

# Business Code of Conduct

Jasmine Technology Solution Public Company Limited and Subsidiaries



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## Business Code of Conduct

### Introduction

Jasmine Technology Solution Public Company Limited (the “Company”) and its subsidiaries adhere to the virtues and standards of business operations and is aware of good conduct in order to maintain promote honour and the reputation of the Company, supporting the creation of ethical and correct standards respect the law as well as not participating in any form of corruption.

This Business Code of Conduct is considered a part of the Company's good governance policy. It is created as a guideline and best practice to be followed by the Board of Directors, executives, and employees of the Company. It serves as a standard for rigorous compliance in order to foster sustainable business growth for the Company in the future by having ethical practices of the Board of Directors, the executives and employees as a guideline for performing duties in accordance with the mission with integrity both the treatment of the Company and all groups of stakeholders. Also, following up on the implementation of the aforementioned guidelines, the Company has announced and notified all employees to strictly follow including a disciplinary penalty. The details are as follows:

- 1) To adhere to fine virtues and morals
- 2) To be self-disciplined, to be well aware of their own duties, to respect the rights of their own and others'.
- 3) To perform any legal duties assigned with fidelity, and ethical judgement, and to keep the Company's image unblemished
- 4) Not to directly or indirectly have a deliberate intention to harm, destroy or erode other persons' reputation, progress or business
- 5) To implement the leadership skill in business operation by utilizing the employees' proficiency as a tool to achieve the organization's success, not for personal interests
- 6) Should there be a personal interest, the fact of such interest is to be immediately reported to the Company, and the employees ought not to get involved with other business activities that may lead to a conflict of interest or deteriorate their work efficiency.
- 7) To create the work atmosphere that encourages opinion exchanges, creativity, innovative ideas suggestion, as well as sensible, righteous and impartial decision making
- 8) Not to disclose confidential information obtained by authority for own benefits, or to implement the same in the manner that may damage the Company's reputation
- 9) To always realize that, in business operation, one does not commit only to his own duties or the business owner, but also to the purchasers, suppliers, shareholders, customers and employees; therefore, mutual benefits of these groups become the major guideline of the business operation as a whole
- 10) To be responsible for the performances of oneself and subordinates
- 11) To seek, improve and increase the personal capability and perform duties with knowledge, proficiency, and appropriate standard as being set for the position with attentiveness and responsibility for one's and the Company's progress
- 12) To plan, set up and analyze work objectives to achieve the Company's goal while heeding the moral and professional ethics as well as the culture of relevant parties in the organization
- 13) To maintain and be attentive to the health, security, bio-hygiene and environment of the whole organization, and to keep the workplace in a tidy, exquisite and healthful condition
- 14) To maximize the effective and efficient deployment of the Company's resources

## **1. Compliance with Business Code of Conduct**

The Company has clearly announced that it is the duty and responsibility of all directors, executives and employees comply with the policies and practices stated in this Business Code of Conduct. The Company will support, improve and provide the knowledge to all employees as well as all level of the Company's executives must take responsible and prior their employee understands and comply with the Business Code of Conduct strictly.

The Company's Code of Conduct will be communicated throughout the organization for the employees to understand and be able to act properly. In addition, the company will not take any illegal action contrary to good corporate governance principles and business ethics. If an employee commits a violation of the principles or guidelines as set forth, he or she will be subject to disciplinary action. Also, in the event that the company's employees found illegal actions and/or corporate governance principles and/or the Company's Code of Business Conduct, they can report a complaint or allegations to various channels as specified in the Company's complaints policy, whereby the Company will verify and protect of whistleblowers or complaints.

## **2. Responsibilities of the Board of Directors, Executives, and Employees**

### **2.1 Code of Ethics for Directors**

The Board of Directors of Jasmine Technology Solution Public Company Limited resolves to lead all the Company's employees and the Company itself towards the business success, by applying the following code of ethics:

1. Perform the duties at their highest capacity and fully devote themselves to the Company's assignments with integrity, honesty, and morality;
2. Be well behavioral models in terms of integrity, honesty, and morality;
3. Encourage the Company's employees to appreciate the significance and value of performing their duties with honesty and impartiality by supporting knowledge, perceptiveness, compliment and/or rewards to the officers and executives who express their loyalty, honesty, sincerity and morality towards everyone involved;
4. Upkeep the good image and reputation of the Company by refusing all the misconduct and avoiding any actions that might affect the Company's good esteem;
5. Not, or not allow others to exercise their authorities both directly and indirectly in order to generate personal benefits for themselves or others;
6. Be well behavioral models in terms of integrity, honesty, and morality, constitute trustworthiness, reliability, and uphold their own prestigious recognition, and focus on the international operation under good corporate governance by adhering to the principle of transparency and auditability.

### **2.2 Code of Conduct for Executives and Employees**

Jasmine International Public Company Limited is committed to conducting business in a transparent manner, taking into account, integrity, righteousness, and good responsibility for duties to both the stakeholders and the Thai society. The Company has therefore established a Business Code of Conduct specifically for the ethics of executives and employees, with the aim of ensuring that the Company's executives and employees adhere to an addition to the Company's regulations and policies regarding work practices.

### **2.2.1 Code of Conduct Towards the Company**

In order to ensure and sustain the Company's effective business operation and success in fulfilling mission and vision which have been created based on the principles of transparency and independence for business operation and with intent to preserve standards as a leading-company, each of the Company's executives and employees is required to

1. Perform duties with loyalty, diligence and dedication, fully applying knowledge and ability to enhance work efficiency with respect to the Company's interest as the core principle.
2. Never conduct oneself in a way that may damage the Company's image and good reputation.
3. Never commit misconduct or be deceitful or dishonest to one's own duties to the Company.
4. Never spend work hours or use office premises or any asset of the Company for one's own interest or other people who are not concerned with the Company's business or for illegal activities.
5. Strictly safeguard the Company's confidentiality and be cautious not to disclose or let the Company's news and documents leak or be known to outsiders or people who are not entitled to them prior to the Company's consent.
6. Conserve the Company's assets and prudently use them for optimum benefits, protect them with care from loss and damage and avoid waste in any aspect in a way that a reasonable person will manage his/her own property. Furthermore every executive and employee is required to cooperate with others within the organization in keeping the Company clean and tidy at all times.
7. Never engage in any activity that may be interpreted as competing with the Company's business, or give rise to conflicts of interest with the Company or adversely affect one's own job performance.
8. Avoid exploiting one's own position and authority or the Company's assets to provide a person or a political organization with any advantage or to lend them any support. Besides, every executive and employee should avoid getting involved in jobs that are likely to be politically- related so as to affirm the Company's honest intention not to play a part in any political activity.

### **2.2.2 Code of Conduct Towards Oneself**

Every executive and every employee have liberty and rights in their own way of behavior; however, sometimes, cases arising from personal matters affect the Company's image or reputation. Thus, the Company has set code of conduct towards oneself for executives and employees as follows:

1. Strictly perform duties in accordance with work rules defined by the Company and exercise one's professional knowledge honestly and loyally to do one's job without attempts to wrongfully seek personal advantage.
2. Never possess, carry or use arms, weapons, explosives, or any objects that may pose a serious threat to life and property while on the Company's premises.
3. Behave a good moral person, refrain from allurements which lead to ruin, and not conduct oneself in a way that may damage the Company's and one's own reputation; for instances,
  - 3.1 One must not run up debts.
  - 3.2 One must neither get involved in any form of gambling nor play share.
  - 3.3 One must not violate law or behave against moral principles and tradition.
  - 3.4 One must not be addicted to drugs, alcohol, and other intoxicants.

4. Never solicit or accept money, gifts or benefits of any form for one's own advantage or for an interest of any person in charge of a particular job or entrusted to take care of the Company's business or any transaction as it may cause damage to the Company's reputation.
5. Have positive attitudes and be willing to develop one's own virtue and ethical behavior; while at the same time, keep seeking knowledge, increase competence and skills to enhance efficiency and effectiveness at work.

### **2.2.3 Code of Conduct Towards Colleagues**

The conduct of every executive and employee towards colleagues, superiors, and subordinates that is in a right and appropriate manner brings about good understanding and relationship throughout the organization. This, consequently, helps strengthen cooperation at work that in turn results in effective Company's business operation. Thus, to achieve such aims, each of the Company's executives and employees is required to

1. Always lend support to other co-workers in an appropriate way and also retain and promote unity both in action and spirit among them for the Company's benefit.
2. Never provoke anyone or support any action that may cause quarrels, disunity or assaults.
3. Never use improper gestures or impolite, aggressive, and insulting oral or written statement with colleagues.
4. Not intent to directly or indirectly bear malice to, cause damage to, or denigrate reputation and progress of co-workers at all levels.
5. Be cooperative in creating an open work environment in which all co-workers are encouraged to constructively share their views and perspectives, display initiative, be willing to help one another, collaborate on problem solving, and provide useful suggestions for work improvement fairly and sensibly, without prejudice.
6. As a subordinate, be responsible for any job assigned by one's supervisor; whereas, as a supervisor, be responsible for the job one assigns to the subordinates.
7. As a superior, pay attention to one's subordinates by providing them with safe working environment, moral support and welfare; listening to their opinions; and treating them fairly based on right principles and reasons.
8. Take good care of health and safety and also maintain good environment for everyone in the organization.

### **2.2.4 Code of Conduct Towards Customers, Business Partners, and Society**

Both executives and employees are a significant mechanism that enables the Company's sustainable business growth, success in providing customers with quality service, and fair treatment of customers. They represent the Company for social development schemes and activities. With an awareness that society is its business foundation, the Company expects that every executive and employee

1. Always be willing to service customers and do one's best in conducting commercial transactions with the Company's business partners, apart from treating them all fairly equally with respect and no prejudice. Also, every executive and employee must not take advantage over customers. Regarding courtesy, one should communicate with all customers with polite words and treat them with good manners. Provided that a case that is beyond the scope of authority occurs, one should either explain reasons to customers or recommend them to contact relevant office or authority.
2. Always be able to provide customers and business partners with clear and accurate information so as to win their trust. Every executive and employee should also always listen to customers' opinions and suggestions and be prompt in clarifying doubts or questions for transparency.

3. Never involve in businesses or activities that are illegal or that may deteriorate society, people's spirit, morals, and values of general public.
4. Participate in social welfare and public charity activities and also support and promote knowledge enhancement that is beneficial to social upgrading and development as well as people's better life quality. Nevertheless, those activities must not cause negative impacts to the Company's business.

### **3. Responsibilities for Business Operations**

#### **3.1 Compliance with Laws, Rules and Regulations**

The Company places the importance on the Compliance with Laws, Rules, and Regulations related to the business operation which the directors, executive, employee must abide by the laws, not violate strictly as follows:

1. Must study and understand the laws, regulations, rules, orders and notices as well as operating procedures related to duties and responsibilities and strictly abide by it
2. Must respect traditions and the culture of each locality in every country where the Company invests
3. Must not support circumvention or violates compliance with laws, regulations, rules, orders and notifications of the Company
4. In the event of an action that violates or fails to comply with laws, regulations, rules, orders and notifications of the Company, report to the supervisor of the agency or channels for receiving complaints according to the policy for receiving complaints immediately

#### **3.2 Anti-Corruption**

The Company are committed to conducting business with integrity and transparency in accordance with good corporate governance principles covering the Company's business in every country and related agency. The Company supports and encourages the directors, executive, and all-level employees to places the importance on and recognizes anti-corruption, as well as establishing the anti-bribery and corruption internal control in all forms.

1. Must not commit or support bribery in any form whether directly or indirectly
2. Must not take any action intending to corruption, giving or accepting bribes to government and private officials or stakeholders related to the Company to obtain or maintain a business or competitive advantage or for the benefit of oneself and those involved
3. Must not perform or refrain from performing in a position of duty or abuse of power in a position of duty to seek unreasonable benefits in various forms, such as calling for, receiving, offering or giving assets including any other benefits to government officials or any other person doing business with the Company
4. Must not abuse of power to corruption

#### **3.3 The giving and receiving of gifts, souvenir, or any other benefits**

All employees must refrain from offering, giving, or promising gifts, souvenir, or any other benefits to customers or business partners of the Company. The act of giving gifts, souvenir, or any other benefits may be conducted on various occasions according to customs, traditions, or under good moral principles, intended to foster good relationships and uphold a positive image of the Company. However, such actions must have reasonable

justifications, be appropriate, and not impact business decision-making, also comply with relevant laws and regulations.

All employees must refuse to accept gifts, souvenir, or any other benefits that are related to the performance of their duties or responsibilities assigned by the Company. This is to avoid any perception of bias or undue influence in conducting business. However, if it is necessary to accept gifts, souvenir, or any other benefits that cannot be reasonably avoided, or if the acceptance of gifts or souvenir is customary during certain festivals or in accordance with good traditions and customs, such acceptance must be transparent and documented with the Company. The value of gifts and souvenir should be appropriate and not exceed 3,000 Baht (three thousand Baht) per recipient per occasion.

### **3.4 Stakeholder**

The Company is committed to conducting its business in a manner that considers the interests of the Company and all its stakeholders, under transparent and verifiable governance. It is the duty of the directors, executives, and all employees to avoid any involvement that might result in a conflict of interest, potentially disadvantaging the Company by complying with the following to prevent conflicts of interest:

1. Avoid any actions that would result in a conflict of interest with the Company, whether arising from interactions with the Company's business partners or from utilizing opportunities or information obtained through their duties.
2. Conduct business transactions with honesty, reasonableness, and a focus on the best interests of the Company.

### **3.5 Conflict of Interests Prevention**

The Board of Directors, executives, and employees of the Company must avoid any conflicts of interest or overlapping benefits that may have an impact on the Company. They are required to immediately report to the Company if they are aware of any conflicts of interest or overlapping benefits or if they have close relationships with the Company's partners. Conflicts of interest between the Board of Directors, executives, and employees and the Company's interests can arise in various forms. Therefore, the Company has established the following guidelines for everyone to adhere to.

#### **1. Receiving money or other remuneration**

Directors, executives, and staff members at all levels shall not personally receive any money or benefits whether directly or indirectly from the Company's customers or business partners, or from any other persons when working on behalf of the Company.

Directors, executives, and staff members at all levels shall not borrow or raise funds from, or lend money to, the Company's customers or business partners, unless they are independent customers of banks or financial institutions which are connected to the Company.

#### **2. Engaging in other business outside the Company**

Directors, executives, and staff members at all levels shall not engage in any other business that affects their performance, duties and working hours in the Company. Every member of the Company is prohibited from participating in any other business which is in competition with the Company, regardless of whether the management or the staff directly or indirectly benefit from that business.

#### **3. Engaging in business with the Company**

Every director, manager and staff member shall disclose his or her relationship including those of their families' members namely: parents, spouses, unmarried life partners, siblings, off springs and their

spouses and adopted children with any other business entity the Company may be dealing with, according to the Company's disclosure criteria.

No director, executives or staff member may approve a business transaction on behalf of the Company if he or she has a conflict of interests related to that transaction. Prior to entering into any business transaction, the person executing business transaction on behalf of the Company has a duty to examine whether there is any relationship between business partners and the Company's directors, managers and staff members who are conducting business with those partners so as to prevent any potential conflict of interest that may arise.

- a. Business Partners as Individuals: Business partners are those who used to be the Company's directors, executives or staff members not over a year ago or being parents, spouses, domestic partners, siblings, children including their spouses and adopted children of the Company's directors, executives or staff members (including those of the persons who used to be the Company's directors, executives or staff members not over a year ago); and
- b. Business Partners as Juristic Persons: Business partners which the Company's directors, executives or staff members (including those who used to be the Company's directors, executives or staff members not over a year ago) or the parents, spouses, domestic partner, siblings, children including their spouses and adopted children of the persons specified in this clause (b) are the directors, executives, consultants or shareholders either directly or indirectly holding shares more than ten (10) per cent of the total outstanding shares of such business partner in aggregate.

In case that any business partner appoints a representative, sub-contractor or any other person to co-perform their works as assigned by the Company and such persons having the same characteristics as described in paragraph (a) and (b) above, then those persons including the business partners themselves are presumably considered having relationship with the Company's directors, executives and staff members.

### **3.6 Outside directorships or profit organization outside the Company**

The Company has no policy to nominate members of its management team as board members of a company or profit organization outside the Company. In the event that a member of the Company's executive is invited to serve on the board of a company or profit organization outside the Company, approval is required as outlined below, unless the invitation is for a non-profit organization, which a written notification in relation

In this regard, the invitation as aforesaid does not infringe any related laws or regulations governing the Company's business. Furthermore, the person involved shall not use his or her position in the Company to promote the business of the outside company.

### **3.7 Related Transactions within the Company**

In the case of related transactions amongst the Group Company, the Company shall conform to the rules and procedures of granting approval by upholding its best interests as if the Company were dealing with outside parties on an arm's length basis.

### **3.8 Anti-Money Laundering**

The Company acknowledges the importance of complying with laws related to anti-money laundering and has implemented work practices in accordance with the Anti-Money Laundering Act by focusing on directors, executives, and employees of the Company protect themselves from becoming a tool of any form of money

laundering. This is achieved by establishing guidelines and audit procedures to monitor and ensure compliance, while providing support and guidance to staff in case of any non-compliant activities. Accurate financial and asset records are maintained and documented in accordance with legal requirements.

### **3.9 Safeguarding the Company's Assets**

Directors, executives, and all employees have a duty and responsibility to ensure the Company's assets are properly used and safeguarded against damage or loss. They must not misuse the Company's assets for purposes other than intended or use it unlawfully.

### **3.10 Use of Insider Information and Confidentiality Protection**

The Company realizes the importance of insider information or any material news affecting the change in securities prices which have not been disclosed to the public as confidential information of the Company. The directors, executives and employees must keep the inside information confidentially, and must not share the inside information to others or using inside information to seek profit or benefit from illegal trading of securities or make the Company lose benefits, whether directly or indirectly. Also, the Company recognizes the importance of the use of insider information in compliance with the Securities and Exchange Act B.E. 2535 (including its amendments) (the "**Securities and Exchange Act**") and relevant regulations. The Company has established the following insider information policy as follows:

#### **Use of Insider Information**

Directors, executives, employees, and staff of the Company who are aware of or have access to insider information are required to adhere to the following practices:

- (1.) They are prohibited to disclose "insider information" to other people, whether directly or indirectly and by any means, knowing or should have known that the receiver may use such information for the purpose of buying or selling securities, or to be bound by futures contract relating to securities, whether for oneself or others.
- (2.) They are prohibited from providing opinions or advice on trading the Company's securities, except when it is related to their assigned responsibilities.
- (3.) Employees, who are relevant to the preparation of financial statement information, are not allowed to trade Company's Securities within the period of 30 days prior to the disclosure of annual financial statements and within 24 hours after the disclosure of the financial statements, or other disclosure which may impact on the Company's securities price.

"Insider information" means information that has not been generally disclosed to the public, which is material to changes in the price or value of securities, including information about the Company that is likely to significantly impact the price or value of its securities or investment decisions. Such information encompasses details about the Company, major shareholders, controlling persons, or important executives of the Company, and should be reasonably clear for general investors to use in making informed investment decisions.

#### **Confidentiality Protection**

The Company realizes the importance of Company's confidentiality protection which has not been disclosed to public and may impact on the operation od price of Company's securities to prevent mistakes caused by carelessness, resulting in data leaks leading to great damage and reputation of the Company damaged. The practices for directors, executives, and all employees are set as follows:

- (1.) Must not use the Company's confidential information to disclose to another person.

- (2.) Must not use information obtained from being a director for personal gain or outsiders.
- (3.) Create an environment in the organization to facilitate the protection of confidential information from leaking or falling to unrelated parties which may cause the Company damaged.

### **3.11 Intellectual Property or Copyright**

Intellectual property or copyright is a very valuable asset (i.e. copyrights, patents, trademarks and trade secrets), either belong to the Company or otherwise, is essential for maintaining the competitive advantage in business. The Company shall uphold and protect the Company's intellectual property rights and utilize them responsibly including respecting other intellectual property rights as well. The practices for directors, executives, and all employees are set as follows:

- (1.) Any work that employees generate as assigned or for the Company in the course of their employment shall be deemed copyrighted by the Company. Consequently, all copyrighted works as stipulated by this policy shall be submitted to the Company; regardless of any format they are created.
- (2.) The Company shall protect the Company's benefits by undertaking the official registration of trademark, patent, copyright, and intellectual properties in order to avoid any infringement by other individuals.
- (3.) To ensure the appropriate use of computers and information technology in compliance with the laws and regulations namely "Computer Network and Internet Safety Regulations" and the Computer Related Crime Act. B.E. 2550 (2007), there shall be the Information Technology Unit that is responsible for monitoring and controlling the use of computer network and internet. For example, all computer programs and software needs license verification and their installation must be authorized by Information Technology Unit. Any wrongful action or noncompliance with the regulations shall be considered as a disciplinary offence.
- (4.) The Company shall comply with the intellectual property laws, for example, Thai Trademark Act, Thai Patent Act, and Thai Copyright Act, including other related laws. The Company shall provide the employees with the training course on intellectual property laws as well as promote their participation.
- (5.) The use of external party's copyrighted work or information, of which the rights are acquired, or for internal use, shall be ensured that it shall not cause a liability for breaches of intellectual property rights.

### **3.12 Human Rights**

The Company attaches importance to equity, support and respect for human rights which treats all stakeholders with fairness based on human dignity. The company does not act in violation of human rights and has a policy in accordance with the guidelines on human rights promulgated in various countries, including the Declaration and conventions of the United Nations on Human Rights by Unfair Discrimination of Persons on the basis of differences in origin, race, language, age, education, institution, gender, disability, physical condition or health. status of a person and economic or social standing, support and respect for human rights. The Company has set the practices as follows:

- (1.) Every stakeholder shall be treated under the principles of Human Rights with realization of their human rights and dignity.
- (2.) The Company shall promote impartiality and equitable treatment without any discrimination. There shall be no violation of an individual's rights neither by verbal or action because of his/her difference

in terms of nationality, gender, age, religious, place of birth, language, culture, education, physical appearance, economic and social status, attitude, believe, etc.

- (3.) Respect for human dignity shall be provided to all employees who will be encouraged to exercise their legitimate rights in accordance with the Constitution and other laws. In doing so, knowledge should be given to all employees in a manner that benefits their understanding on the laws prescribing about rights and duties, and responsibilities of themselves as well as respect for other's rights and duties. The Company shall also promote the good relationship building activities that every employee can adopt as guidelines.
- (4.) Personal information of stakeholders shall be kept confidential. There shall be no breach of or unlawful exploitation from such personal information. The disclosure or utilization of such personal information must be approved by the owner, except for the lawful action according to the laws, regulations and the Company's Articles of Association.
- (5.) There shall be the follow-up process that monitors and controls the Company's business operation and performance of employees to avoid any action that involves in human rights infringement.

### **3.13 Safety, Occupational Health and Working Environment**

The Company attaches great importance to the management of quality, safety, occupational health and working environment with standards by focusing on the operation of the business in accordance with the Occupational Health and Safety Management Systems including suitable for the changing circumstances of the organization as well as develop the management to be more efficient as follows:

- (1.) Directors, executives and employees must adhere to and perform their duties in accordance with the law, policies, and requirements and strictly adhere to quality, safety, occupational health and environment standards.
- (2.) The Company will take every effort to control, supervise and prevent any form of loss due to accident, fire, injury or illness from work, loss or damage of property security, incorrect operation and various errors that occur as well as maintaining a safe working environment.
- (3.) Providing public relations and communication to create knowledge and understanding, and disseminate knowledge to employees to know and understand the rules, procedures and methods of operation, various precautions in terms of safety, occupational health and environment as well as to implement it properly without causing harm to health, property and environment.
- (4.) Promoting and instill awareness of safety, occupational health and environment as a way of life for employees' daily life.
- (5.) Providing testing and practice procedures in the event of an emergency and is regularly reviewed and updated.
- (6.) Providing appropriate and sufficient resources for occupational safety and health operations and environment.

## **4. Responsibility for Stakeholders**

The Company has given importance to the rights of all groups of stakeholders whether it is internal stakeholders such as employees and executives of the company or external stakeholders such as creditors, customers, etc. The Company realizes that the support and opinions from all groups of stakeholders will be beneficial in the

operation and business development. The company operates with fair competition principles and ethical, honest, and free from corruption. The practices are as follows:

#### **4.1 Practices towards Stakeholders**

The Company equally respects the rights of all the stakeholders whether they are the inside stakeholders such as the Company's employees and the executives or the outside-party stakeholders such as creditors and customers, etc. The Company realizes that the support and suggestions from every group of stakeholders are valuable and beneficial to both the operation and business development. Therefore, the Company will operate the business being in line with principles of fair competition and ethical without corruption. The practices are as follows:

1. Perform duties with integrity and take any action with care, prudence, transparency and upholding the best interests of shareholders as priority
2. Respect the rights and equality of all shareholders by treating them equitably and fairly and not take any action in a manner that may cause conflicts of interest
3. Do not use internal information to seek benefits for yourself and your friends including not disclosing confidential information to outsiders
4. Provide opportunities for shareholders to propose matters to be included as meeting agendas or nominate a person who is deemed appropriate to be considered for appointment as a director of the Company according to the criteria set by the Company
5. Establish an investor relations unit to provide information, answer inquiries and receive suggestions from shareholders

#### **4.2 Practices towards Clients**

The company is committed to responding and providing good service to create satisfaction and confidence for customers to receive good quality products and services at reasonable prices and continuously raise the standard to a higher level including maintaining good and lasting relationships. The company adheres to the mission to take care and develop the quality of products and good service to be the best choice for customers. The practices are as follows:

1. To be committed to continuously improving the quality of products and services to meet the needs of customers.
2. To strictly comply with conditions provided to the customers. In the event that any particular condition cannot be met, we are required to immediately notify the customers concerned and jointly seek solution to the problem.
3. To safeguard customer confidentiality and to refrain from abusing it for personal interest or for the interest of other parties.
4. To deal with customers in a polite and efficient way and to gain their trust.
5. To set up a system and process where customers can file complaints regarding the quality, quantity, or safety of our products and services as well as the speed of response and delivery.
6. To give accurate, adequate, and timely information about our products and services to customers without exaggeration that may lead to misunderstanding about the quality, quantity, or condition of such products or services.
7. To refrain from demanding, receiving, or paying any improper benefits to our customers.

#### **4.3 Practices towards Employees**

The Company realizes the importance of the Company's employees which is the most valuable resource of the Company. Therefore, it gives importance to human resource management on the basis of equality and fairness, developing skills supporting advancement and essential for working in the digital era, as well as enhancing employee engagement facilitating continuous improvement. The practices are as follows:

1. Comply with laws and regulations related to employees and principles on basic human rights regardless of discrimination, race, religion, sex, age, color, disability, status, educational institution or any other status not directly related to work performance and respect for the individual and human dignity.
2. Support to develop the potential of human resources for the maximum benefit to the Company and encourage employees to participate in building a good corporate culture with teamwork and creating an atmosphere and feeling of safety at work.
3. Provide welfare as required by law and additional welfare such as life insurance and group of accident, annual health check, provident fund Welfare benefits, such as funeral assistance in the event that the employee and the employee's father, mother, child or lawful spouse dies, etc.
4. Determination of compensation and benefits appropriately and in line with the Company's performance both in the short term and long term creates a good working atmosphere.
5. Responsible for maintaining health and sanitation and a safe working environment for employees' lives and properties, strictly adhering to labor laws.
6. Avoid any unfair action that may affect employees' job security or harass and psychologically threaten employees.
7. Provide procedures and channels for employees to file grievance on unfair treatments and whistleblowing on malpractice in the Company while protecting them by keeping the complaint as confidential and safeguarding their work status.

#### **4.4 Practices towards Business Partners**

The Company has a policy to treat both the counterparts and the creditors fairly in compliance with trading conditions and/or terms in mutual contracts taking into account mutual benefits. The practices are as follows:

1. Maintain a good and sustainable relationship with counterpart in the selection of partners.
2. Comply with clear procurement regulations in accordance with procurement policies and selection of qualified partners and application as counterpart establish a suitable and standardized contract format to create a good business relationship beneficial all parties.
3. Not support products or actions that infringe on intellectual property and business.
4. Build and maintain lasting relationships.
5. Adhere to contracts and conditions with creditors essentially to maintain the Company's credibility.
6. Avoid situations creating a conflict of interest or bringing defamation to the Company's reputation or contrary to any law.

#### **4.5 Practices towards Creditors**

The Company has a policy to equitably and fairly treat the creditors. We make efforts to comply with all contractual obligations, provide reliable information and accurate reports, confer or negotiate for solutions to problems. The practices are as follows:

1. To strictly comply with agreements and conditions agreed upon in a transaction, in addition, if any particular condition cannot be met or default in payment, the Company shall inform the creditors promptly to jointly seek acceptable solutions.
2. To manage the capital structure appropriately in order to support business operation and maintain creditors' trust.
3. To refrain from demanding, receiving or paying any improper benefits to our creditors.
4. To develop and maintain good relationship with creditors in order to build trust and credibility.

#### **4.6 Practices towards Competitors**

The Company treats its competitors according to the framework of fair competition rules, supports and promotes the policy of free and fair-trade competition without monopoly, not contrary to law and ethics by maintaining the norms of conduct in competition. The practices are as follows:

1. To treat business competitors within a fair competition framework and not take advantage of competitors by unlawful means.
2. Not to take action with competitors that reduce or limit trade competition.
3. To avoid damaging business competitors' reputation by abusive accusation.

#### **4.7 Practices towards Regulatory and Government Agencies**

The Company conforms to regulatory and government agencies in order to do our business legally. We also comply with all relevant laws and regulations. The practices are as follows:

1. To strictly conform to all relevant business laws, announcements, regulations, and rules appointed by regulatory and government agencies as well as to comply with laws in countries with our investment presence.
2. To refrain from collaborating or supporting any organizations or activities in relating to law disobedience.
3. To inform responsible persons promptly if there is any case of violations or disobediences to laws or the Company's regulations in order to resolve and prevent the malpractice.

#### **4.8 Practices towards Community, Society, and Environment**

It is our policy to conduct business that shall benefit the economy and society while safeguarding customs, traditions, and cultures. We also contribute to uplifting the quality of life for the society both by ourselves and through collaboration with the relevant authorities and the communities. To support this policy, the Company and subsidiaries regularly organize constructive social activities as well as cultivate the social consciousness of employees in all levels to be truly and constantly aware of social responsibilities. By doing this, we shall be able to maintain our good corporate culture which shall ensure a sustainable growth of the Company. The practices are as follows:

1. To conduct our business base on the responsibilities towards community, society, and environment as well as consider about the impact on the quality of life, safety, and conservation of natural resources.
2. To provide education and trainings for employees of all levels in order to instill constant awareness of responsibility towards community, society, and environment as well as encourage them to participate in activities held by the Company.

3. To encourage employees to use energy and resources economically, worthily, and efficiently to maintain the balance in nature and environment.
4. To improve information and communication system of the Company so that it is able to serve all operation sectors for an effective resource management.
5. To promote and preserve Thai cultures and traditions by supporting and cooperating with policies and activities of both government and private sectors.
6. To regularly organize activities in order to participate in the development and improvement of community, society, and environment with the intention to preserve religion, improve and develop the quality of life for children, the disadvantaged, and the elderly, give support on education and sports, take part in social activities, help disaster victims as well as improve, preserve, and revitalize the environment according to the principles of sustainable development to live happily together.
7. To promote the awareness of social responsibility to every group of stakeholders and other people as well as give them opportunities to realize the importance of social responsibility and take part in taking care of their community, society, and environment.

#### **4.9 Prioritizing quality, safety, occupational health, and environmental sustainability**

The Company prioritizes the management of quality, safety, occupational health, and environmental sustainability to achieve and maintain excellence in accordance with sustainable development goals. The Company has established a comprehensive safety management system to instill confidence in the safety and well-being of all employees and the surrounding community. Environmental protection is also emphasized to promote sustainable development.

### **5. Supervision and Administration**

1. Every director, executive and staff member shall acknowledge, understand, and strictly adhere to the Company's Code of Business Ethics (the "Code") in the performance of his or her duties. If any unethical conduct is discovered, the Company shall consider and take reasonable actions against wrongdoer by issuing warning either verbally or in writing; and if such non-compliance act is against the Company's general regulations or working regulations, he/she should be punished appropriately under the process specified in the Working Regulation of the Company.  
Directors, executives and employees shall communicate to their family members (i.e. parent, spouse, unmarried life partner, sibling, offspring and his/her spouse, including adopted children) regarding the principles of Code of Business Ethics and Anti-Bribery and Corruption Policy.
2. It is the duty of every director, manager and staff member to acknowledge the Code in writing when they first join the company and further acknowledge and understand all amendments that are made and communicated.
3. Directors, executives and staff members shall not conduct any act with the intention to avoid complying with the Code or take parts in any action of their family members, relatives, acquaintance so as to get around the principles thereunder for any indirect personal gain.
4. All executives and supervisors should behave as role models in compliance with this Code for the staff, promote the Code among their subordinates and encourage all of them to comply with its conditions.

5. Every director, executive and staff member has a duty to report any activity that infringes the Code or situation where they were forced to perform a task that conflicts with the Code, to their supervisor or the Company, as the case may be promptly.

The Company has a policy to protect the identity of anyone who reports non-compliance with the Code. All information received will be treated in the strictest confidence.

## 6. Handling Complaints for Business Code of Conduct

The Company expects all employees to collectively monitor and ensure that work practices are carried out efficiently and in compliance with laws, regulations, and aligned with good corporate governance and business code of conduct by supporting the reporting of any perceived or suspected violations of these principles to superiors in the chain of command with integrity, or seek advice from the Human Resources department. The information provided in such cases will be treated as confidential by the Company.

To ensure equal and fair treatment of all parties involved, employees of the Company have the right to submit complaints when they encounter inappropriate behavior or actions that violate the Company's business code of conduct. Complaints should be accompanied by supporting documents and submitted through the designated channels as outlined by the Company's procedures. It will initiate the process of investigation and evaluation. Every complaint with clear evidence will be handled consistently, transparently, and with care, while ensuring fairness to all parties. Appropriate timelines will be set for conducting investigations to ensure the Company's operations are efficient and in accordance with good corporate governance principles. The Company has established a framework for handling complaints, which is as follows:

### 6.1 Complaint Report

The Company has established various channels for employees to report complaints regarding suspected violations or non-compliance with the Business Code of Conduct. Employees can report such cases through the following channels:

- 1) The supervisor or manager in the next hierarchical level whom the complainant or whistleblower trusts.
- 2) Human Resource Department
  - Tel. 0-2100-3050
  - E-mail: [jts\\_hr@jasmine.com](mailto:jts_hr@jasmine.com)
- 3) Internal Audit Office
  - Tel. 0-2100-8300
  - E-mail: [jts\\_internalaudit@jasmine.com](mailto:jts_internalaudit@jasmine.com)
- 4) The designated complaint handler appointed by the President
  - Mail: Sent to President, Jasmine Technology Solution Public Company Limited, No. 200 Moo 4, 9th Floor, Jasmine International Tower, Chaengwatana Road, Tambol Pakkret, Amphoe Pakkret, Nonthaburi

Whistle-blower must identify name and last name, address, telephone number, or email, as well as the name or details of whistle-blowing to express sincerity without the intention of harming or causing damage to others.

Complaints will be kept confidential and will be investigated, and solutions will be sought and reported to the Audit and Corporate Governance Committee.

## **6.2 Subject Matter for Whistle-blowing**

1. Seeing any acts of corruption involved with the Company either directly or indirectly, for example, seeing personnel giving or receiving bribery from government officer or private sector
2. Seeing any violations on the Company's regulations or any acts affecting the Company's internal control system which leads to doubt that such act may involve in corruption
3. Seeing any acts causing the Company to lose benefits and destroying its reputation
4. Seeing any violations on laws, moral, and the Business Code of Conduct

## **6.3 Investigation Process and Penalties**

1. When receiving a disclosure from a whistle-blower, the Audit Committee shall filter out the information and investigate into the truth. The President and executives may take part in the investigation according to the discretion of the Audit Committee.
2. During the investigation, the Audit Committee may assign a representative (executive level) to periodically report the progress to the whistle-blower or the complainant.
3. If the investigation reveals that the information or evidence leads to a belief that the accused has taken action on corruption, the Company shall provide the right for the accused to be informed of the allegation. The right for the accused to prove him/ herself innocent by finding additional information or evidence that he or she does not involve in any act of corruption being accused shall also be provided.
4. If the accused has truly practiced corruption, such corruption shall be deemed as an action against the Anti-Corruption Policy and the Company's Business Code of Conduct, hence, the accused shall be subject to penalties according to JTS Group disciplinary action. If such action on corruption is illegal, the wrongdoer may be penalized in by laws.

The disciplinary penalty of the Company and the decision of the Audit Committee is considered to be final.

## **6.4 Complaint Process**

The complaint handler is responsible for collecting information from all complainants and coordinating with relevant departments involved in various actions together with monitoring the progress and provide feedback on the investigation to the complainants, in cases where the complainant's identity is known. In addition, a report on the progress and outcomes of the investigation will be provided to the relevant team, which may include executives from various departments, the Audit and Corporate Governance Committee, or the Board of Director, depending on the nature of the complaint.

## **6.5 Measures and Protection for Whistleblowers, Complainants, and Collaborators in the Investigation**

1. The information of whistleblowers, complainants, or individuals collaborating in the investigation will be kept confidential. Disclosure of information will be limited to what is necessary and only with the consent of the whistleblower or complainant, specifically to individuals involved in the investigation.
2. Appropriate compensation will be provided to individuals who have suffered adverse consequences.
3. Destruction of evidence, retaliation, intimidation, or harassment against whistleblowers, complainants, or individuals collaborating in the investigation is strictly prohibited. Responding with such behavior will result in the highest disciplinary penalties, including possible termination of employment.

Policy	No.	Approved by	Effective on
Business Code of Conduct	-	The resolution of the Board of Directors at the meeting No. 12/2021 convened on December 21, 2021	December 21, 2021
Business Code of Conduct	1	The resolution of the Board of Directors at the meeting No. 2/2023 convened on March 23, 2023	March 23, 2023
Business Code of Conduct	2	The resolution of the Board of Directors at the meeting No. 4/2024 convened on May 13, 2024	May 13, 2024
Business Code of Conduct	3	The resolution of the Board of Directors at the meeting No. 5/2026 convened on March 24, 2026	March 24, 2026

Form for Reporting Violations or Non-Compliance with the Business Code of Conduct

Date.....Month.....Year.....

Dear.....  
My position is.....  
Department.....  
Supervisor.....

I would like to file a complaint regarding a violation or non-compliance with the business code of conduct. The details are as follows:

Violation or Non-Compliance: [A detailed description of the violation or non-compliance with the business code of conduct.].....

Individual Involved: [Name of the individual who committed the violation or non-compliance.] .....

Department/Division: [Department where the individual is affiliated.].....

The individual mentioned above has engaged in actions that violate or fail to comply with the business code of conduct. The specific details of the incident are as follows:

- 1) .....
- 2) .....
- 3) .....

I hereby report that I have been coerced or forced by [Mr./Mrs./Ms. Full Name].....

from [Department]..... to engage in actions that violate the business code of conduct. The specific details of the incident are as follows:

- 1) .....
- 2) .....
- 3) .....

I have attached the relevant documents or evidence (if any) to support and facilitate the investigation process. Please consider them as part of the overall evaluation.

.....  
.....  
.....

Please kindly consider.

Sincerely yours,

.....  
(.....)

Complainant/Reporter