



## 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 of supporting and respecting the protection of human rights by treating stakeholders, whether employees, communities, and surrounding society, with respect for human dignity, taking into account equality and equal freedom, not violating fundamental rights, and not discriminating on the basis of race, nationality, religion, language, skin color, gender, age, education, physical condition, or social status. The Group also ensures that its business is not involved in human rights violations, such as child labor and sexual harassment. In addition, the Group has promoted the monitoring of compliance with human rights requirements by providing opportunities for participation in expressing opinions and channels for complaints for those who have been harmed by human rights violations arising from the Group's business operations, and taking appropriate remedial action. In order to ensure the effectiveness of human rights respect, the Group has developed human rights knowledge and instilled awareness among its personnel to comply with human rights principles.

### 3. Fair Labor Practices

The Group recognizes the importance of human resource development and fair treatment of labor, which are factors that will enhance the value of the business and strengthen the Group's competitiveness and sustainable growth in the future. The Group has established the following practices:

- 1) Respecting the rights of employees in accordance with human rights principles and complying with labor laws.
- 2) Providing a fair hiring process and employment conditions, including setting compensation and considering performance under a fair performance appraisal process.
- 3) Promoting personnel development by organizing training courses, seminars, workshops, and sending personnel to participate in seminars and training courses in various related fields to develop knowledge, abilities, and potential of personnel, as well as instilling good attitudes, morals, ethics, and teamwork among personnel.
- 4) Providing various benefits for employees as required by law, such as social security, and beyond what is required by law, such as health insurance, accident insurance, etc., including providing various types of financial assistance to employees, such as funeral expenses.
- 5) Providing annual health check-ups to personnel at all levels of the Group, taking into account risk factors such as age, gender, and working environment of each individual.
- 6) Ensuring that employees can work safely and have good hygiene in the workplace by providing measures to prevent accidents and fostering employee safety awareness, as well as providing training and promoting good hygiene among employees and maintaining a hygienic and safe workplace at all times.
- 7) Providing opportunities for employees to express their opinions or complaints about unfair treatment or wrongdoing in the Group, as well as providing protection for employees who report such matters.

### 4. Customer Stewardship

The Company is committed to developing services for the satisfaction and maximum benefit of customers and adheres to treating customers with responsibility, and honesty, as follows:

- 1) The Group considers the quality, standards, and efficiency of its 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 to ensure that customers receive the highest quality and efficient services.

- 2) The Group has a project to continuously develop services to meet customer needs and to ensure customer satisfaction with the diversity of quality and standardized services that meet customer needs.
- 3) The Group adheres to fair marketing practices, with a policy of ensuring that customers receive accurate information about the Group's services, without distortion, ambiguity, or exaggeration, so that customers have accurate and sufficient information to make decisions.
- 4) The Group has a customer relations system in place to communicate with customers, including receiving complaints about the quality of service effectively through various channels in order to be able to respond to customer needs quickly.
- 5) The Group will keep customer information confidential and will not disclose customer information that it has become aware of as a result of its business operations, which is information that would normally be kept confidential, except as required by law, and will not use such information for any improper purpose.
- 6) The Group organizes various activities to strengthen relationships between customers and the Group in a sustainable manner.

## 5. Responsibility towards Partners (Cedant)

The Group conducts its business with fairness, legality, and grows with its business partners through transparent, verifiable, and ethical operations, as follows:

- 1) The Group has established procurement procedures to ensure transparency and fairness, to reduce costs and work processes, as well as to develop procurement technology, vendor registration, to be more efficient.
- 2) The Group 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 the ability to do business 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, treat labor fairly, and be socially and environmentally responsible.

## 6. Environmental Conservation

The Group places strong emphasis on its social responsibility in environmental stewardship. The Group implements and strictly controls its operations to ensure full compliance with applicable

environmental laws and regulations, with the objectives of environmental conservation and the avoidance of environmental degradation. The Group has established environmental management systems, both in the form of operational guidelines and operational equipment, to support its business activities. In this regard, the Group has adopted the following practices:

- 1) Establishing policies to reduce waste generation and cooperating in the proper and lawful disposal of waste and by-products.
- 2) Conducting risk and impact assessments related to environmental, health, and safety matters prior to making any investments or entering into joint ventures, and operating under the principle of environmental care and protection.
- 3) Implementing guidelines for the efficient and effective use of natural resources, materials, and equipment.
- 4) Adopting natural resource conservation measures, such as the 3R policy (Reduce, Reuse, Recycle).

## 7. Community and Social Engagement

The Group is aware of its responsibility to the community and society and has a policy of providing assistance and social development as follows:

- 1) The Group has a policy of supporting and providing appropriate assistance to society and communities, especially communities around the Group's premises.
- 2) The Group provides opportunities for communities and stakeholders to participate in providing feedback on various projects that may affect the community, as well as submitting comments or complaints resulting from the Group's operations.
- 3) The Group cooperates in implementing international standards or agreements on various issues that have been developed to help prevent or reduce environmental impacts.
- 4) The Group encourages its employees to be aware of and responsible for 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 to adapt and create business innovations that create benefits and competitiveness for the business and society, as follows:

- 1) Exploring the various processes of the business that are currently being carried out to determine whether they pose risks or have negative impacts on society and the environment, and explore ways to mitigate such impacts, including studying, considering, and analyzing work processes in detail and comprehensively to create opportunities for development towards the discovery of business innovations.
- 2) Disclosing innovations discovered that are beneficial to society and the environment to encourage other businesses and entrepreneurs to follow suit.
- 3) Analyzing problem-solving approaches and developing innovations on an ongoing basis, which is a continuous process to create opportunities to invent new services and for growth along with sustainable profit generation for the business.

**This policy is reviewed and will be effective from November 10, 2025 onwards.**

**Note:** Approved by the resolution of the Board of Directors' Meeting No. 7/2025 on November 10, 2025.