

Corporate Social Responsibilities (CSR) Policy

Chotiwat Manufacturing Public Company Limited (“the Company”) has constantly realized the importance of its responsibility toward society, environment and every stakeholder group as well as the significance of sustainable investment which shall take into consideration the operational outcomes on the environment, society and governance or ESG. This shall reflect the potential and efficiency of extensive business operation while minimizing potential ESG risks. Thus, the Company has set forth the policy on Corporate Social Responsibilities: CSR which consists of 8 principles as follows: fair and ethical business operation, anti-corruption, respect of human rights, equal treatment of labor, responsibility for consumers, environmental management, mutual development of the community and society and the development and dissemination of innovation derived from business operation that emphasizes on the responsibility toward society, environment and stakeholders with the aim to ensure that the Company’s business operation shall be in line with the principles and guidelines on corporate social responsibility stipulated by the Stock Exchange of Thailand (“SET”). Details of CSR policy of the Company are described below:

Business Operation

1. Fair and Ethical Business Operation

1.1 The Company strives to operate the business with honesty, integrity and fairness while taking into consideration its social responsibility in terms of laws, code of conduct and dedication to act of kindness for every people, community, society and environment. Besides, the Company shall operate the business by adhering to acceptable standards and efficient control with the use of its knowledge, capability, utmost care, adequate information and clear evidence. The Company shall strictly comply with relevant laws and regulations as well as cooperate with government officials.

1.2 For the treatment of trade partners, the Company shall treat them equally and shall not ask for or receive any unfair benefits from trade partners. In a case where the Company is unable to comply with any of the prescribed terms and conditions, the Company must promptly inform the trade partners for their acknowledgement to mutually find an appropriate solution.

1.3 For the treatment of trade competitors, the Company shall treat them under the framework of fair and equal competition. The Company must not seek any confidential information of its trade competitors with dishonest approaches.

1.4 The Company has consistently promoted the employees and personnel to recognize the importance of conducting business with fairness which is in line with relevant laws and the Company’s code of conduct. Besides, the Company shall encourage the subsidiaries and associates to accept and to put into practice the policy on fair business operation within the same industry.

2. Anti-Corruption Policy

The personnel of the Company refer to the directors, executives and employees who must strictly act in compliance with anti-corruption policy, charter and code of conduct set forth by the Company. The Company’s personnel must not get involved with any corrupt behaviors, whether directly or indirectly, as well as act in the manner indicated below:

2.1 Must not ask for or give bribes to anyone with whom they contact, including the public sector in order to gain unlawful interests.

2.2 Must abstain from receiving any gifts, reception parties or money of extraordinarily high value from customers or trade partners. In a case where the personnel may need to accept gifts in some special occasions or traditions and such gifts have the value beyond that prescribed in the Company’s charter and policy, the personnel must report the Company for acknowledgement and submit such gift for the Company’s approval.



2.3 The Company's personnel must take precaution regarding gift giving and receiving, including any other assets, interests and reception parties of which their purpose must solely be for business objectives or traditions and their value must be appropriate and does not significantly affect the decision making of the personnel as well as must be in accordance with the charter and policy stipulated by the Company.

2.4 There must be a clear and credible evidence on any fundings and donations provided for charitable purposes in order to ensure that such charitable donation cannot be employed as an excuse for corrupt behavior.

2.5 The Company's personnel must perform any business activities impartially and must not support any political parties or professional politicians. The personnel must not become a member of any political parties and must not provide fundings or objects to any political parties, politicians or political candidates with the aim to facilitate the Company's business.

2.6 The Company shall establish internal control system to prevent any corrupt behavior and set rules and regulations, specify operation procedures and authorized person who can approve budget spending and the amount under his/her responsibility must be in line with the Company's rules and regulations, coupled with clear evidence and document.

2.7 The Company's personnel must not overlook or ignore whenever they notice any corrupt or fraudulent behaviors which may affect the Company's business operation. The personnel must promptly notify the supervisor and comply with the policy on complaint filing and ethical misconduct as well as strictly adhere to the charter and policy set forth by the Company.

2.8 The Company shall communicate the anti-corruption policy to every division and department of the Company via different channels such as personnel training, internal communication system of the Company for the acknowledgement and practice of all related parties.

Besides, the Company has organized personnel training to foster knowledge regarding policies and guidelines on anti-corruption. The Company shall promote integrity, honesty and responsibility for their respective duties in order to create mutual understanding of giving and receiving gifts, assets or any other interests, reception parties that are in line with business objectives or traditions, including fundings, charitable donations, assistance and political support.

3. Respect of Human Rights

The Company has acknowledged that in operating business, it must respect human lives and human dignity which are considered as foundation of business administration and human resource development, including the formation of human relation in the society.

Consequently, the Company has set guidelines to promote and encourage the employees to perform their respective duties according to the fundamental principles of human rights and equality without the discrimination of nationality, color, gender, language, religion, political belief and any other beliefs, race or social background, asset, birth origin or status. The Company has regularly reviewed and monitored its business to ensure that it shall not get involved with the violation of human rights, whether directly or indirectly; for example, the Company must not support forced labor, child labor while simultaneously paying respect and treat every stakeholder group fairly and equally on the basis of human dignity. Moreover, the Company shall promote and supervise the compliance with the specifications on human rights within the Company and urge every employee to act according to international standards and principles on human rights as stipulated in the United Nations Universal Declaration of Human Rights. The Company's accountability for human rights also encompasses its subsidiaries and associates, joint ventures and trade partners etc. Besides, the Company has set guidelines to promote and provide opportunity for employees to express their opinions or file complaints on violation of personal rights.



4. Equal Treatment of Labor

The Company strongly believes that human resources are the most crucial factor for business operation in order to generate business value and compensation since various operations of the Company requires knowledge, capability as well as physical and mental devotion to achieve the established goals and objectives.

Thus, the Company has specified guidelines and practices to treat every employee fairly and equally in employment. The Company has constantly promoted employees to exercise social freedom while being open for negotiation to ensure that the employees will have social protection as well as providing welfare and working environment that take into consideration their overall health and safety of operation.

Furthermore, the Company must treat every employee justly and without bias as well as encourage their career advancement and efficiency of operation. Also, the Company has fostered the employees' understanding of ethical conduct, provided them with suitable welfare and treat them with honesty by listening to their opinions and suggestions. Such policies are as follows:

4.1 Remuneration and welfare for employee

The Company has set the remuneration policy in a form of salary and/or bonus that are fair and appropriate for the employees' potential while simultaneously fostering their career stability and growth as well as providing various welfares for the Company's employees according to prescribed law.

4.2 Development of knowledge and capability of directors, executives and employees and training

The Company has the policy to promote personnel development for employees of every level by encouraging them to consistently improve their knowledge, capability, potential while emphasizing on positive attitudes, morality, ethical conduct and teamwork. Besides, the Company has strongly supported organization and human resource development by stressing on efficient operation procedures, specification of role and duty of employee, specification of appropriate remuneration, development of evaluation system and efficiency enhancement of employees.

4.3 Policy on safety, occupational health and working environment

The Company has established the policy to encourage employees to operate their respective duty safely while emphasizing on occupational health and good working condition. The Company has; thus, strived to prevent any potential accidents and promoted employees' awareness on safety. In addition, the Company has provided knowledge via different training programs with the purpose to promote the employees to have good health and do not act in any ways that are deemed hazardous to the health of the customers, clients as well as regularly maintain hygienic and safe condition of the area of operation.

5. Responsibility for Consumers

5.1 The Company shall treat every customer equally and without discrimination regarding products and services. The Company must not disclose the customers' confidential information that it has acknowledged from business operation in which such information shall not be commonly revealed, except otherwise required by law.

5.2 The Company shall provide the opportunity for the customers to file complaints relating to the imperfection of product or service, including disclosure of product and service information to the consumers in a complete and transparent manner.

5.3 The Company shall fairly conform to the agreement and conditions as agreed with the customers. In a case where the Company is unable to conform as previously agreed, the Company must promptly inform the customer to mutually find an appropriate solution.

5.4 The Company strongly adheres to fair marketing principles by specifying the proceedings to ensure that the customer will receive accurate, precise and unambiguous information relating to the Company's products while refraining from employing hypes in order that the customers will possess accurate and adequate information for their decision making.



5.5 The Company shall organize various activities to foster good and sustainable relationship between the customers and the Company.

6. Environmental Management

The Company constantly realizes the significance of the environment on human lives whereas current society starts to recognize the importance of environmental conservation. The Company; therefore, has strived to prevent pollution, emphasize on an efficient use of resources and energy conservation according to international principle, the management of greenhouse gas emission to minimize the negative impact on the environment as well as environmental protection and biodiversity.

Thus, the Company has set forth the policy on energy and environmental conservation to be employed prudently and cautiously as operation guidelines and to ensure that the business operation shall not affect or incur the least impact on the environment of the surrounding community.

7. Mutual Development of the Community and Society

The Company has established guidelines or monitored compliance with relevant laws and regulations. Besides, the Company has consistently stressed on social responsibility as well as cooperated, assisted, supported and volunteered in various activities beneficial for the community and society to promote economic strength while restoring the society and culture.

8. The Development and Dissemination of Innovation Derived from Business Operation that Emphasizes on the Responsibility Toward Society, Environment and Stakeholders

The Company shall encourage the development of innovation at both organizational and cross-organizational levels which means the introduction of innovation with new and different approaches. This may also mean the change of mindset and production to enhance value. The goal of innovation development is to foster positive changes, increase productivity for the utmost benefit of the society.

Dissemination of innovation is deemed social responsibility whereby the Company shall communicate and disseminate such innovation to every stakeholder group, whether directly or indirectly, via different communication channels to ensure that every stakeholder group shall have an equal and thorough access of the Company's news and information.