

## Code of Conduct

**Tanachira Retail Corporation Public Company Limited** and its subsidiaries ("the Company") are committed to conducting business in accordance with the principles of good corporate governance, and complying with the law, acting ethically, conducting business with transparency, and being accountable to our stakeholders. This is to ensure that our business grows sustainably.

### 1. Persons Subject to this Code of Conduct

This Code of Conduct applies to all directors, executives, employees, consultants, representatives or persons authorized to act on behalf of the Company.

### 2. Principles and Basic Practices

- 2.1 Perform duties in compliance with all applicable laws, business objectives, regulations of the Company, good corporate governance principles and resolutions of the shareholders' meeting.
- 2.2 Act with honesty, integrity, morality and responsibility. Do not seek any position, credit or other benefits unfairly from superiors or others, directly or indirectly.
- 2.3 Acquire knowledge and experience to develop oneself as a knowledgeable and capable person in order to perform work effectively and efficiently.
- 2.4 Treat colleagues, superiors, customers, partners, shareholders and the community with humility, respect and dignity.
- 2.5 Maintain and create unity among the Company.
- 2.6 Do not engage in any occupation, profession or action that may affect the performance of duties or the reputation of oneself and the Company. Prevent or avoid any actions that may lead to a conflict of interest.
- 2.7 Keep confidential and do not use inside information or confidential information for personal or other improper gain.

- 2.8 Avoid financial obligations with persons doing business with the Company or between employees themselves. This includes lending or borrowing money, extortion, playing share lottery, etc., except for charitable and public activities.
- 2.9 Abstain from all intoxicants and drugs. Do not behave in a way that may bring discredit to oneself and the Company, such as being a debtor, being obsessed with gambling of all kinds, and being involved in drugs of all kinds.
- 2.10 Conduct business with transparency and efficiency for the maximum benefit of shareholders in the long term. Disclose information with transparency and reliability to shareholders through the Company's website and investor relations.

### 3. Use of the Company's assets

Employees must take care of the Company's assets to prevent them from deteriorating or being lost. They must use the assets efficiently and in a way that benefits the Company to the fullest extent possible. Employees must not use the Company's assets for their own personal benefit or the benefit of others.

### 4. Labor practices

- 4.1 Foster teamwork by cooperating and helping each other to achieve the Company's overall goals.
- 4.2 Maintain a safe working environment for the life and property of employees.
- 4.3 Promote the training and development of employees' knowledge, skills, and abilities by providing equal and regular opportunities. Employees must be evaluated fairly and transparently, and compensated fairly and reasonably, not less than the minimum wage set by law.
- 4.4 Appointments, transfers, promotions, rewards and punishments must be made fairly on the basis of employees' knowledge, skills, experience and suitability.
- 4.5 Treat all employees equally and fairly. It must not discriminate against employees unfairly.
- 4.6 Instill in employees the importance of strictly complying with all laws and regulations related to labor practices.

### 5. Employee Conduct and Treatment of Colleagues

5.1 Treat each other with courtesy, kindness, and good human relations. Employee must be able to work with others and not withhold information necessary for their colleagues' work.

5.2 Respect others and do not claim the work of others as their own.

5.3 Superiors must be respectful and set a good example for their subordinates. They must also be polite to their subordinates and colleagues.

5.4 Subordinates must respect their superiors and listen to their advice. They must not work over the heads of their superiors unless instructed to do so by a higher-up. They must also be polite to their superiors and colleagues.

5.5 Avoid disclosing or criticizing information or stories about other employees, both work-related and personal, in a way that could damage the employee or the overall image of the Company.

5.6 Employees must not engage in any immoral or harassing behavior towards other employees. Such behavior includes sexual harassment, causing annoyance, irritation, or creating a work environment that demoralizes, antagonizes, or is aggressive. It also includes disturbing the work of other employees without reason, molesting, indecently assaulting, or sexually abusing them, whether verbally or physically.

5.7 Employees must perform their duties with responsibility, honesty, integrity, determination, and dedication of their physical and mental strength to their work. They must also comply with the rules and regulations, policies, values, and good traditions of the Company, and always consider the interests of the Company as a priority.

5.8 Comply with the occupational health, safety, and work environment policy.

5.9 Strictly keep confidential the information of customers, partners, and the Company. They must be careful not to let confidential documents or information of the Company leak or fall into the hands of unauthorized persons, which may cause damage to the Company. They must comply with the personal data protection policy (if any) and the personal data protection law.

5.10 Employees must not slander or do anything that leads to disunity or damage within the Company or to persons related to the Company.

5.11 Employees must build good relationships by cooperating with society, communities, government agencies, and related organizations. In providing information, employees should be careful and considerate for the benefit of the Company and the public.

5.12 Employees must be attentive and help to maintain the work environment and atmosphere, including developing the organization towards excellence.

5.13 Employees must not hold a significant number of shares in a competitor of the Company, if such action would prevent the employee from performing or omitting to perform his or her duties, or would affect his or her work. In the event that an employee acquires such shares before becoming an employee or before the Company enters into such business, or acquires them by inheritance, the employee must immediately notify the Company in the manner prescribed by the Company.

5.14 Employees must disclose any business or activity that they, their family, relatives, or dependents are engaged in that may create a conflict of interest with the Company or its subsidiaries. They must report such activities to the Company in the manner prescribed by the Company.

5.15 Employees must not seek personal gain for themselves or others by using confidential information of the Company or its subsidiaries, such as plans, revenue, meeting minutes, business forecasts, and research results, for personal gain, whether or not the Company is damaged. Employees must also strictly comply with the Company's internal data use policy.

## 6. Treatment of Customers, Partners, Creditors and Competitors

- 6.1 Treat customers, partners, and creditors with equality and fairness based on the principle of fair returns for both parties.
- 6.2 Strictly comply with the agreed contracts and conditions. In the event that any condition cannot be met, immediately notify the other party to discuss and find a solution.
- 6.3 Provide customers with complete, accurate, and sufficient information about products and services so that they have enough information to make a decision. Do not exaggerate in advertising to avoid misleading customers about the quality, conditions, or prices of products and services.
- 6.4 Respond to customer needs quickly and efficiently. Provide systems and channels for customers to complain about products and services conveniently and effectively.
- 6.5 Do not seek confidential information from competitors by illegal, dishonest, or inappropriate means, such as paying bribes to employees of competitors.

- 6.6 Treat competitors within the framework of free and fair trade competition rules. Do not attempt to destroy the reputation of competitors by making false and unfair accusations.

## 7. Social and Environmental Responsibility

- 7.1 Take responsibility for caring for the environment, customs, and traditions of the local communities where the Company operates.
- 7.2 Organize social activities as appropriate and participate in activities for public benefit, education, community and environmental development, and national advancement through the Company's own operations and in cooperation with communities and the government.
- 7.3 Promote social and environmental awareness and responsibility among the Company's employees.
- 7.4 Strictly comply with all environmental laws and regulations.

## 8. Gift Exchange, Entertainment and Hospitality

The giving or receiving of gifts or donations may be made in accordance with customary practice. The value must not exceed 3,000 Baht (three thousand Baht) and must not be intended to influence, induce, or reward any person to gain an advantage through improper or hidden means, to obtain assistance, or to obtain unfair benefits. This is in accordance with this Code of Ethics, the anti-corruption policy, relevant laws, regulations, and rules of the Company.

## 9. Violation or non-compliance with the Code of Conduct

In the event that it is found that directors, executives, employees, consultants, representatives, or persons authorized to act on behalf of the Company or the aforementioned persons do not comply with or perform any act that is not in accordance with the Code of Conduct, it shall be considered as a violation of the Code of Conduct. This will also be considered a violation of the work regulations. The disciplinary measures shall be in accordance with the work regulations and/or the regulations of the Company.

The Company will regularly investigate violations of the Code of Conduct. In case the violation of the Code of Conduct is also a violation of the law, such person may be required to pay a fine, penalty, be prosecuted, or may be required to make other legal remedies.

## 10. Complaint Channels

Stakeholders who find any violation or non-compliance with the ethical principles in business operations can inquire or provide feedback through the following channels:

- 10.1 Channel 1: By mail to the following address:  
Tanachira Retail Corporation Public Company Limited  
999/9 The Offices at CentralWorld, Room No. OFMH 2807  
and OFMH 2812, 28<sup>th</sup> Floor, Rama I Road, Pathumwan, Bangkok  
10330
- 10.2 Channel 2: By email: [companysecretary@tanachira.co.th](mailto:companysecretary@tanachira.co.th)
- 10.3 Channel 3: Suggestion/Comment/Complaint Box within the Company

By notifying the Chief Executive Officer or the Chairman of the Board of Directors as follows:

In case the person complained against is lower than the Chief Executive Officer:

Notify the Chief Executive Officer or the Company Secretary (on behalf of the Chief Executive Officer)

In case the person complained against is an executive at the level of Chief Executive Officer or above, or a director:

Notify the Chairman of the Board of Directors or the Company Secretary (on behalf of the Chairman of the Board of Directors)

The Board of Directors has considered and approved this Code of Conduct at the 8/2020 Board of Directors' Meeting on December 1, 2020, and it shall be effective from December 2, 2020 onwards. The Board of Directors has also considered and approved the amendment to the Code of Conduct to be in line with the conversion from a limited company to a public limited company at the 3/2023 Board of Directors' Meeting on April 25, 2023, and the amended Code of Conduct shall be effective from April 26, 2023 onwards.

-Signature-

(Mr. Kittipol Pramoj Na Ayudhya)

Chairman of the Board of Directors

Tanachira Retail Corporation Public Company Limited