

Corporate Social Responsibilities (CSR) Policy

TQM Alpha Public Company Limited

TQM Alpha Public Company Limited ("the Company") recognizes the importance of social responsibility and environmental responsibility. Therefore, the Company has a Corporate Social Responsibility (CSR) policy, which consists of 9 principles. These principles include conducting business with integrity, opposing corruption, respecting human rights, treating employees fairly, being responsible towards consumers, managing the environment, contributing to community and social development, promoting innovation and disseminating innovations derived from socially and environmentally responsible operations, and preparing social responsibility reports. These principles aim to ensure that the Company's business operations align with the guidelines for corporate social responsibility set by the Stock Exchange of Thailand ("SET"), which includes the following details:

Operations

1. Conducting business with fairness

- 1.1 The company is committed to conducting business with honesty, integrity, and fairness, and operates its business responsibly towards society, complying with laws, ethics, and actively engaging in benevolent actions towards individuals, communities, society, and the environment. The company carries out its business with standardized operational systems and effective controls, utilizing full knowledge and capabilities with utmost caution, supported by sufficient information and evidence that can be referenced. The company strictly adheres to relevant laws and regulations and cooperates with government authorities.
- 1.2 In terms of dealing with business partners, the company will act in a fair manner and will not demand or accept any benefits that are not ethical from the business partners. If the company is unable to fulfill any conditions, it will promptly inform the business partners in advance in order to find solutions together.
- 1.3 In terms of dealing with business competitors, the company will conduct itself towards competitors in accordance with the principles of fair competition and will not seek confidential information from competitors through unethical means.
- 1.4 The company promotes awareness among its employees and personnel regarding the importance of conducting business with integrity that aligns with both legal requirements and the corporate ethics of the company. Additionally, it supports its subsidiaries and associates in accepting and implementing policies for conducting business with the same level of integrity.

2. Anti-Corruption

The personnel of the company, including the board members, executives, and employees, are required to adhere strictly to the company's anti-corruption policy, regulations, and code of conduct. They must not engage in any form of corruption, whether directly or indirectly. The following practices must be observed:

- 2.1 One must refrain from accepting or giving bribes to any individuals, including those involved in business transactions, as well as government agencies, in order to obtain unauthorized benefits.
- 2.2 One must refrain from accepting gifts, entertainment, or financial support from customers or business partners that exceed reasonable limits. However, in cases where it is necessary to accept gifts based on customary practices and their value exceeds the limits specified in the company's Code of Conduct, it is required to report and submit them to the company for appropriate handling.
- 2.3 Employees of the company must exercise caution when giving and receiving gifts, assets, or any other benefits, including various forms of entertainment. Such actions should be carried out solely for business purposes or in accordance with customary practices, with an appropriate value, and must not have a significant impact on the decision-making process of the company's employees. These practices should adhere to the provisions stated in the company's Code of Conduct.
- 2.4 Donations and contributions for philanthropic purposes must be supported by clear and reliable evidence to ensure that the provision of financial support and charitable donations is not used as a pretext for corrupt practices.
- 2.5 Employees of the company must conduct business activities impartially, without favoring any political party or professional politicians, and refrain from providing financial support or items to any political party, politicians, or political candidates with the objective of benefiting the company's business interests.
- 2.6 An internal control system shall be established to prevent corruption, with the company's regulations and guidelines stipulating the work procedures. Those authorized to approve payments and those responsible for financial matters must adhere to the company's regulations and guidelines, ensuring the availability of clear and documented evidence.
- 2.7 Employees of the company must not overlook or ignore any acts of corruption or engage in corrupt practices that may have an impact on the company. They must immediately report such incidents to the supervising authority and comply with the policy for reporting corruption and misconduct. Additionally, they must strictly adhere to the company's Code of Conduct and guidelines.
- 2.8 There should be a communication system in place to disseminate the anti-corruption policy to all levels of the company. This can be achieved through various channels, such as

employee training programs and the company's internal communication system. The aim is to ensure that all stakeholders are aware of and implement the policy accordingly.

In addition, the company also organizes training sessions for its employees to provide knowledge about the anti-corruption policy and guidelines for combating corruption. This aims to promote honesty, integrity, and accountability in carrying out their duties and responsibilities. It also aims to foster a shared understanding regarding the acceptance and giving of gifts, assets, or other benefits, as well as endorsement practices that are in line with business objectives or customary practices, support and donations for philanthropic purposes, and political assistance and support.

Furthermore, the company has actively participated in the "Thai Private Sector Collective Action Against Corruption" to demonstrate its commitment and determination to combat corruption in all forms. It ensures that employees are informed of the agreed-upon commitments outlined in the declaration of intent of the aforementioned collective action against corruption and communicates this to all personnel within the company.

3. Respect for Human Rights

The company recognizes the importance of respecting the lives and inherent dignity of all individuals, which serves as the foundation for managing and developing human resources, as well as fostering human relationships within society.

Therefore, the company has a commitment to promote and encourage adherence to fundamental principles of human rights and equality, regardless of differences in race, skin color, gender, language, religion, political beliefs, or any other form of belief, ethnicity, social origin, property, birth, or status. The company diligently monitors and ensures that its business does not become involved in violations of individuals' freedom, both directly and indirectly. This includes not supporting forced labor or child labor and treating all parties involved with respect and fairness, based on the inherent dignity of every individual.

The company also promotes vigilance in compliance with human rights provisions within the company and stimulates adherence to human rights principles according to international standards. The responsibility for human rights within the business extends to affiliated companies, shareholders, and business partners.

Furthermore, the company provides avenues for employees to express their opinions or file complaints regarding any violations of individual rights, creating a supportive environment for each individual's voice to be heard.

4. Fair Labor Practices

The company believes that human resources are the most crucial factor in conducting business to create value and returns for the organization. Due to the diverse aspects of the company's operations, knowledge, skills, physical effort, and motivation are essential to achieving the objectives.

Therefore, the company establishes guidelines for treating employees according to best practice. This includes not discriminating during the hiring process and fostering an environment that encourages employees to freely associate and engage in collective bargaining for social protection. Additionally, the company provides adequate welfare benefits and ensures a work environment that prioritizes the health and safety of its employees.

Furthermore, the company treats its employees with fairness and integrity, managing operations without bias, supporting their professional development and enhancing work efficiency. There is also an emphasis on promoting ethical understanding and creating a suitable welfare system. The company treats its employees with integrity and sincerely listens to their feedback and suggestions in a reasoned manner. The company's policies include the following:

4.1 **Employee Compensation and Benefits**

The company has a policy of providing compensation and benefits to employees. This includes salaries and/or appropriate bonuses based on their potential, promoting professional stability, and offering opportunities for career advancement. The company also provides various benefits to its employees in accordance with the law, such as social security coverage and additional benefits beyond legal requirements, including health insurance and accident insurance. Additionally, there are different types of financial assistance available, such as assistance for employees in the event of the death of their parents, including funeral expenses, and more.

4.2 **Development of Knowledge, Skills, and Training for Executives, Managers, and Employees**

The company promotes the development of personnel at all levels by supporting employees in enhancing their knowledge, skills, and capabilities. It encourages a positive mindset, ethical behavior, teamwork, and efficient work processes. Additionally, the company supports organizational and human resource development by emphasizing clear role definitions, appropriate reward systems, and the enhancement of employee performance evaluation and competencies.

4.3 **The policy on safety and occupational health**

The company establishes a policy that supports employees in working safely and maintaining good health in the workplace. The company emphasizes accident prevention to the fullest extent possible and strives to instill a safety-conscious mindset in employees. Additionally, knowledge is provided through training and efforts are made to promote employees' good occupational health. Moreover, the company ensures that no actions are taken that could harm the health of customers or service recipients and takes care to maintain a safe and healthy work environment at all times.

5. **Responsibility towards consumers**

5.1 The company will treat customers fairly in terms of products and services, without discrimination or disclosure of customer information obtained through business operations.

Customer information, which is normally kept confidential, will not be disclosed unless required by law or in fulfillment of legal obligations.

- 5.2 The company allows customers to file complaints regarding any deficiencies in products and services. Additionally, the company provides accurate and comprehensive information about products and services to consumers.
- 5.3 The company will adhere to the agreements and conditions with customers in a fair manner. If the company is unable to fulfill any agreements or conditions, it will promptly inform the customers and work together to find a solution.
- 5.4 The company is committed to ethical marketing practices and has a policy in place to provide customers with accurate, unbiased, and sufficient information about its products. The company ensures that information is not distorted, exaggerated, or advertised beyond reality, in order to provide customers with accurate and adequate information for decision-making.
- 5.5 The company organizes various activities to foster a sustainable relationship between customers and the company.

6. Environmental management

The company recognizes the importance of the environment for human life, as society is increasingly aware of the significance of environmental conservation. The company acknowledges the importance of pollution prevention, efficient resource utilization according to international principles, and the protection of the environment and biodiversity.

Therefore, the company establishes an environmental policy as a guideline for conducting business with responsibility, vigilance, and ensuring that business operations have minimal impact on the environment in nearby communities or have the least possible environmental consequences.

7. Community and Social Development

The company has guidelines to ensure compliance with relevant laws and regulations and takes social responsibility seriously. It actively collaborates, assists, supports, and volunteers in activities that benefit the community and society, aiming to promote economic resilience as well as social and cultural restoration.

8. Innovation and dissemination of innovations from operation with Social, Environmental, and Stakeholder Responsibility

The Company supports innovation at both the organizational level and through collaborative efforts among organizations, involving new approaches and mindset shifts in production processes to increase value. The goal of innovation is to create positive transformations, leading to improved outcomes and maximizing societal benefits.

The dissemination of innovations is a social responsibility, achieved through effective communication and outreach to inform stakeholders about the company's gains and losses. Various communication channels are utilized to ensure comprehensive access to information for all stakeholders.

9. Creating a social responsibility report

The company is committed to demonstrating social responsibility by preparing a Social Responsibility Report, which addresses various issues related to general matters, environmental concerns, and social aspects in line with sustainable reporting practices. This includes identifying the organization's policies and goals regarding sustainability, key events, plans, long-term visions, management structures, and decision-making processes related to sustainability issues, as well as the company's policies against corruption and unethical practices in social and environmental aspects. It also involves various related assessments and evaluations. The report is published annually to provide transparency to the public and serve as a means of disseminating information to stakeholders, enabling them to access the information.

Activities for the Benefit of Society and the Environment (After Process)

In addition to having clear policies and emphasizing the importance of social responsibility, environmental responsibility, and stakeholder engagement, the company is committed to integrating these policies into its business operations and practices to contribute to the creation of a high-quality society and environment. The company is dedicated to continuously improving the quality of life in communities, developing individual potential, and sharing educational opportunities with society. Sustainable growth of the company is driven by its high-quality personnel and a strong society. To this end, the company has established guidelines for organizing activities that contribute to the public welfare and social benefit every year, with the main objective of fostering a sense of social development among all employees. Moreover, these activities for the social welfare also foster positive relationships among employees within the company.
