



The Code of Conduct

Triple i Logistics Public Company Limited and its subsidiaries

The board of directors has revised the Code of Conduct of Triple i Logistics Public Company Limited and its subsidiaries (together 'the **Company**') in compliance with the Company's Corporate Governance Policy. The Code is applicable to the directors, executives, employees and relevant individuals. This is to be used together with The Company's rules and regulations. The aim of the Code of Conduct is to ensure that the manner of business management and conducts are transparent, unequivocal, fair, efficient, rightful and honorable to forge trust and confidence from business partners, customers and the public. It affirms the clear manner of the Company's business conduct leading to long-term sustainability. The Code of Conduct covers the following aspects;

1. Directors, Executives and Advisers' Conducts

To demonstrate the determination of transparent, ethical and socially responsible business conducts, the directors, executives and advisors shall;

- 1.1 Always comply with laws, relevant rules, objectives, regulations, board and shareholder's resolutions along with the Company's policy and Corporate Governance Policy.
- 1.2 Conduct oneself in the honest, careful, thorough, transparent, fair and accountable manners. This is for the benefits of the Company and its stakeholders.
- 1.3 Dedicate to the best of one's time, ability, knowledge, capability when working and participate in all assigned meeting unless otherwise engaged.
- 1.4 Keep Company's secrets and never reveal confidential information to irrelevant individuals which results in adverse consequences to the Company or its stakeholders unless required by law.
- 1.5 Avoid any conflict of interests, direct or otherwise. This includes;
 - (1) Never seek personal gains from one's conduct be it direct or otherwise.
 - (2) Never use business information to gain personal or others' benefit unethically.
 - (3) Never involve oneself in managing or conducting business in other companies that can be detrimental to the Company's benefits.
 - (4) Never conduct oneself in any manner that are deemed competing with the Company, direct or otherwise.
 - (5) Never gain benefits in any forms from signing the Company's contracts.
 - (6) Never take gifts or benefits that are in conflict of interests to the Company.



2. Employee's Conducts

In order to create a unity working approach leading to a shared company culture under the principles of honesty and accountability to the stakeholders, this Code of Conducts is applicable to the employees alongside work rules, regulations, procedures, company's orders and announcements. The employees shall;

2.1 Conduct

- (1) Study and comply with laws, objectives, company's rules, corporate governance policy, business ethics and relevant policies.
- (2) Undertake learning and gain experiences to develop oneself to be equipped with skills and knowledge to improve work efficiency and productivity.
- (3) Discharge duties with honesty, dedication, patience and maintain ethical standard.
- (4) Never seek to benefit oneself with position, gratification and other forms of benefits from superior officer nor other individuals, directly or otherwise.
- (5) Avoid all vices and narcotic substances, never conduct oneself in a disgraceful manner to oneself and the Company.
- (6) Co-operate and support the efficient use of resources.
- (7) Maintain and create unity.

2.2 Conducts on Work colleagues

- (1) Learn to work as a team, share and assist work colleagues for the benefits of the Company.
- (2) Always treat colleagues with politeness, helpfulness, friendliness and adjust oneself to be part of the working team and share important work-essential information to colleagues.
- (3) Respect individual's rights, never make unsubstantiated accusation on others.
- (4) Superior officers must conduct oneself in a respectable manner. Be polite to subordinates and other colleagues.
- (5) Employees must treat superior officers with respect and take superior officers' advices.
- (6) Avoid discussing and disclosing individual's information and issue including personal and work which may cause damages to individual's or Company's reputations.
- (7) Never engage in any unethical conducts or sexual assaults that causes the deteriorating work environment. Never act in defensive, aggressive and disruptive manners at work.



2.3 Conducts on the Company

- (1) Conduct duties with responsibility, honesty and dedication along with adhering to rules and regulations, the Corporate Governance Policy, business ethics, policies, company values and maintain the company's interests.
- (2) Maintain Company, customers and business partners' secrets. Ensure that confidential documents and information are secured and not leaked no disclosed to the irrelevant parties which may cause damages to the Company.
- (3) Never make accusations or any other actions that causes disunity and damages to the Company and individuals in the Company.
- (4) Act honorably and never damage Company's image and reputation.
- (5) Build good relationships with the society, community, government agencies and relevant organizations.
- (6) Never take part in any actions or covered actions involving conflict of interests, corruptions, and illegal activities.
- (7) Always report potential corruption activities to the superior officers or responsible individuals. Alternatively, through the company-provided reporting channel and co-operate with investigations as specified in the company's regulations.
- (8) Keep company's properties and resources in good condition and never use company's resources for personal gains.

3. Human Rights and Conducts on Employees

- 3.1 Respect human rights and never discriminate against individuals because of the differences or similarities in ethnicity, religion, gender, age, education, social-background. Also respect personal's liberty and protect personal data.
- 3.2 Employ performance assessment system for remunerations, awards and punishments based on fairness, explicable and non-discrimination.
- 3.3 Facilitate and value knowledge, skill and capability developments among employees. This should be concurrent and equal facilitations. Work succession procedures for position of importance must be established.
- 3.4 Use knowledge, skills, suitability and performance as indicators for promotions and transfers in a fair, equal and explicable manners.
- 3.5 Facilitate work-life balance among employees. Providing supports on positive activities promoting physical and mental health along with quality of life for the employees, their families, communities and the society.
- 3.6 Implement procedure to handle employee's complaints. The procedure must be clearly stated in its working and steps.



4. Communities, Society, Environment, Health and Safety

- 4.1 Adhere fully to the laws on Quality, Safety, health, and Environment (QSHE). Encourage the implementation of internationally-accepted management system for the QSHE management.
- 4.2 Design safe service procedures
- 4.3 Assess, monitor and evaluate the mitigation approaches that affect on the environment and communities in terms of bio-security and safety.
- 4.4 Communicate to create understanding and co-operations in disclosing information to the communities, society, investors, shareholders and the public on the company's status and development without withholding truth.
- 4.5 Use resources and energy efficeently for the benefits of the nature and the environment.
- 4.6 Dedicate oneself in the development and participation on socially-responsible activities, environmental protections activities and life quality development projects under the sustainable and co-development frameworks.
- 4.7 Create awareness on social and environmental responsibilities throughout the Company.
- 4.8 Facilitate, support and maintain Thai values and cultures by providing assistance and support to public and private sectors' activities deemed to be beneficial to the society.

5. Receiving and Giving Assets or Other Benefits as a Mean of Persuasion

- 5.1 Always conduct duties with honesty, dedication, and responsibility.
- 5.2 Provide truthful information in whole if the flaws in such information may result in examination/assessment inaccuracies.
- 5.3 Never ask for assets, items or benefits from those involve in the business conduct with an intention to act or to deliberately neglect resulting in wrongful conduct or in exchange for the benefits and favors from the company.
- 5.4 Never use power bestowed in the work position for personal gains.
- 5.5 One may only receive gifts and souvenirs on appropriate occasions based on cultures and business traditions. The value of the received item may not exceed 3,000 Baht. Should the value of the received item exceed 3,000 Baht, superior officers, legal and compliance department must be notified. The employee must follow the company's Policy and Guidelines on Gifts, Hospitalities and Other Benefits in a transparent manner.
- 5.6 Never engage in activities or relationships that can be detrimental to the neutrality of the work position along with the actions that may be in conflict of interests.



6. Conflict of Interests

- 6.1 Avoid actions that results in conflict of interests with the Company or actions that may impact the neutrality of business decisions.
- 6.2 Act carefully in personal relationships with individuals who may have conflict of interests or are in competition with the Company. Also, in conducting personal business and relationship with colleagues that may create conflict or impacts on the work environment and business conducts.
- 6.3 Never take benefits or opportunities from the Company's employee status or Company's information for personal gains or for personal business gains or performing works other than assigned by the Company which may impede one's duties.
- 6.4 Never engage in actions which are in conflict of interests with the Company and in competition with the Company's business resulting in undue losses and damages.
- 6.5 Conduct in accordance to rules, processes and disclosures as per stipulated by the Stock Exchange of Thailand (SET) and the Securities and Exchange Commission (SEC) fully.

7. Trading of Company's stocks and Insider Information

- 7.1 Avoid the use of internal (insider) information and disclosing such information to other parties. This includes information that is available publicly for the benefit of the Company's stock trading. The Company's executives should avoid Company's stock trading within the periods closing of company's information releases. This is to enable the investors have sufficient time to analyze the content of the information. This shall be in compliance with the Company's Data Protection Policy.
- 7.2 Never reveal Company's financial performance and trend that are not publicly available nor provide opinions on behalf of the Company to investors, analysts, external advisers. This is applicable to both online or at public venues that are not authorized by the Company.
- 7.3 Avoid providing opinion to external parties and the media on the Company's business that have no clear policy or process on that particular matter. This includes other matters or businesses that may affect the value of the Company's stock.
- 7.4 Store sensitive data in a securely. Access to such data should only be given to essential users and the authorized users must be informed on the confidentiality and the limitation of data usage. Also, users must be informed on the restriction on the use of such data including the use for stock trading.
- 7.5 Protect the business data and never use the data for personal gain or for unlawful activities.



8. Laws, Rules, Regulations, Policy and Company's Practice Compliances

- 8.1 Perform work fully within the scope of law and the Company's regulations. Take responsibility to identify legal compliance guidelines and practices and keep notes of updates, amendments to such laws and regulations with an aim to ensure that the work is conducted legally and within the Company's regulations.
- 8.2 Study and Understand the Company's regulations and relevant laws on one's duties. This shall include disciplinary and legal actions to the level that one shall be able to explain to the subordinates and the superior officer.
- 8.3 Maintain self and subordinates' discipline in the work practice. Exercise discretion by considering the context, the circumstance and the practicality.
- 8.4 Respect and support activities, businesses that are lawful and in line with the Company's ethics.
- 8.5 Maintain and adhere to the policies and Code as stipulated by the Company. For example, the Corporate Governance Policy, the Anti-Fraud and Corruption Policy, the Policy and Guidelines on Gifts, Hospitalities and Other Benefits and the Anti-Fraud and Corruption Handbook, etc.

9. The Use and Maintenance of Company's Assets, Data, Information Technology, Intellectual Properties

- 9.1 Abide by the legal and Company's regulations on the use of information technology.
- 9.2 Never breach intellectual property rights and trade mark rules which will result in damages to the Company.
- 9.3 Only use company-provided software and hardware.
- 9.4 Restrict access to internal files and programs for external parties to essential work only. The external parties given such access must comply with laws and Company's policies on information technology and communication fully.
- 9.5 Keep information technology system secured, never reveal Company's data access password to others.
- 9.6 Utilize Company's assets efficiently and for the benefits to the company along with work-capability development. Never use Company's assets for personal gains.
- 9.7 Protect Company's intellectual property from damages, losses, depreciations. The intellectual property must be used efficiently and beneficially to the Company and keep confidential data secured.

10. Conduct on Customers and Product Quality/Marketing Communication

- 10.1 Committed to complying with the related service quality management regulations, laws, or standards.
- 10.2 Advertise Company's products and services truthfully, never mislead and create conflict in the society. Always respect values and cultures.



- 10.3 Endeavour to deliver products and services as agreed to the customers.
- 10.4 Maintain products and services' standards and quality, as well as ensuring continuous improvement of the service quality management system to create confidence and satisfaction for customers.
- 10.5 Willing to accept customer complaints and rectify the problems within a timely manner. Should the problems require time or face constraints, the customers should be informed of the issues in due course and should be kept updated regularly on the progress.
- 10.6 Never ask for financial, material and other benefits which is indicative of corrupted actions from customers.

11. Conducts on Contract Partners (Business Partners and Creditors)

- 11.1 Strictly follow the conditions, agreements or contracts. In case of failure to fulfil obligations, contract partners must be notified for negotiations and solutions along with providing fair compensations.
- 11.2 Purchasing and acquisitions must be transparent. Stakeholders must be treated fairly, equally, correctly, fully and in accountable manner.
- 11.3 Purchasing and acquisitions must be sourced from law-abiding companies. The contract partners must not engage in or benefited from illegal labor and manufacturing practices. Also, the contract partners must observe social values and cultures.
- 11.4 Evaluate the safety and quality of acquired products and services that may have an impact on users, employees, communities, society and the environment.
- 11.5 Never use information from purchasing and acquisition activities for personal or others' gains.
- 11.6 Business negotiation and agreement must be fair and the contract partners must not be taken advantage of. The negotiation and agreement must maintain Company's reputation and image.

12. Conducts on Business Competitors

- 12.1 Never make unsubstantiated accusations on competitors.
- 12.2 Never seek competitor's confidential trade information and data in a corrupted manner.
- 12.3 Promote fair competition and adhering to competition rules fully.
- 12.4 Never enter into trade collusion with competitors or individuals.
- 12.5 Consider equality and honesty in business conduct and shared-interest with contract partners. Business must be conducted in an ethical manner.

13. Punishments

- 13.1 The directors, executives and all employees must follow and promote the work practice in compliance to this Code of Conduct. The following actions are considered to be in breach of the code of conduct;



- (1.) Failure to follow the Code of Conduct.
- (2.) Suggest, support and facilitate others to violate the Code of Conduct.
- (3.) Deliberately neglect the actions with in the scope of one's responsibilities that are in breach of Code of Conduct.
- (4.) Failure to co-operate or obstruct investigations on the breach of Code of Conduct.
- (5.) Act unfairly to complainants who lodge complaints on the breach of Code of Conduct.

13.2 This Code of Conduct requires strict compliance from the directors, the management team and the employees. Any actions in breach of the Code of Conduct will results in punishment and may face legal actions should such actions were deemed illegal.

13.3 Those found in breach of the Code of Conduct will be disciplined on a case-by-case basis based on the severity of the action. The Directors, executive and employees shall have a good understanding of the Code and adhere to the Code strictly. The punishment for Code of Conduct breaching are as follows;

- (1) Verbal warning
- (2) Written warning
- (3) Unpaid work suspension
- (4) Dismissal or contract termination

Disciplinary actions are to be decided based on the Corporate Authority Index. For personnel holding MD/ED position or higher, the Management Committee member will make disciplinary decision by holding prior-discussions with the Audit Committee and/or Corporate Government Committee. Furthermore, the process must adhere to the Company's Whistle blowing and Whistle Blower Protection Policy

This Code of Conduct will be effective from November 8, 2023, with the approval of the Board of Directors at the Meeting No. 6/2023.