บริษัท ธีระมงคล อุตสาหกรรม จำกัด (มหาชน)

Teera-Mongkol Industry Public Co., Ltd.

จริยธรรมและข้อพึงปฏิบัติทางธุรกิจ

Business Code of Conduct

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Business Codes of Conducts,
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Business Codes of Conducts

The company has established Business Code of Conduct for Directors, executives and employees at all levels to adhere to as guidelines for practicing and running business comprehensively and in accordance with ethical principles, human rights principles and legal principles by respecting the rights and treating stakeholders equally, fairly and verifiably, which are detailed as follows.

1. Respect for Law and Human Rights Principles

The Company respects the laws, culture, customs, traditions and universal human rights principles in all areas in which it operates its business by following and not violating such rules and principles.

2. Political Sector Support

The Company is a politically neutral organization and supports any action in accordance with the democracy with the King as Head of State and governance in that country that the Company enters and does business. The Company encourages Directors, executives and employees to exercise their political rights in accordance with the law in order that the Company can operate its business without political and public pressure.

3. Interested Parties and Conflicts of Interest

The Company requires Directors, executives and employees to take any action by taking the interests of the Company as the most important issue and not involved in activities that may cause conflicts of interest.

4. Confidentiality and Use of Internal Information

4.1 The Company will keep confidential information from being leaked to unrelated parties. In particular, information that may have an impact on the company or its stakeholders.

4.2 The Company prohibits Directors, executives and employees from using inside information for the benefit of themselves or others in order to ensure justice and equality among stakeholders.

5. Customer Treats

The Company takes into account the highest satisfaction of customers and focuses on providing customers with good quality products and services for fair prices, and having responsibility to customers.

6. Treats to Competitors

The Company has a policy to conduct business fairly, not to distort information, not to deceive or not to use any other method that is not correct for the competition. Sometimes the Company needs to cooperate with its competitors. Such cooperation must be transparent. There is no concealment of unlawful agreements.

7. Treats to Shareholders

The Company is committed to doing business with integrity and ethics, and decides to take any action with fairness, and is committed to building growth on true potential, with respect to the right of shareholders in attaining necessary information and treating all shareholders equally.

8. Procurement and Treats to Business Partners

The Company considers all contractors, Partners/Sellers, and co-investors as important aspects that allow the Company's business to sustain. Therefore, the Company has a policy to treat each other as equal business partners. The Company's procurement is based on equal competition, fair competition and for the Company's best interests. The Company makes written agreements and respects such agreements. Directors of the Board, executives and employees adhere to the principle of not receiving benefits from procurement activities.

9. Responsibility to the Community and Society

The company is aware of the roles and duties of being a good member of the society by focusing on participation and building good relationships between the Company and the society on the bases of accuracy, transparency and fairness to create a body of knowledge leading to sustainable social development under the corporate social responsibility concept of “Adherence to the philosophy of sufficiency economy as a management guideline” which is an important foundation that leads to development that is beneficial to the community and the society, as well as preserving culture and environment to remain sustainable.

10. Treats to Directors, Executives and Employees

10.1 The Company treats the Directors, executives and employees on the basis of human dignity and respect for individual rights.

10.2 The Company values the employees by encouraging Directors, executives and employees to develop knowledge, abilities and morality, and behave appropriately for the benefit of the Company mainly, as well as providing opportunities for executives and employees to participate in external activities within the scope of the Company's policy.

10.3 The Company provides a safe working environment and treats all employees equally, without discriminate against national origins, races, sexes, ages, skin complexion, religions, disability or any other status not related to work performance.

10.4 The Company provides fair employment conditions with reasonable compensation based on knowledge, ability, responsibility and performance of each employee so that each employee will have the career path fairly. The Company also monitors to prevent harassment or intimidation among employees or those related to the company.

10.5 The Company promotes the participation of employees in determining the direction of working and solving the problems of the Company. The opinions and suggestions from employees at all levels are received equally and equitably.

10.6 The Company will maintain personal information of Directors, executives and employees, such as biographies, health records, work histories or other personal information. The disclosure or transfer of

personal information of Directors, executives and employees to the public can only be carried out with the approval of the Directors, executives and employees, unless done in accordance with the company regulations or the law.

11. Internal Control and Audit

(1) The Company is aware of the importance of internal control and audits that are effective, accurate and reliable.

(2) The Company has set up a supervisory policy to have a good internal control system, with appropriate level of risk management and regularly monitor and evaluate in accordance with international standards and regulations of the State Audit Commission, which is based on effective operation and follow-up manage risks, appropriate, complete and accurate accounting and financial reporting according to regulations, and strives to be have efficient audit, under the supervision and review by Audit Committee. Directors, executive and employees place importance on internal control and audit.

12. Receipt and Provision of Gift, Property or Any Other Benefit

The Company determines receipts and provision of gifts, souvenirs, holding parties, attending parties or any other benefit, are acceptable under proper objectives but should not affect the company's decision.

13. Safety, Hygiene and Environment

13.1 The Company operates its business without causing any impact on safety, security, occupational health and environment, and has established an international management system. Directors, executives and employees pay attention to and strictly comply with the laws, policies, standards and requirements on safety, security, occupational health and environment of the Company in each area in which the Company operates its business.

13.2 The Company supports the opportunity for communities and stakeholders to participate in sharing opinions for various projects that may affect the community including supporting the use of natural resources, materials or equipment efficiently and effectively.

14. Intellectual Property Assets and Use of Information Technology and Telecommunications Systems

14.1 The Company has the duty and responsibility to use the Company's assets to their fullest benefit and to prevent them from being lost or used for personal or for other people's benefit.

14.2 The Company encourages Directors, executives and employees to study and research on products, services and knowledge related to the Company's missions in order to operate the business smoothly and achieve the visions of the Company.

14.3 The Company provides information and communication technology for use in its business operations, which Directors, executives and employees must use correctly and effectively, with the compliance with law and policies regarding to information and communication technology for the best interest of the Company.

In addition, the Company is careful to use the intellectual property of others by respecting the copyright of the intellectual property owner.

Codes of Conducts of Directors, Executives and Employees

The company has established Business Code of Conduct for Directors, executives and employees at all levels to adhere to as guidelines for practicing and running business comprehensively and in accordance with ethical principles, human rights principles and legal principles by respecting the rights and treating stakeholders equally, fairly and verifiably, which are detailed as follows;

1. Respect to Laws and Human Rights Principles

Directors, executives and employees comply with regulations, rules and orders, as well as laws and international human rights principles related to the Company's business.

Guidelines

(1) Directors, executives and employees must read and understand the regulations, rules, orders and laws related to the Company's business operations.

(2) Directors, executives and employees must respect the rights of stakeholders equally without violating individual rights, including respect for honor and dignity, without the discrimination of educations, ranks, races, nationalities, religions and sexes.

(3) Directors, executives and employees must perform their duties with honesty, taking into account their duties, with honesty and legitimate interests of the Company although there are gaps in law or gaps in the rules, regulations and orders of the Company.

2. Political Sector Support

Directors, executives and employees at all levels have the right to freedom in the exercise of political rights, and are able to participate in political activities under the provisions of the Constitution.

Guidelines

(1) Directors, executives and employees should avoid the role as a political party committee member, representing political parties in various public events, or a member of a local government organization, or do not show up in any way that makes others understand that they support any political party or take any political side.

(2) Directors, executives and employees must not use the employee status or bring any assets, equipment or tools of the company to be used for the benefit of any political action.

(3) Directors, executives and employees should avoid expressing political opinions in the workplace or during work hours that may cause conflicts of opinions.

3. Interested Parties and Conflicts of Interest

Any decision and action about the company's business of the Director, executives and employees must be for the best interest of the Company without the influence of personal, family or close personal needs.

Guidelines

(1) Directors, executives and employees should protect the interests of the Company without doing anything that will cause the Company to lose benefits, and will not obstruct the benefits of the company for personal benefits or customers,

(2) Directors, executives and employees must not receive any money or benefits personally from customers Company, partners or from any person due to working in the name of the Company.

(3) Any action by Directors, executives and employees must not affect the performance of duties and working hours of the company.

(4) Directors, executives and employees must not become partners or shareholders with decision-making powers or be Directors or executives in businesses that compete with or have the same nature as the company. However, in the event that it cannot be avoided, such a status should be reported to the supervisor immediately; and in the where Directors, executives and employees are involved in any business or event that may have a conflict of interest, they have to report to the supervisor immediately.

(5) Directors, executives and employees should not seek for benefits for themselves and their related parties by using any information of the Company which has not been disclosed to the public, and should not take any action in a manner that may cause a conflict of interest with the Company.

(6) Doing any business with the Company as an individual, family or a juristic person in which any Director, executive or employee is a stakeholder requires the Director, executive or employee to disclose his/her stakes to the Company before having the transaction.

(7) Directors, executives and employees with conflict of interest are prohibited from making any agreement to have any transaction or to act on behalf of the Company.

(8) A person making a transaction on behalf of the Company has a duty to examine the relationship of the business partner whether it is related to any Director, executive or employee or not before doing the transaction to prevent any conflict of interest that may occur.

4. Confidentiality and Use of Internal Information

Directors, executives and employees must keep the information of the Company and customers confidential, without disclosing information or news of the Company that should not be disclosed and not giving any news or information that the person with the authority to give orders has not yet authorized.

Guidelines

(1) Directors, executives and employees should not disclose information of the Company and customers without permission from the Board of Directors or managers or assigned persons, unless it is information that must be disclosed to third parties as per regulations of the law

(2) Directors, executives and employees make copies, facsimile or store data appropriately and securely to prevent unauthorized people from accessing such information or secrets.

(3) Directors, executives and employees must avoid talking about confidentiality in public places.

5. Customer Treats

Directors, executives and employees must give importance and care to customers by ensuring that customers will receive good quality products and services for fair prices, which will result in customer satisfaction.

Guidelines

(1) Directors, executives and employees must deliver good quality products and services as the standards set by Thai Industrial Standards Institute and international standards for customers and users of the Company.

(2) Directors, executives and employees must monitor and evaluate products and services to customers, and apply the results to the improvement of the service.

(3) Directors, executives and employees should be sincere and keep promises to customers, and does not create hope for customers that the Company cannot fulfill.

(4) Directors, executives and employees must comply with various conditions strictly with customers. If they are unable to comply with any of the conditions, they should promptly notify customers in order to create the highest satisfaction.

(5) Directors, executives and employees are serving customers with willingness and courtesy, by suggesting useful information to customers as they need or when they have a problem.

The company has determined objectives of satisfaction assessment at 83%. Satisfaction survey of year 2024, the company had 88.29% of the scores, which achieved the objective, the detailed assessment divided as 4 main issues as follows:

- Services of the employees
- Quality of products or services
- Duration in providing services
- Delivery and after-sales service

6. Treats to Competitors

Directors, executives and employees must strive to compete in fair trade, taking into account ethics in trading.

Guidelines

(1) Directors, executives and employees must not compete by slandering, bullying or misrepresenting competitors' facts while avoiding agreements or discussions with employees of other agencies or financial institutions on location, geography, marketing, customer allocation, interest rate, various fees including products, services or business plans, which may affect the business competition of the Company.

(2) Directors, executives and employees must act within the framework of good competition rules, must not seek for competitors' confidential information through dishonest or improper means, such as payment of bribe money to competitors' employees.

(3) Directors, executives and employees must not make any agreement with competitors or any person that may reduce or limit trade competition.

7. Treats to Shareholders

Directors, executives and employees should treat shareholders according to their rights as stipulated by law.

Guidelines

(1) Directors, executives and employees are committed to operating in order to create the highest satisfaction for shareholders by adhering to morals and ethics and deciding to take any action with fairness, and commitment to building growth on true potential.

(2) Directors, executives and employees should respect the rights of shareholders in obtaining necessary information and treating all shareholders equally.

8. Procurement and Treats to Partners

Directors, executives and employees must focuses on the best interests of the Company regardless interests of the selves or their peers.

Guidelines

(1) Directors, executives and employees should provide complete and truthful information to contractors, Partners/Vendors and Associates.

(2) Directors, executives and employees should avoid accepting gifts, gratuities, or an invitation to a party, a social gathering or a reception, or an invitation to a specific individual or group event in which the customer pays the relevant expenses in order to prevent grievances and a tendency to favor a particular party in return later.

(3) Director, executive or employee who wishes to procure goods and services must take into account the need, the value for money and the quality. Procurement must be transparent. Information must be provided to partners equally and accurately. There should be no bias and no discrimination towards partners. There should be fair competition among partners. Procurement methods are supported by academic principles, and concise in accordance with the situation. When dealing with a business partner, the contact person must keep evidence of the negotiations, the drafting of the contract, the contract and the performance of the contract as evidence for being used, for a specified period of time.

(4) Directors, executives and employees of the Company who wish to procure goods and services. Procurement should not be made in a time that is too tight. Partners should be given enough time to prepare the contract. It should not be too exploitative and should have a lawyer as a consultant in the contracting process.

(5) Directors, executives and employees must not claim benefits from procurement, must be neutral, must not be close to the partner to the point that the partner has too much influence on the decision, and must strictly abide by the Code of Conduct regarding stakeholders and conflict of interest.

(6) Directors, executives and employees must strictly follow the Company's procurement process in order to be fair to all parties.

9. Responsibility to Community and the Society

Directors, executives and employees are aware of their social and community responsibilities as one of the Company's main missions.

Guidelines

(1) Directors, executives and employees must conserve natural resources and protect the environment, as well as strictly comply with environmental law and must not do anything that has a detrimental effect on natural resources, the environment and related ecosystems.

(2) Directors, executives and employees should organize activities or support activities of stakeholders, which are activities for public benefit and social service continuously.

10. Treats of Supervisors, Subordinate and Colleagues at the Same Level

Directors, executives and employees must respect the privacy of others equally and not violate their rights, including respect for honor and dignity, as well as to provide assistance and cooperation in working

Guidelines

(1) Directors, executives and employees should conduct themselves appropriately as employees of the Company, in terms of manners, postures and outfits to build trust for yourself and the Company.

(2) Directors, executives and employees must not incite, slander or cause quarrels, which causes separation and discord, and must participate in the creation of unity and maintain unity among employees.

(3) The superior should conduct himself to be respected by his subordinates, and subordinates should not do anything which is disrespectful to the supervisor.

(4) All Directors, executives and employees must not do anything that violates or threatens, whether verbally or otherwise, others on the basis of race, gender, religion, age, physical or mental disability.

(5) Directors, executives and employees should perform their duties with honesty and care to create quality, efficiency and organizational development towards excellence.

11. Internal Control and Audit

Directors, executives and employees must have knowledge and understanding, cooperate and support the internal control system and audit of the Company, establish and maintain a good internal audit system, as well as to consider, diagnose and give recommendations based on the audit report of the auditors that the company has hired to order the responsible person to take appropriate and timely action.

Guidelines

(1) All Directors, executives and employees must have knowledge, understanding and cooperation in the internal control system and audits, including applicable laws, regulations and requirements that have effects on the performance. The credits and debits are reported accurately, regularly, quickly, habitually, with a strict review and adherence to the established system.

(2) Directors, executives and employees perform their duties in accordance with the law, rules, and contract requirements related to the Company, operational processes and responsibilities within the boundaries of the assigned authority strictly, consistently and continuously.

(3) Directors, executives and all employees have a duty to support their work, and provide accurate and truthful information to internal and external auditors

(4) Directors, executives and employees are responsible for verifying financial correctness, and report immediately when a mistake or peculiarity is found.

12. Receipt and Provision of Gift, Property or Any Other Benefit

Directors, executives and employees should be careful in receiving or giving benefits which is an incentive, or order others including the employees' spouses and relatives to receive and delegate benefits on their behalves that may influence business decisions on behalf of the Company, or for advancement in career or annual consideration of merit, such as gifts, souvenirs, money, any property or any other benefit that may be calculated as money, such as debt reduction or debt reduction for free, interest-free lending, free use of the service, or discounts in interest or service fees to other people in normal trade and other actions that will benefit that person, which may be calculated as money or exempt of payment.

Guidelines

(1) Directors, executives and employees must not demand or receive benefits or things that are inappropriate, dishonest or beyond the norm from those involved in the Company's business.

(2) Directors, executives and employees must not demand or receive benefits or things from a person or juristic person they are doing business with whether it is demanded or received by themselves or for others.

(3) In case where a juristic person or a third person doing business with the Company gives things or benefits to executives or employees as a token, the executives or employees must use their discretion to consider the appropriateness and/or correctness.

(4) Personnel of the Company must not give or receive any gift that has value beyond the normal gift that a sensible person should give between a supervisor and a subordinate at any opportunity.

(5) Directors, executives and employees as well as their families must avoid giving or receiving anything or any other benefit from partners or people who are involved in the Company's business, except for the benefit of normal business operations or in festivals or traditions.

13. Safety, Hygiene and Environment

All Directors, executives and employees are aware of the importance of quality management and assurance systems, safety, sanitation and environment, must consider and adhere strictly to the relevant quality, safety, health and environmental requirements and standards.

Guidelines

(1) Directors, executives and employees should check the readiness of their own health and bodies before working, and should not work if the bodies are not ready in order to reduce the risk of danger from work.

(2) Directors, executives and employees who work with risks to life or health need to study on information about unsafe working conditions or possible dangers in any process that are at risk. If there is any uncertainty about the outcome, they should stop or slow down that operation and consult with a specialist immediately, and should report to the supervisor immediately when they see something unusual at the workplace that may have an impact on safety, health or the environment.

(3) Supervisors in various fields are responsible for determining or disseminating guidelines for preventing and controlling accidents from work to employees and related persons.

(4) Directors, executives and employees should seriously and continuously conserve natural resources and environment, as well as to promote the economical use of natural resources with maximum benefits.

(5) Directors, executives and employees should cooperate in the implementation of the standard or agreements on various matters, made to prevent or reduce environmental impacts.

14. Intellectual Property and Use of Information and Communication Technology Systems

Directors, executives and employees have duties and responsibilities to protect and maintain the Company's intellectual property, respect the copyright of intellectual property owners, including the use of information and communication technology systems that benefit the Company and in accordance with the relevant law.

Guidelines

(1) Directors, executives and employees have duties and responsibilities to use the Company's assets to the Company's fullest benefit and to prevent them from being lost or used for personal gain or for others

(2) Directors, executives and employees must disclose and provide benefits in the invention and development made during their work to the Company, whether in whole or in part and whether that intellectual property has been protected by law or not.

(3) Directors, executives and employees use electronic devices, electronic data or information technology for the benefit of the Company only and do not use them for personal gain.

(4) Directors, executives and employees must perform their duties using copyrighted computer programs. Working on a computer outside the office, they should check copyright before working. The installation and use of unlicensed computer programs in the Company is strictly prohibited.

(5) Directors, executives and employees must keep their passwords confidential, do not share passwords with other people in order to prevent others from accessing their accounts, and do not use the internet to visit unfamiliar websites which may be harmful to the Company's computer system.

(6) Information technology devices and telecommunication media are the assets of the Company. Directors, executives and employees must jointly maintain the devices in their units to be always ready for use and must be careful not to cause damage or loss. If any damage or loss occurs to the device, they must report to the supervisor or the unit responsible for controlling the equipment to know and solve problem as soon as possible.

Monitoring for the Compliance with Business Code of Conduct and Ethics of Directors, Executives and Employees

The Company has knowledge on employee ethics, business code of conduct and guidelines for good governance through various learning materials so that employees can learn on their own (Self-Learning).

The monitoring and ensuring the compliance with the Code of Conduct are the duties of all supervisors at all levels, whilst to adhere to the business ethics and codes of conduct of Directors, executives and employees is part of employee discipline, which the Executive Committee, Risk Management Committee, Audit Committee and the Board of Directors will monitor and supervise them at the structural level in order to ensure that the Company has consistently followed the good business code of conduct.

Responsibilities of Directors Executives and Employees

Directors, executives and employees have a duty to understand and strictly follow and sign to acknowledge the Business Code of Conduct of Directors, executives and employees when start working as personnel and when there is any change. When there is any doubt or question, they can consult a supervisor, human resources department or a person designated by the Company to be responsible for monitoring compliance with the Code of Conduct through various channels, including notifying the supervisor or responsible person when finding a violation or non-compliance with the Code of Conduct as well as to cooperate in the investigation of various facts with agencies or persons assigned by the Company.

Executives are responsible for the following additional actions:

- Encouraging the compliance with the Code of Conduct and acting as a role model;
- Communicating policies and practices, and listening to opinions openly on compliance with the Code of Conduct; and
- Supervising the operation of the unit in accordance with the relevant rules and regulations.

The Human Resources Department or the Human Resources Department must take additional actions as follows:

- Being responsible for explaining to employees their duty to comply with the Code of Conduct;
- Preparing the assigned managers or executives to inform the Code of Conduct and Code of Conduct to new management and staff, namely, new Directors, executives and employee;
- Overseeing and improving the business ethics and Code of Conduct of Directors, executives and employee to be appropriate and up-to-date; and
- Training employees to be accountable and providing a management system that complies with legal requirements and the Company rules.

Appreciation and Punishment

When there is a complaint or there appears to be a violation of business Code of Conduct by Directors, executives and employee, the supervisors take actions as appropriate for each case in order to have corrective action or to warn or order the violator to have self-improvement or to have self-development, as the case may be. Those who violate the Code of Conduct must be considered for disciplinary action in accordance with the regulations set by the Company and may also be subject to legal penalties If the action is illegal.

Time period for Review of Business Code of Conduct and Ethics for Directors, Executives and Employees

The Company will review the business ethics and Code of Conduct of Directors, executives and employees annually.

Complaint and Reporting

Guidelines for Complaint/Clue Reporting

Directors, executives and employees have duties and responsibilities to report clues or complaints when seeing clues to illegal actions or the violation against Code of Conduct including inaccurate financial reporting or a defective internal control system. The following actions are unethical:

(1) Failure to comply with the Code of Conduct;

(2) Recommending, promoting or encouraging others not to comply with the Code of Conduct;

(3) Ignoring when witnessing violations or non-compliance with the Code of Conduct In the case that he/she knows or should have known;

(4) Not cooperating or obstructing the investigation of facts that can be claimed that there has been a violation or non-compliance with the Code of Conduct; or

(5) Acts that are unfair to others who have reported non-compliance with the Code of Conduct.

Grievance Persons

Directors, executives and employees who witnesses violations of the law or non-compliance with the Code of Conduct can ask questions or send complaints to the following persons:

- Trusted supervisors at all levels,
- Human Resources Director,
- Managers,
- Audit Committee,
- Internal Auditor, and
- Directors of the Board.

Measure or Guidelines for Managing Complaints

Process for receiving complaints/clue report.

1. Collection of Facts:

The recipient of the complaint will collect the facts related to the violation or the non-compliance with the Code of Conduct or assign appropriate persons to take such actions.

2. Data Processing

The recipient of the complaint will process and screen the information to consider procedures and methods of appropriate management in each matter:

(2.1) Operating or assigning others to act instead, within the scope of power, and

(2.2) Reporting to the person who has the authority to take action and is involved in the matter to do data processing and screening.

3. Establish Action Measures:

Those who operate according to Item 2 stipulate measures to suspend violations or the non-compliance with the Code of Conduct and mitigate the damage to those affected, taking into account the total damage and suffering. In case where it is important, the recipient of the complaint will report the result to the Audit Committee and/or the Board of Directors, such as any matter that affects the reputation, image or financial position of the Company, or are contrary to the Company's business policies or related to senior executives.

4. Reporting Results:

The complaint recipient has a duty to report the results from action in Item 3 to the complainant if the complainant discloses himself or herself.

Rights or Protection for Complainants

The Company pledges to listen to all complaints equally, transparently and attentively. The Company ensures fairness to all parties. Set an appropriate investigation period. The name of the complainant will be kept confidential. Complainants will be protected from harassment, both during and after the investigation. Reporters, complainants and whistleblowers or those who cooperate in the investigation will be protected as follows:

- Reporters, complainers, whistleblowers, and cooperators can choose to remain anonymous if they see that the disclosure of their identities will cause any insecurity or damage. However, if they disclose themselves, it will allow the Company to report progress or mitigate damage more conveniently and quickly.
- The Company will treat the relevant information as confidential and will disclose as necessary, while taking into account the safety and damage of the reporter, data source or related persons.
- In the event that the complainant thinks that it is unsafe or may cause damage, complainants may request the Company to determine appropriate protection measures, or the Company may implement protection measures without the need for complainant to request if they see that it is a subject that may cause trouble or insecurity.
- Those who report complaints or those who cooperate, and have suffered from damage will be alleviated by appropriate and fair process.

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(Mr.Theerachai Prasitrattnaporn)

Managing Director

Teera-Mongkol Industry Public Company Limited