

## Code of Conduct

To ensure the efficient business operations of Bangkok Lab & Cosmetic Public Company Limited (“the Company”) to accomplish the established objectives and goals and to provide guidelines in operating business with responsibility, transparency, and integrity, the Company has formulated the Code of Conduct for the directors, executives, and employees to adhere to in performance of their duties.

### **Section 1 Code of Conduct for Directors, Executives, and Employees**

#### 1 Compliance with Laws and Regulations

1.1 Comply with laws, rules, and regulations as well as respect the customs and traditions related to the Company’s business

1.2 Strictly comply with the Company’s rules and regulations

#### 2 Behavior

2.1 Uphold virtues, righteousness, and fairness and refrain from seeking undue positions, merits, or any other benefits from superiors or other related persons

2.2 Refrain from all vices and addictions and from bringing dishonor upon oneself or the Company

2.3 Refrain from engagement in jobs, occupations, or any actions that could undermine one’s performance of duty or reputation of oneself or the Company

2.4 Avoid disclosing or commenting on others’ information or news, whether personal or related to work that could harm that person or the image of the Company

2.5 Foster and maintain unity

#### 3 Performance of Duties

3.1 Perform duties with utmost responsibility, perseverance, and attention as well as strive to achieve success for the benefits of the Company with integrity and participate in the Company’s activities dedicated to enhancing quality, efficiency, and developing the Company toward achieving excellence

3.2 Perform assigned duties with the utmost knowledge and competence and have a strong sense of duty and responsibility over the performance outcome

3.3 Spend time at work performing tasks efficiently to ensure more effective performance and refrain from inducing others to spend their time at work on activities that do not benefit the Company

3.4 Develop virtues and morality and commit to seeking knowledge to enhance one's skills and competence

3.5 Collaborate in fostering, protecting, and preserving the Company's reputation by maintaining a positive attitude and serving as a good employee who takes pride in the Company and helps promote the Company's good image to the public

3.6 Superiors should treat colleagues and subordinates politely and courteously; display good human relationship and leadership skills; present themselves as role models; listen to others' opinions; and treat them fairly with principles and justification

3.7 Subordinates must not show aggressive, rebellious, or hostile behaviors toward their superiors but must honor others, be tactful, and refrain from any act that shows disrespect for superiors, stakeholders, state agencies, and outside contacts

#### 4 Maintaining the Company's Confidential Information

4.1 Refrain from exploiting the Company's information for personal or others' gain but use it for the benefits of the Company

4.2 Refrain from disclosing the Company's inside information except for the information that has been authorized for disclosure or that has publicly been disclosed

4.3 Do not disclose the Company's business information to competitors even after the retirement, resignation, or termination of the directors, executives and employees

#### 5 Protection of the Company's Assets and Information

5.1 Utilize the Company's assets to the fullest to ensure maximum benefits

5.2 Store information, keep the Company's assets in good condition, and safeguard them against damage and loss to allow for their efficient and sustainable use

5.3 Refrain from using the Company's assets or information for personal or others' gain

## 6 Exercising Social and Political Rights

6.1 Uphold a constitutional monarchy with a democratic form of government and support the personnel's freedom to exercise their political rights under the constitution and relevant laws

6.2 Exercise the rights and freedom to participate in social activities but refrain from any actions that are against the laws, morality, or social order, and maintain dignity and pride in oneself

6.3 Refrain from any actions that could be construed as the Company's engagement or support to any political party

## **Section 2 Code of Conduct for the Company**

### Equitable Treatment of Stakeholders

#### 1 Treatment of shareholders and investors

1.1 Develop the Company to achieve growth, progress, good operating results, and proper returns to shareholders and investors in a steady and sustainable way

1.2 Operate business with integrity and make business decisions with transparency, circumspection, prudence, and fairness to all shareholders equitably for the highest benefits of shareholders as a whole

1.3 Report the Company's status, operating performance, financial status, financial information, and others on a consistent, complete, and accurate basis

1.4 Keep all shareholders up-to-date with the Company's future trends and outlook, both positive and negative, based on the possibilities backed by sufficient reasonable information

1.5 Refrain from seeking undue benefits for oneself or other related persons by exploiting the Company's inside information or acting in any way that may cause a conflict of interest with the Company

#### 2 Treatment of customers

To ensure maximum customer satisfaction, the Company has adopted a quality management system and made customer satisfaction enhancement one of its key objectives.

### 3 Treatment of business partners and/or creditors

3.1 Foster good relationships with business partners and/or creditors, conduct business with mutual support and fairness, treat business partners and/or creditors equitably, and avoid situations that could cause any conflicts of interest with them

3.2 Refrain from any corrupt practices with business partners and/or creditors, and where there is evidence of any fraud, disclose the case to business partners and/or creditors to jointly find solutions to the problem promptly and fairly

3.3 Strictly observe all conditions given to business partners and/or creditors, but if the conditions cannot be observed, notify the business partners and/or creditors to find solutions

### 4 Treatment of business competitors

4.1 Treat business competitors under the rules of free and fair competition and competition laws

4.2 Refrain from defaming business competitors through slander

4.3 Refrain from improperly seeking the confidential information of business partners

### 5 Treatment of employees

5.1 Strictly observe employee-related laws, rules, and regulations

5.2 Provide a pleasant work environment which is safe for employees and their properties

5.3 Treat employees politely and respect their individuality and human dignity

5.4 Provide fair compensation for employees

5.5 Promote, transfer, reward, and punish employees fairly based on their knowledge, ability, and suitability

5.6 Give priority to employee potential development

5.7 Avoid any unfair practices that may disrupt employees' job security, threaten, or put them under mental stress

5.8 Support employees' rights to file complaints for any unfair treatment in line with the prescribed system and procedures

5.9 Listen to the comments and suggestions of employees at all levels equally and equitably

## 6 Treatment of government agencies

The Company carries out business with commitment to promote and develop the country's advancement and in compliance with the laws, rules, the Company's Articles of Association, and other relevant regulations. The Company pledges to forge good relationships with government agencies and relevant organizations in providing information carefully and prudently.

## 7 Treatment of communities, society, and the environment

7.1 Operate business with concern for quality, job security, occupational health and safety of employees, society, communities, and the environment and promote efficient energy management

7.2 Strictly observe all laws related to natural resource and environmental conservation

7.3 Refrain from supporting activities that harm society or morality and/or that promote vice

7.4 Support employees to take part in activities contributing to the development of communities, society, and the environment and constantly raise awareness on community, social, and environmental responsibility among employees at all levels

7.5 Implement a grievance system for matters affecting communities, put in place a system to handle complaints, comments, and suggestions especially matters that may impact communities or the Company's operations, and inform the complainant of the results in due time. Added to this is promoting mutual interests and sustainable co-existence between the Company and communities

7.6 Quickly and efficiently respond to any incidents that affect the communities, society, and the environment as a consequence of the Company's business operations by giving full cooperation to the state officers and relevant agencies

7.7 Give back to communities by funding activities benefiting society and the environment

### **Related Policies**

- Corporate Governance Policy
- Social Responsibility Policy

- Conflict of Interest Policy
- Anti-corruption Policy
- Use of Insider Information and Securities Trading Policy of Directors, Executives, and Employees
- Personal Data Protection Policy

### **Review of the Policy**

The Code of Conduct Policy is reviewed and assessed regarding its completeness and adequacy every year.

This Code of Conduct Policy was approved by the Board of Directors' Meeting No.6/2565 on October 19, 2022 and took effect from November 10, 2022 onwards. Continuous enforcement of the Policy is endorsed upon the conversion of the Company into a public limited company.