

### **13. Corporate Social Responsibility Policy**

The Company operates its business under the framework of good governance, transparency and accountability, with a commitment to business development while balancing the economy, society and environment. The Company is determined to maintain itself as a Good Corporate Citizen in running its business sustainably and being able to manage its business to grow stably and be accepted in society on a basis of ethics and good corporate governance as well as able to generate effective returns for shareholders taking into account the impact of business operations on those involved in the Company in all aspects.

Due to the Company's awareness of social responsibility, it has formulated a policy on social responsibility in various fields, which at present the principles are as follows:

#### **13.1 Fair business operation**

13.1.1 Corporate Governance : The Company is committed to conducting business properly with honesty, fairness, transparency, disclosure of important and verifiable information. The Company takes into account the benefits and impacts on shareholders, customers, trading partners, employees and all stakeholders as well as shares benefits appropriately and fairly.

13.1.2 Corporate Social Responsibility : The Company has a corporate social responsibility (CSR) business policy under ethical principles to ensure fairness to all stakeholders involved as well as adopted the principles of good corporate governance as a guideline to maintain a balance of economic, community, social and environmental operations, leading to sustainable business development.

13.1.3 Supervision of Compliance with Laws, Rules and Regulations: The Company values compliance with all applicable laws, regulations related to the environment, occupational health and safety at local, national and regional levels as well as complies with the international business ethics by requiring directors, executives and employees of the Group to act within the framework of laws, rules, regulations and must not engage in, assist or act in any way that violates, violates laws, regulations and other relevant regulations.

13.1.4 Supervision of Compliance with Intellectual Property Laws: The Company does not support any actions that are infringing on intellectual property by requiring directors, executives and employees of the Group to act within the framework of the law, regulations and must not engage in, assist or act in any way that infringes, violates the law, other regulations related to Intellectual Property.

13.1.5 Promotion of efficient use of resources: The Company encourages directors, executives and employees at all levels in the organization to use resources efficiently, appropriately and adequately and for maximum benefit as well as communicates, educates, supports and creates awareness among employees and all involved parties in managing the use of available resources for the maximum benefit of the organization.

### **13.2 Anti-Corruption**

The Company operates business with transparency and realizes the importance of anti-corruption in all forms by operating its business legally, benefiting society and encouraging employees to perform their duties with integrity and be good citizens of the society. In this regard, the Company has established an anti-corruption policy as a practical guideline to prevent and clearly combat the Company's corruption problems by creating a corporate culture that everyone is aware of the dangers of corruption, creating the right values and increasing the confidence of all stakeholders for effective anti-corruption. Failure to comply with this policy will be subject to disciplinary action and legal prosecution, as the case may be.

### **13.3 Human Rights Respect**

The Company has a human rights policy that operates and provides equal opportunities for everyone, covering the executive level, middle and lower level employees, as well as those who are applying for new positions. The Company does not discriminate against race, religion, gender or age, if work qualifications and experience are suitable for the position. In addition, the Board of Directors also supervises that the Company does not have any project or work process that may affect the human rights of the community or others in society.

Throughout the years, the Company has instilled this human rights issue for employees to know and act as a culture of the organization through the management policy of fair and reasonable personnel and protected human rights for everyone within the Company all the time. If there are any disputes or claims that violate human rights, employees can file complaints with the Head of Human Resources or with the Company's directors through the Company Secretary who is the coordinator.

### **13.4 Fair Treatment of Labor**

The Company has a policy for all employees to work together under a happy and accepting work environment, treat employees at all levels like brothers and sisters, without taking advantage of each other, respect the rights of employees according to human rights principles and comply with labor laws. In terms of employee care, the Company implements human resource management in every step to achieve maximum efficiency from recruiting, personnel development, including continual training for employees, fair compensation and proper welfare arrangements. In addition, the Company encourages and encourages all employees to have the opportunity to progress and learn at all levels of the organization and develop skills to enhance their professionalism in a suitable working environment. The Company's policies are as follows:

13.4.1 Compensation and welfare payments to employees: The Company has a policy to pay compensation to employees in the form of salaries and bonuses that are fair and appropriate according to their potential as well as create career stability and give opportunities for fair career advancement and provide appropriate welfare for the Company's employees such as social security, provident fund and medical treatment, etc.

13.4.2 Developing knowledge, potential and training: The Company has a policy to promote human resource development by encouraging employees to develop knowledge, abilities, potential, good attitude, morality and ethics and teamwork through the process of training, seminars, work visits so that employees can be developed effectively. In addition, the Company has also supported the development of the organization and human resources by emphasizing on efficient work processes, clearly defining the roles and duties of employees, determining the appropriate compensation, developing an assessment system and enhancing the performance of employees.

13.4.3 Occupational Safety and Health Policy: The Company has established a policy to encourage employees to work safely and have good workplace hygiene, focusing on preventing accidents that may occur to the best of their ability and will strengthen employees' safety awareness, also providing knowledge through training to educate employees on such matters, to encourage employees to have good health, not to do anything that is detrimental to the health of customers or service recipients, including ensuring that the workplace is always hygienic and safe.

### **13.5 Responsibility to Consumers**

The Company takes into account the highest satisfaction of customers and consumers who use the products and services that the Company produces with fair prices, quality, and is responsible to customers and consumers with the following guidelines.

13.5.1 The Company is committed to developing a complete range of products and services, fast service, quality, to meet the needs of customers and consumers continually. The Company's personnel must be dedicated to fully satisfy the needs of customers and consumers with reasonable prices, timely, high quality, unrestricted consumer rights and fair conditions for consumers.

13.5.2 Must not do anything that deceives or misleads the quality of the Company's products and services that may be exaggerated.

13.5.3 The Company is committed to improving the safety of using the Company's products and services. Consumer safety is of paramount importance. The Company has continuously trained employees on safety for consumers strictly.

### **13.6 Environmental Care**

13.6.1 Pollution prevention: The Company has determined that all employees wear safety equipment to prevent dangers that may be caused by pollution or accidents in the workplace. The supervisor closely monitors the performance and has a policy to cooperate with the community in protecting the environment around the factory by providing assistance in terms of resources and manpower or equipment on an occasional basis.

13.6.2 Sustainable use of resources: The company promotes the education of employees on environmental management in order to instill a good culture of the organization by continually organizing various related activities. Employees are always attending training sessions or learning more about energy and environmental conservation in



**ROYAL PLUS**

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order to help reduce or save more energy for the production process or the overall factory every year. In addition to saving costs for the Company, it also helps save energy for the world, which in turn helps alleviate natural and environmental crises of the community and the world.

### **13.7 Contributions to community or society development**

The Company realizes the importance of developing the organization along with the development of good relations with the community and society with the policy that the Company's operations must not cause any trouble to the surrounding community and society including the need to cooperate with the community and society to develop the community. It also gives the community an opportunity to make complaints or request for help, as well as exchange opinions with each other to help develop the surrounding society.