information, discussions or any important documents to the Company's supervisor, termination may be considered without severance pay and without the need for prior written warning.

Disciplinary penalties shall be in accordance with the Company's work regulations.