

# **CORPORATE SOCIAL RESPONSIBILITIES (CSR) POLICY**

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**Neo Corporate Public Company Limited**

## **Corporate Social Responsibilities (CSR) Policy**

Neo Corporate Public Company Limited (“**Company**”) realizes the importance of business operation for sustainable growth under corporate social responsibilities, focusing on operating its business fairly, ethically and morally with care towards the stakeholders, economy, society and environment. The Company hopes that its business operation with corporate social responsibilities will create benefits for the overall society, simultaneously with the Company’s growth. In this regard, the Company has prescribed the Corporate Social Responsibilities (CSR) Policy as follows:

### **1. Operation of business with fairness**

The Company focuses on operating its business with honesty, fairness, transparency, disclosure of material information, and accountability. The Company is also determined to compete in trade on an equal basis in compliance with applicable laws and rules and international business ethics and deny any behaviors which may hinder fair competition, such as seeking confidential information of business competitors, demanding, accepting, and giving, any benefits on bad faith in trade, etc.

The Company prescribes the criteria for selecting business partners whereby every business partner is provided with information and details with no business partner being prevented from participation in the business competition. Administering and monitoring systems are in place to ensure full compliance with contracts with the payment process to make timely payments to business partners pursuant to the agreed payment terms. In this regard, the Company conducts annual assessments of business partners and notify the assessment results together with suggestions for business partners’ continued quality improvement of products and services, meanwhile business partners are also allowed opportunities to submit complaints.

Moreover, the Company has a clear policy not to do anything which will be an infringement of any intellectual properties, whether copyrights, patents, trademarks, trade secrets, and other intellectual properties prescribed by laws, such as duly using copyrighted computer programs where all types of computer programs must be verified and installed only by the information technology department to prevent the use of pirated software.

### **2. Anti-corruption**

The Company manages its business on the basis of transparency, ethics, adherence to corporate governance, and compliance with applicable laws on prevention and anti-corruption and giving or receiving bribes to/from government officials or private sectors. The Company has set its organizational structure with clear separation of duties, responsibilities, working processes, and lines of command in each department to ensure appropriate balance of power and circumspect check and balance amongst each other. Moreover, the Company has prescribed a clear guide of practice for the directors, executives and employees of the Company and its subsidiary company in this Anti-Corruption Policy as follows:

1. The Company’s directors, executive and employees covering all relevant departments are prohibited from undertaking or accepting corruption in any form, whether directly or indirectly, and regular reviews of compliance of the Anti-Corruption Policy must be conducted.
2. The Company’s directors, executive and employees have a duty to report the Company of any actions which fall within the scope of corruption related to

- the Company, by reporting to their supervisor or the responsible person and they must provide cooperation in the investigation of facts.
3. The Company will provide fairness and protection to the whistleblowers reporting a corruption including the persons providing cooperation in the corruption report and investigation process.
  4. The Board of Directors, the Executive Committee, and the management must behave as role model in anti-corruption efforts. They have a duty to support and promote the Anti-Corruption Policy so that it is communicated to the employees and all relevant parties. They also have a duty to review the appropriateness of the policy and measures to ensure that they correspond to and is consistent with the changing business conditions, regulations, rules, and legal requirements.
  5. Those who commit corruption must be considered for disciplinary punishment pursuant to the regulations prescribed by the Company and may be subject to legal punishment if such action is against the law.
  6. The Company will ensure that the Anti-Corruption Policy is communicated to all levels of departments in the Company through various channels, such as employee trainings and the Company's internal communication systems, so that relevant persons are aware of the policy and take the policy into practice.
  7. The Company sets whistleblowing channels and promotes various communication channels to allow employees and relevant persons to report suspicious actions. The Company provides measures to protect the whistleblowers by strict protection of the identity of the whistleblowers to avoid unfair punishments or transfers. The Company also appoints a person to monitor all whistleblowing.
  8. The Company encourage its contracting parties, business partners, or other persons required to perform duties related to the Company to report any violation of the Company's Anti-Corruption Policy.
  9. The Company has a policy on personnel recruitment or selection, promotion, trainings, performance evaluation, and determination of fair and sufficient remuneration for the Company's employees to prevent corruption inside the organization.
  10. The Company establishes disbursement regulations and procurement regulations by specifying budget limits, transaction approval manuals, purposes of each transaction, and recipients, with clear supporting documents and evidence being required and appropriate approval authority for each level of transactions being determined.
  11. For clarity in handling matters with high risks of corruption as set out below, the Company's directors, executives and employees must conduct carefully and check to be sure:
    - 11.1. Giving, offering, or receiving gifts and holding receptions must be transparent and legal and in accordance with normal trade customs or tradition at reasonable value.

- 11.2. Giving or receiving donations or financial supports must be transparent and legal. It must be ensured that giving or receiving such donations or financial supports is not a disguise for bribery.
- 11.3. Business operations, contacts, negotiations, biddings and other operations with public or private agencies must be done transparently and legally. In addition, the Company's directors, executives, staffs, and employees must not give or receive any bribe in every step of business operations.

### **3. Respect for human rights**

The Company has a policy to support and respect the protection of human rights by treating all relevant persons including shareholders, employees, villagers, and surrounding communities with respect for human values, taking into consideration the equality and equal freedoms. The Company will not violate their fundamental rights, nor will it discriminate against race, nationality, religion, language, skin color, gender, age, education, physical condition, or social status. The Company also arranges for inspection and supervision to prevent the Company's business from getting involved in any human rights violations, such as forced labor, child labor, and sexual harassment, etc. Moreover, the Company promotes the monitoring of human rights compliance within the Company and its subsidiary company and encourages compliance of the principles of human rights according to the international standards pursuant to the spirit of the United Nations Universal Declaration of Human Rights by arranging for people's participation in expressing opinions and channels for submitting complaints for those suffering damages from violation of rights arising from the Company's business operation and provides reasonable remedies.

### **4. Fair labor treatment**

The Company realizes the importance of human resource developments and fair labor treatments which are important factors in its business operation to create values and strengthen competitiveness and future sustainable growth of the Company. In this regard, the Company has prescribed the policy and guidelines for treatment of employees of the Company and its subsidiary as follows:

1. Employees' rights must be respected pursuant to the human rights principles and in compliance with labor laws. That includes promoting employees' freedom of association and being willing to negotiate for employees' social protection.
2. Fair recruitment process and employment terms must be arranged. That includes determination of remuneration, consideration of work results, success and credits, and provision of employee trainings and developments on a fair, equal and non-discrimination basis.
3. Personnel development must be promoted with trainings, seminars, and workshops being organized. That includes sending personnel to attend seminars and receive academic trainings in various relevant fields to develop their knowledge, capabilities and potentials as well as cultivating good attitudes, ethics, morals, and teamwork in the personnel.

Moreover, the Company also support the organization and human resource development by focusing on efficient work process, defining clear roles and

duties of employees, determination of appropriate remuneration, development of performance evaluation systems, and enhancement of employees' work performance.

4. Various welfare benefits must be provided to employees as required by law, such as social security, and in addition to those required by law, such as health insurance and accident insurance, as well as various types of financial assistance, such as funeral assistance, etc.
5. The Company must procure annual health check-up services for all levels of personnel of the Company, taking into consideration the risk factors according to the age, sex and working environment of each person.
6. The Company must ensure that employees can perform their works safely with good hygiene in the workplace. The Company's focus is on providing measures to prevent potential accidents to the fullest of its ability and reinforcing the employees' awareness of safety. That includes providing trainings and encouraging employees to have good hygiene and always maintain a hygienic and safe workplace.
7. Employees must be given opportunities to express opinions or submit complaints relating to unfair actions or discrimination in the Company or its subsidiary company. Protection must be provided to the employees reporting such matters.

#### **5. Responsibilities towards customers**

The Company is determined to develop its products and services to maximize customer satisfaction and benefits. The Company is committed to providing responsible and honest treatments to customers with care as follows:

1. The Company considers the quality and standards of its products and the production efficiency with a focus on producing and managing products that are safe and meet the international standards including improving its service systems so that customers can use quality products and receive quality services and receive maximum satisfaction.
2. The Company's project is to continuously produce and develop new products to respond to customer needs so that a wide variety of quality products that meet the standards and customer needs are available to customers.
3. The Company adheres to the fair marketing system, and it has the policy to ensure that customers obtain accurate, undistorted, non-vague information about the products and services without exaggeration so that customers obtain sufficient and correct information to make an informed decision.
4. The Company considers its customers' maximum safety and is determined to provide quality and safe products and services in accordance with the international safety standards and regulations to its customers and as required by applicable laws.
5. The Company provides a customer relations system for communicating with and contacting customers as well as efficiently receiving complaints relating to the quality of products and services through the Company's website to enable quick responses to customers' needs.

6. The Company will keep customers' confidential information confidential and will not misuse such information. The Company has put in force the personal data protection policy to ensure that customers' data will not be disclosed unless it is required by law.

**6. Environmental care**

The Company place importance on social responsibilities to care for the environment whereby the Company proceeds and ensures that the production of products and the provision of services of the Company and its subsidiary company strictly comply with applicable laws on environmental care. Moreover, the Company also places importance on reducing waste from the production process and uphold the principle of using less or using only as needed. Its purpose is to achieve maximum efficiency in circulating the use of shared resources in order to preserve the environment and avoid environmental destruction.

**7. Participation in community or social development**

The Company realizes its responsibilities towards communities and societies to strengthen the community and truly give back to the society. The Company supports the activities that provide aids to the society and activities that improve the quality of life of the people in the community. The Company continuously supports volunteer operations related to the community and social development and cultivate the awareness of community and environmental responsibilities among employees at all levels.

**8. Having innovations and disseminating innovations obtained from operations with responsibilities toward the society, environment, and stakeholders.**

The Company will encourage innovations, at both the internal work process level and the inter-organization cooperation level. That includes operations with new methods aiming to bring about changes for the better and create efficient products along with creating benefits for the society and the environment.

Dissemination of innovations is a social responsibility. The Company will communicate and disseminate innovations to groups of stakeholders, both directly and indirectly, through various communication channels, to ensure that the Company's information and news reach all stakeholder groups thoroughly.

This Corporate Social Responsibilities (CSR) Policy is effective from 31 August 2023 onwards.

(Mr. Virapan Pulges)

Chairman of the Board of Directors  
Neo Corporate Public Company Limited