



## **Social Responsibility Policy**

**TQR Public Company Limited**

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TQR Public Company Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) realizes the importance of sustainable business growth under Corporate Social Responsibilities by focusing on conducting business with care to stakeholders, economy, society and environment with morality, ethics and code of conduct. The Group hopes that conducting business under social responsibility will create benefits for the public along with the growth of the Group. The Group has established a social responsibility policy divided into 8 categories as follows:

### **1. Operating business with fairness**

The Group focuses on conducting business with honesty, fairness, ethics, and is committed to competing in trade according to the principles of ethics in conducting business, laws, and principles of equal competition in trade, including rejecting any behavior that obstructs fair competition, such as seeking confidential information of competitors, demanding, receiving, and giving any unfair benefits in trade, etc. In addition, the Group also respects the intellectual property rights of others. The Group has a policy for its personnel to comply with laws or regulations regarding intellectual property rights, such as using computer programs that are legally copyrighted, etc. In addition, the Group has a campaign project to promote and instill a sense of responsibility towards society in its personnel at all levels.

### **2. Respect for human rights**

The Group has a policy to support and respect the protection of human rights by treating all relevant persons, whether they are employees, communities, and surrounding society, with respect for the value of being human, taking into account equality and freedom, not violating fundamental rights, and not discriminating against race, nationality, religion, language, skin color, gender, age, education, physical condition, or social status, including providing supervision to prevent the Group's business from being involved in human rights violations, such as child labor and sexual harassment. In addition, the Group promotes monitoring of compliance with human rights requirements by providing participation in expressing opinions and channels for complaints for those who have been damaged by rights violations resulting from the Group's business operations, and providing appropriate remedies. In order to ensure that respect for human rights is effective, the Group has implemented human rights knowledge creation and instilled awareness in the Group's personnel to comply with human rights principles.

### **3. Fair treatment of workers**

The Group realizes the importance of human resource development and fair treatment of labors, which are factors that will increase the value of the business and strengthen the competitiveness and sustainable growth of the Group in the future. Hence, the Group has established the following policies and practices as follow :

1. Respect the rights of employees in accordance with human rights principles and comply with labor laws.
2. Provide a fair employment process and employment conditions, including setting compensation and considering merit under a fair performance evaluation process.
3. Promote personnel development by organizing coaching, seminars, training, including sending personnel to attend seminars and training in various related academic fields to develop knowledge, abilities, and potential of personnel, including instilling good attitudes, morality, ethics, and teamwork in personnel.
4. Provide various welfare benefits for employees as required by law, such as social security, etc., and beyond what is required by law, such as health insurance, accident insurance, etc., including providing various types of financial support to employees, such as funeral welfare, etc.
5. Provide annual health check-up services for all levels of personnel of the Group, considering risk factors according to the level of age, gender, and work environment of each individual.
6. Enable employees to work safely and have good workplace hygiene by providing accident prevention measures and enhancing employees' safety awareness, including organizing training and promoting employees' good hygiene and maintaining a hygienic and safe workplace at all times.
7. Provide employees with opportunities to express their opinions or file complaints about unfair treatment or improper actions within the Group, including providing protection to employees who report such matters.

### **4. Responsibility to customers**

The Group is committed to develop services for the utmost satisfaction and benefit of customers and adheres to treating customers with responsibility, honesty and care for them as if they were family members of the Group as follows:

1. The Group takes into account the quality, standards and efficiency of the Group's services so that customers are satisfied with the Group's services. In addition to developing a quality

service management system, the Group also pays attention to occupational health and safety management so that customers receive the highest quality and efficient services.

2. The Company has a project to continuously develop new services to meet customer needs and to ensure that customers are satisfied with the variety of services that are of good quality, meet standard, and customer needs.
3. The Group adheres to fair marketing. The Group has a policy to ensure that customers receive accurate information about the Group's services, without distortion, ambiguity, or exaggeration, so that customers have correct and sufficient information to make decisions.
4. The Group has a customer relations system to communicate with customers, including receiving complaints about the quality of services effectively through various channels in order to be able to respond to customers' needs quickly.
5. The Group will keep customer information confidential and will not disclose customer information that it has learned due to business operations, which should normally be kept confidential, except when disclosing in accordance with duties prescribed by law, and will not use such information inappropriately.
6. The Group organizes various activities to strengthen sustainable relationships between customers and between customers and the Group.

**5. Responsibility towards partners (Cedant)**

The Group conducts business fairly, in accordance with the law, and grows together with its business partners through transparent, verifiable, and ethical operations, as follows:

1. The Group has established procurement procedures to ensure transparency and fairness in order to reduce costs and work steps, including developing technology for procurement and registration of business partners to be more efficient
2. The Group provides channels for communication with business partners, including receiving complaints from business partners.
3. The Group organizes various activities to meet with business partners to develop and enhance business capabilities together, exchange ideas and strengthen relationships, as well as communicate the Group's policies to business partners.
4. The Group encourages business partners to conduct business ethically, respect human rights and treat workers fairly, and be responsible for society and the environment.

**6. Environmental care**

The Group places importance on social responsibility in caring for the environment. The Group operates and controls the Group' operations to strictly comply with laws related to environmental care. The objective is to care for and avoid environmental damage, provide environmental care

systems, both as guidelines and as tools for business operations. The Group has the following practices:

1. Have a policy to reduce garbage or waste and cooperate in disposing of garbage or waste in the correct way.
2. Have an assessment of risks and impacts related to the environment, health and safety before investing or jointly investing in any business. The group has operated under the concept of caring for and preserving the environment.
3. Have guidelines for using natural resources, materials or equipment efficiently and effectively.
4. Have measures for conserving natural resources, such as the 3 R policy (Reduce, Reuse/Recycle, Replenish).

**7. Community or social development participation**

The Group is aware of its responsibility towards the community and society. Therefore, it has a policy to provide social assistance and development as follows:

1. The Group has a policy to support and provide appropriate assistance to society and communities, especially communities surrounding the Group's business premises.
2. The Group provides opportunities for communities and stakeholders to provide opinions on various projects that may affect the community, including providing opinions or complaints resulting from the Group's operations.
3. The Group cooperates in operating according to international standards or agreements in various matters that have been established to help prevent or reduce environmental impacts.
4. The Group encourages its employees to have a sense of awareness and responsibility towards the environment and society.

**8. Innovation and dissemination of innovations resulting from socially, environmentally and stakeholder-responsible operations.**

The Group applies the concept of social responsibility and invents business innovations that create benefits and competitiveness for businesses and society as follows:

1. Investigate the current business processes to see if they create risks or have negative impacts on society and the environment, and then study and find solutions to reduce such impacts, including studying, considering and analyzing work processes in detail and covering all aspects to create opportunities for development towards business innovation.
2. Reveal innovations discovered that are beneficial to society and the environment to encourage other businesses and entrepreneurs to follow.

3. Analyze solutions and develop innovations at all time. This is a continuous process that never stops to create opportunities to invent new services and to grow alongside sustainable business profits.

**This policy is reviewed and will be effective from October 3, 2024 onwards.**

**Note: Approved by the resolution of the Board of Directors' Meeting No. 5/2024 on October 3, 2024.**