



## Code of Conduct


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# Code of Conduct

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## Code of Conduct


Jaymart Group Holdings Public Company Limited adheres to and places importance on conducting business with integrity in accordance with good governance and corporate governance principles that are responsible from society to all stakeholders of the Company. Therefore, the Company has developed this policy as a standard and set of rules for operating responsibilities according to the common roles and duties of the Company’s employees at all levels and positions, without exception.

This policy will be effective only if all employees strictly adhere to and follow it, regardless of their preferences or convenience, and are fully aware of their responsibilities to the public in all aspects, from the internal level of the organization to all stakeholder groups, society, communities in neighboring areas, and the environment. Although the Company conducts business for profit, it is conscious of its other responsibilities under the Code of Business Conduct and the Code of Conduct for Stakeholders.

Therefore, the Company would like to declare that this “Code of Conduct” applies to the Board of Directors, executives, and employees at all levels in its subsidiaries, associated companies, business agents, and partners, who must acknowledge and comply with it.


### Scope of Application of the Code of Conduct

This Code of Conduct applies directly and indirectly to all areas of collaboration with Jaymart Group *Holdings* Public Company Limited, including subsidiaries and associated companies, business agents, partners, directors, executives, and employees at all levels, and is intended to be used as rules for integrity-based in line with good governance and ethics.

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## Definitions

<b>Code of Conduct</b>	<b>refers to</b> standards and best business practices that demonstrate morality and ethics that employees at all levels and positions must strictly adhere to as guidelines.
<b>Intellectual Property</b>	<b>refers to</b> the work of human invention and production that focuses on the product of intelligence and expertise and is legally owned.
<b>Money Laundering</b>	<b>refers to</b> the process of collecting money from legal offenses and changing the source of the money by reinvesting it in legitimate businesses, or taking any fraudulent money received and carrying it out to become clean.
<b>Non-Discrimination</b>	<b>refers to</b> treating all employees at all levels with equality, without discrimination of gender, sexual orientation, race, religion, ancestry, skin color, physical physique, social status, or disability, in order to achieve the standard of being part of the organization with equality.
<b>Occupational Health</b>	<b>refers to</b> the prevention of diseases and accidents among employees to ensure proper and adequate physical and mental safety in the surrounding environment of the workplace.

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The **Code of Conduct** consists of two parts:

- Code of Business Conduct
- Code of Conduct for Stakeholders

### Code of Business Conduct


#### **1. Anti-Corruption and Whistleblowing**

It is determined to comply with the best practices of the current anti-corruption policy in order to adhere to and focus on conducting business with integrity, in consistency with the principles of good governance and good corporate governance that are socially responsible to all groups of stakeholders of the Company, covering the following areas:

- 1.1. Giving or Receiving Gifts and Hospitality
- 1.2. Giving and Receiving Sponsorships
- 1.3. Receiving and Giving Charitable Donations
- 1.4. Political Contributions
- 1.5. Conflict of Interest
- 1.6. Facilitation Payment
- 1.7. Government Officer Employment (Revolving Door)

#### **2. Confidentiality of Information & Insider Trading/Dealing**

The Company recognizes the importance of confidentiality and the use of inside information as they play an important role in business operations. To prevent important information from being leaked, the Company will only disclose information that is required to be disclosed to the public in accordance with the regulations of the Stock Exchange of Thailand and the rules of the Securities and Exchange Commission (SEC), which may have a negative impact on future business management.

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### Best Practices


1. Confidentiality and use of technology and information systems with security shall be in accordance with the information technology policy as defined by the Company and disclosed on the Company's website.
2. The Company is committed to maintaining its customers' confidentiality by creating a personal data protection policy under the Personal Data Protection Act, B.E. 2562 (2019), which ensures that information about customers' business operations is kept confidential at all times.
3. The Company prohibits employees at all levels from exploiting inside information about its turnover to affect the Company's stock price or securities. Employees at all levels who are aware of such information are prohibited from disclosing inside information to uninvolved parties and from trading in the Company's securities for 30 days before the public disclosure of the Company's quarterly and/or annual financial statements.
4. The Company prohibits employees at all levels from disclosing inside information in other aspects that are not defined as items that must be disclosed to the public and business competitors, directly or indirectly, for the purpose of abusive personal exploitation, even after the Company's employee status has been terminated.
5. The Company prohibits employees at all levels from disclosing confidential information only within the department to other unrelated departments, both verbally and in writing, and all kinds of documentary evidence, in order to avoid possible negative impacts within the Company.

### 3. Antitrust/Anticompetitive Practices

The Company respects the rules of business and will strictly comply with trade competition laws to avoid taking any action that may negatively affect competitors and to avoid entering into contracts or agreements in a market monopoly manner.

### Best Practices

1. The Company adheres to the principles of conducting business with transparency and fairness, does not conduct business contrary to the practices of competition law in all sectors, and does not directly or indirectly exploit other related entrepreneurs.

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2. The Company promotes fair business competition under the framework of transparent rules and does not seek to disclose confidential information of other entrepreneurs in a non-transparent way to destroy credibility without truth.
3. The Company will strictly adhere to the terms of the contract and will not force or threaten competitors to do anything other than what is specified in the contract. In the event that either party is unable to perform the contract as agreed upon, the other party must be informed as soon as possible in order to find solutions and avoid future damages.
4. The Company will not discourage, obstruct, or force other entrepreneurs in the same business group that may adversely affect liquidity, loss of income, loss of market value of goods or services, as well as loss of business opportunities of other entrepreneurs.
5. The Company will not discriminate against other entrepreneurs or favor certain entrepreneurs who may face unfair discrimination.

#### **4. Non-Infringement of Intellectual Property**

In the case of new inventions, innovations, projects, knowledge, or anything that will be disseminated to the public on behalf of the Company, the Company prioritizes a comprehensive examination of such works to ensure that they do not infringe on the intellectual property of others.

#### **Best Practices**

1. The Company requires all departments to check the information and works utilized within the Company or on behalf of the Company that must be made public to ensure that they do not violate the intellectual property rights of others, both persons and legal entities. In this regard, others are not permitted to infringe on the Company's intellectual property, which includes operating programs, work support tools, and analytical processes.
2. The Company places great importance on respect for intellectual property rights. The Company instills and creates a good conscience among employees so that they see its importance and apply it to their work by not violating, copying, or modifying others' works to impersonate their own work.

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- The Company considers violations of employees’ intellectual property rights, including copyrights, patents, petty patents, trademarks, and trade secrets, to be serious offenses that adversely affect the Company’s reliability. The Company may consider punishments in accordance with the Company’s regulations.

## 5. Disclosure and Transparency

The Company requires that all sorts of information belonging to the Company be shown and disclosed truthfully, without concealment, distortion, alteration, or correction to generate false information as this may affect society’s reliability toward the Company.


### Best Practices

- The Company requires employees and departments to record the essence of the information or reports and store it accurately and completely in order to be able to retrieve historical data or use it as a document to clarify future operations.
- The Company requires that necessary documents or reports be signed to certify, and that employees or related parties complete the process of confirming that the content of such documents or reports is reliable and can be referred.
- The Company prohibits employees at all levels and positions from arbitrarily changing, correcting, and distorting the Company’s information without the approval of those who have the power to make decisions.
- The Company requires that information and major transactions, including statements and news that must be disclosed to the public in line with the rules of the Stock Exchange of Thailand and SEC, be strictly prepared and on time.
- The Company will disclose information, including important transactions and statements, through a variety of channels that are effective and easily accessible so that all stakeholders of the Company can access the information at all times.

## 6. Anti-Money Laundering

The Company does not allow money laundering to take place within the Company. As a result, if any transactions with new customers or partners are required, the relevant parties must ensure that the parties



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wishing to conduct business together are not involved in money laundering or have no intention of allowing the Company to conduct any money laundering-related business.

#### **Best Practices**


1. Before beginning a joint venture, the Company requires the relevant parties to check the list of customers or partners to ensure that the business is conducted in a transparent manner and that no money laundering occurs.
2. In the process of receiving payments between business sectors, the Company will only accept payments and make payments to individuals who are its parties or specified as contractual payees, who must have clear and verifiable documentation confirming receipt and payment. There is no action taken against third parties or channels of unknown origin.

#### **7. Non-Discrimination**

The Company values the equality of people within the organization, as well as other matters in which the Company strives to conduct business efficiently and in accordance with good governance principles by instilling in employees the importance of not discriminating against personnel of the organization. There is no division and respect for each other's differences.

#### **Best Practices**

1. The Company stipulates that the recruitment and selection of personnel at all levels and positions shall be equally based on the same criteria for selection, without discrimination of gender, sexual orientation, race, religion, family origin, skin color, physical physique, social status, or disability.
2. The Company determines the wages and welfare of employees at all levels to meet the standards of each position fairly and equitably.
3. The Company requires that employee training and development be accessible equitably and non-discriminatory to employees at all levels in order for employees to equitably gain knowledge and develop skills provided by the Company.
4. The Company requires that the organization of entertainment or recreational activities be open to employees at all levels according to the rights that employees should receive equally.

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5. The Company requires that employee evaluation and promotion be conducted in accordance with its rules and regulations. Supervisors must fairly evaluate employees without personal feelings.
6. The Company requires supervisors to take care of subordinates with equality and thoroughness without preventing them from working and to not discriminate against any one employee.
7. The Company requires employees at all levels to treat all groups of stakeholders with unconditional equality and must not favor certain groups or certain stakeholders for unacceptable reasons.

#### **8. Non-Sexual Harassment**

The Company supports and promotes gender diversity, and it encourages employees at all levels and positions to respect both the same and opposite sexes. They should not do anything that will cause discomfort and embarrassment to personnel in the organization, even if it is someone who is in a position as a subordinate.


##### **Best Practices**

1. The Company supports mutual respect between females, males, and alternative genders. Employees at all levels, regardless of their status as supervisors, subordinates, or colleagues, should treat each other with polite words, not mocking, insulting, or inferior to gender differences.
2. The Company prohibits employees at all levels and positions from harassing or sexually harassing each other, both verbally and in actions that create discomfort, shame, and insecurity for each other, regardless of gender.


#### **9) Safety, Occupational Health, and Working Environment**

Personnel at all levels and positions are a valuable resource for the Company, helping to continuously drive the business forward. Taking care of safety, occupational health, and the working environment are therefore the Company's priorities and efforts to assure the bodily, mental, and property safety of employees during their employment with the organization, as well as happiness in a good working environment.

##### **Best Practices**

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1. The department in charge of maintaining the premises' orderliness must always inspect the workplace's safety in accordance with the work plan to avoid insecurity for the lives and property of employees at all levels, as follows:
  - 1.1. The department in charge must regularly examine the availability and quality of elevators on a regular basis, as stipulated by the timetable, and keep a record of each inspection.
  - 1.2. The department in charge must inspect the lighting in all work areas to ensure that there is an adequate amount of lighting and that it is always available in all areas. If any department reports lighting damage, the department responsible must expedite the remediation procedure in order to return it to service as soon as possible.
  - 1.3. *The department involved must take care of the order of electrical appliances and electronic devices to always be ready to use and safe for users in order to prevent accidents that may occur both physically and property.*
  - 1.4. *If the Company's area has deterioration or damage to buildings and premises, such as leaking ceilings, broken tile floors, and broken water pipes, the responsible department must proceed with the maintenance and repairs urgently. During maintenance and repairs, there must be signs to alert employees to be careful to prevent accidents that may occur to employees' bodies.*
  - 1.5. *The Company prohibits any employee from placing objects that obstruct the passage or staircase area and that will hinder its use in all cases.*
  - 1.6. *All employees driving cars, cargo pickup trucks, and motorcycles within the company premises should drive at a safe speed and not use their horns that make noise to disturb the performance of their fellow employees.*
  - 1.7. *The Company has security staff to monitor the safety of related areas within the Company's area.*
  - 1.8. *All employees are prohibited from engaging in any action or having behaviors that may cause damage to the Company's buildings/premises and property.*
  - 1.9. The Company grants the right for all employees who witness anything that may cause bodily harm or damage to the Company's property to report the damage directly to the responsible department as soon as they see it, without ignoring such dangers.

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2. To prevent accidents and germs, the Company encourages all employees to follow the 5 S: Sort, Set in Order, Shine, Standardize, and Sustain in their personal desk and work area within their own department.
3. The Company has set up several drinking water dispensers in the Company’s area to ensure that employees always have clean and healthy drinking water.
4. The Company provides clean and adequate toilets for the number of employees within the building.
5. The Company has cleaning staff on the floor to take care of cleanliness in all areas, so employees always work in clean and hygienic work areas.
6. Garbage is collected on all floors of the building on a daily basis by cleaning staff in order to maintain employee hygiene, prevent germs, and avoid undesirable odors at work.
7. The Company provides fire evacuation training for employees at all levels once a year.


### **Code of Conduct for Stakeholders**

#### **1) Code of Conduct for Employees**

Employees at all levels, from operational to management, are valuable resources, thus the Company has developed requirements, rules, and measures to ensure the well-being, good health, stability and effective career advancement.

#### **Best Practices**

1. The Company requires employees at all levels and positions to perform their duties to the best of their abilities and to strictly comply with all rules, regulations, and policies of the Company.
2. The Company requires employees at all levels and positions not to do anything that affects the credibility of the Company and prohibits them from impersonating the Company’s name to do anything that damages the Company.
3. The Company requires employees at all levels and positions to strictly maintain the confidentiality of the Company and refrain from disclosing important information about the Company to unrelated parties that may damage the Company’s business operations.
4. The Company treats personnel at all levels and positions with equality and without unfair discrimination.

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5. The Company considers remuneration, welfare, and other benefits appropriately, fairly, and correctly according to legal requirements without exploiting employees, and is comparable to businesses in the same industry.
6. The Company fosters better promotion opportunities for employees who must comply with the Company's rules and procedures correctly.
7. The Company prepares an assessment form for employees' performance according to the Company's operational plan on an annual basis that is accurate and true based on the knowledge and competence of employees in an efficient and measurable manner.
8. The Company thoroughly provides equipment and work facilities to employees at all levels and positions.
9. The Company provides training to employees at all levels to enhance potential development and build operational skills for further advancement and stability in their careers.
10. The Company strictly considers the safety of the working area for its employees by providing cleanliness facilities to promote good hygiene, physical, mental, and property safety of employees at all times.
11. The Company requires employees at all levels and positions to treat their fellow employees, supervisors, and subordinates with politeness, respect for each other, equality, and without discouragement, bullying, or force to cause difficulties in their work. It promotes effective collaboration and encourages employees to express their opinions and listen to their colleagues' viewpoints.

## 2) Code of Conduct for Shareholders

The Company is committed to conducting business with full capacity, transparency, and fairness, taking into account the long-term growth of the Company with an auditable operation plan to create high satisfaction for both major and minor shareholders.

### Best Practices

1. The Company discloses important information to shareholders in an equitable manner, both financial and non-financial, including both positive and negative corporate trends, based on sufficient and credible information.

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2. The Company recognizes the equal rights of both minor and major shareholders. The Company is committed to conducting its business efficiently at full capacity for the maximum benefit of shareholders while generating appropriate and sustainable returns.
3. The Company conducts business with transparency and fairness. It is forbidden to seek benefits for oneself and others by disseminating the Company's inside information that has not been released to the public or to take any action that causes a conflict of interest with the Company.

### 3) Code of Conduct for Customers

Creating customer satisfaction by providing quality products or services that meet the needs of customers and are appropriate for the value of money paid by customers is a responsibility that the Company must carry out effectively in order to build credibility with customers, not distort or provide false information, and not exploit the consumers rights.

#### Best Practices


1. The Company adheres to the confidentiality of customer information unless it has the consent of the customer or the information is required to be disclosed by the regulations of the law.
2. The Company will transparently disclose important information to customers without distorting or concealing information that customers need to know equally for all groups of customers.
3. The Company is committed to protecting the interests of customers in order to maximize customer satisfaction by responding to customer needs promptly, timely, and equitably to all customer groups.

### 4) Code of Conduct for Business Partners, Creditors, and Competitors

The Company takes into account equality and integrity in business operations and mutual benefits with business partners by strictly complying with laws and rules with good business ethics and transparent competition.

#### Best Practices

1. The Company will strictly comply with the terms and conditions specified in the contract and various terms and conditions that have been mutually agreed upon. The Company will not take any actions that are contrary to the contract. If either party's contract content or conditions need to be changed, the party

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wishing to make modifications must notify the other party as soon as possible so that they can discuss solutions together.


2. The Company will not take any action that could be considered unfair to any party, including business partners. The Company will treat all parties equally.
3. The Company prioritizes treating business partners, creditors, and competitors with courtesy, mutual respect, and adherence to the framework of good competition rules and laws.
4. The Company will not seek confidential information from competitors with misconduct to destroy their credibility. The Company is committed to conducting business competition with transparency and fairness.
5. The Company will not demand anything contrary to the Company’s anti-corruption policy against competitors, creditors, and competitors in exchange for non-transparent benefits that are subject to direct and indirect acts of corruption.
6. The Company attaches importance to the transparent selection of business partners in accordance with the Company’s procurement procedures and transparently maintains the interests of joint business operations. No acts are regarded fraudulent, either directly or indirectly.

## 5) Code of Conduct for Directors and Executives

Directors and executives shall perform their duties with full efficiency and not violate good governance principles and anti-corruption policy on the basis of knowledge, competence, and transparency in order to protect the interests of the Company, shareholders, and all groups of stakeholders.

### Best Practices

1. The Company requires directors and executives to perform their duties responsibly in accordance with the laws and the Company’s regulations, resolutions of the Board of Directors, and resolutions of the shareholders’ meeting (Fiduciary Duty) to maximize the benefits of the Company’s business operations.
2. The Company requires directors and executives to perform their duties to the best of their abilities, have independence in making decisions based on correctness, honesty, and transparency, and avoid creating a conflict of personal interest with the Company’s interests.

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3. The Company prohibits the seeking of personal benefits from being a director or and executive, including the use of information from being directors or executives to perform any actions that may affect the public’s credibility toward the Company.
4. The Company prohibits directors and executives from engaging in any transactions that are not related to the performance of their responsibilities.
5. The Company requires directors and executives to maintain confidential information about the Company and its stakeholders, which may have a negative impact on the Company.
6. The Company requires the establishment of an internal control system and risk management according to good governance principles at all levels.


**6) Code of Conduct for Society, Communities, and the Environment**

It is important to conduct business in pursuit of good returns for the organization, but the Company does not neglect its responsibility to society, communities nearby, and the environment. The Company supports and promotes various projects that contribute to improving the quality of life and reducing the impact that the Company creates on society, communities, and the environment.

**Best Practices**

1. The Company will conduct business with social responsibility, refrain from conducting business that is contrary to the good practices of society, and strictly provide full cooperation with various activities of society related to the Company.
2. The Company will not commit any act that creates uncertainty that society may have about the Company’s business operations, both now and in the future.
3. The Company promotes activities and projects that will enhance the quality of life and education and transfer knowledge that is beneficial to people in communities in the vicinity of the Company.
4. The Company places importance on coexistence with communities in the area close to it, with good relations and dependence on appropriate occasions.
5. The Company will not take any action that will affect the well-being of people in the communities in the vicinity of the Company, both directly and indirectly.



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6. The Company adheres to the use of resources according to the 4R principles, namely reduce, reuse, recycle, and revalue. The Company promotes projects that are consistent with the 4R to reach employees at all levels and be able to apply to real work.
7. The Company will adhere to raising environmental awareness as another corporate culture.
8. If there is a call from society or a community in the area near the Company, the Company should listen, take corrective action as soon as possible, and find solutions to prevent such problems from recurring.
9. The Company places importance on business operations by taking into account various impacts that they may have on society, communities, and the environment.

#### **7) Code of Conduct for the Public Sector and External Agencies**

The Company respects the rules and regulations of joint action between the public sector and external agencies by strictly taking steps to avoid any actions that may cause suspicion of corruption, both directly and indirectly.

#### **Best Practices**


1. The Company requires that transactions in various areas with the government and external agencies comply with proper rules and procedures. It is forbidden to use corrupt powers or guidelines in joint operations.
2. The Company will strictly comply with rules, laws, and regulations related to business operations.
3. The Company will disclose important information of the Company in accordance with the regulations accurately and clearly, not hiding information or providing false information.
4. The Company promotes the good citizenship behavior of employees at all levels and positions according to the legal rights of all employees.

#### **Penalties for Policy Violations**

##### **Scope of Penalties**

The relevant department considers the scope of penalties in each case according to the severity with which the Company is affected in three aspects, as follows:

1. Reputational impact on the Company's credibility received from society

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2. Impact on loss of company assets and monetary value
3. Impact on internal work processes

#### **Types of Penalties for Violations of the Code of Conduct**

1. Work suspension for a specified period of time
2. Compensation payment according to the value of the damage mutually agreed upon between the Company and the offender
3. Termination of employee status and no return to work in subsidiaries or affiliated companies
4. Legal actions to the fullest extent

#### **Penalties for Violating the Code of Conduct**


1. If those within the scope of policy enforcement intentionally neglect to comply with the policy to the extent that it has a negative impact on the Company, it has the right to consider penalties according to the type of penalty for the offense immediately.
2. Those within the scope of policy enforcement cannot use the reason “not acknowledging the policy” as a reason for violating the policy because the Company communicates to employees through various channels.
3. If an employee commits an offense and the supervisor ignores the offense or does not attempt to act in accordance with the policy, the supervisor will be subject to disciplinary action up to the point of termination from the employee.
4. If business agents and business partners of the Company intentionally neglect or act in violation of this policy, the Company has the right to consider terminating the contract or terminating the transaction between them.

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### Scheduling a Review and Updating the Policy

The department responsible for this policy is required to revise the details of each process to be up to date in relation to current situations on an annual basis to propose to the Board of Directors for consideration and approval.

Announced to be effective from December 8, 2023 onwards.

  
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Code of Conduct Approver

Mr. Pisnu Pong-acha

Chairman of the Board of Directors

