

## Code of Conduct

Ngern Tid Lor Public Company Limited encourages all employees to always be responsible and trustworthy so that they may gain the confidence of customers and the general public which will lead to long-term success. In this regard, the Company has established the Code of Conduct for employees for interacting with different groups of stakeholders as follows:

### 1. The Company

Employees must uphold the reputation and prestige of the Company. They should carry out their duties with honesty and integrity. They should have good discipline, abide by the laws, and always follow rules and regulations. Employees should have pride and a good attitude towards the organization. They should not disclose information, news and technology which are confidential or may have an impact on the Company to external parties. They must not engage or invest in any business that competes with or results in a conflict of interest with or against the Company.

### 2. Customers

Employees must treat customers with courtesy and equality and provide them with quick and proper service. They must keep customer information strictly confidential. Employees should act in ways that gain customers' trust. Employees should not accept valuable gifts or any other benefits from customers. If the gift is a token of appreciation for one's work and it is not against the Policy of Gift and Entertainment, the employee should handle the situation professionally and avoid situations that may lead to conflicts of interest.

### 3. Self

Employees must maintain high moral and ethical standards and avoid unethical and illegal activities such as those involving drugs and gambling. They should always be honest with themselves and others. Employees should undertake constant self-improvement programs to develop knowledge and skills to complete their assigned tasks. They should carry out their tasks earnestly and not engage in any illegal work. Everyone should carefully manage the Company's resources and refrain from using the Company's properties, equipment and time inappropriately. No employee may use their corporate titles and connections for political gain or to support any political party.

### 4. Supervisors and Colleagues

Employees must cooperate and support each other in the execution of their tasks by sharing knowledge and experiences. It is important for employees to acknowledge each other's accomplishments and not take credit for work that is not theirs. Team members should respect supervisors; Supervisors should be kind and attentive to team members. Everyone is expected to treat his or her supervisors and colleagues with politeness, kindness and friendship. However, it is best not to give or accept valuable gifts from colleagues and

subordinates. Everyone should also avoid sharing negative comments on personal affairs or information about their colleagues with others. It is strictly prohibited to spread false rumors about one's supervisors or peers.

The following acts are considered violations of the code of conduct:

1. Non-compliance with the Code
2. Recommending, supporting or encouraging non-compliance with the Code to others
3. Not reporting violations or non-compliance with the Code
4. Not cooperating or obstructing any inquiries and the investigation of facts relating to the allegation of violations or non-compliance with the Code
5. Mistreatment of someone as a result of his or her reporting of Code violations