

- 2.3.3 Employees at all levels are required to safeguard and maintain the confidentiality of customer information and business information. Employees shall not disclose customer confidentiality to other employees or external parties who are not involved, except where disclosure is required by law, for litigation purposes, or where disclosure has been approved by the Board of Directors.
- 2.3.4 Directors, executives, employees, and any persons having access to inside information are prohibited from disclosing or transmitting the Company's information or confidential information to unauthorized persons, including family members, relatives, or friends.
- 2.3.5 Information disclosure shall be made only by authorized personnel. General employees are not authorized to disclose information. If an employee is requested to disclose information beyond his or her authority, such employee shall refer the inquirer to the designated authorized personnel to ensure accurate and consistent disclosure.
- 2.3.6 No advice or recommendations regarding the trading of the Company's securities shall be given, except where such advice is provided in the course of duties expressly assigned by the Company.
- 2.3.7 Directors, executives, and employees at the level of Deputy Director and above who engage in the purchase or sale of the Company's securities shall report such transactions to the Deputy Director of the Internal Audit Department within three (3) business days.
- 2.3.8 Directors, executives, and employees at the level of Director and above shall submit quarterly reports on their securities holdings, as well as those of related persons as defined under the Securities and Exchange Act, to the Internal Audit Department. The Internal Audit Department shall report any changes in such securities holdings to the Board of Directors on a quarterly basis.

### **Section 3: Role of Stakeholders**

The Board of Directors recognizes the importance of sustainable business growth by taking into account the expectations of, and potential impacts on, all stakeholders. The Board oversees and ensures that the Company's objectives, goals, and strategies are aligned with the achievement of the Company's core objectives and goals. The Board also requires management to report to the Board at least once a year on the following matters:

- Activities undertaken in relation to stakeholders; and
- Stakeholders' needs, while maintaining a foundation of social and environmental responsibility.

### **3.1 Treatment of Customers**

- 3.1.1 To deliver products of quality that meet established standards under fair conditions and based on equitable returns for both parties.
- 3.1.2 Employees shall be dedicated and committed to developing products and services of quality at reasonable prices, responsive to current circumstances, without restricting consumer rights and under fair conditions for consumers.
- 3.1.3 To strictly comply with contractual agreements or agreed conditions. In cases where any condition cannot be fulfilled, the Company shall promptly notify trading partners and/or creditors in advance in order to jointly consider appropriate solutions.
- 3.1.4 To strictly maintain the confidentiality of customer information, unless disclosure is consented to in writing by the customer or required by law, and to refrain from using such information for personal or related-party benefits.

### **3.2 Treatment of Competitors**

- 3.2.1 To conduct business within the framework of fair competition, without distortion of information, deception, or use of any improper practices contrary to fair competition principles.
- 3.2.2 Not to seek confidential information of competitors through dishonest or inappropriate means, such as offering inducements to competitors' employees.
- 3.2.3 Not to damage competitors' reputations through false allegations or unreasonable attacks without factual basis.

### **3.3 Treatment of Suppliers**

- 3.3.1 Procurement processes shall be auditable to ensure transparency and maximum benefit.
- 3.3.2 The Company shall treat suppliers equally based on fair competition principles.
- 3.3.3 Employees shall procure goods and services with due consideration to needs, value for money, price, and quality, providing suppliers with equal, accurate, and unbiased information, without discrimination, and ensuring prudent procurement consistent with prevailing circumstances.
- 3.3.4 Employees shall not solicit or accept benefits in procurement activities and shall maintain neutrality, avoiding excessive closeness with suppliers that could unduly influence decision-making.
- 3.3.5 Contractual obligations shall be strictly observed. If the Company or suppliers are unable to comply with contractual terms for any reason, such matters shall be immediately reported to supervisors for consultation and resolution.

### 3.4 Treatment of Shareholders

The Company is committed to achieving sustainable business growth and enhancing competitiveness in order to create long-term value for shareholders by:

- 3.4.1 Establishing a dividend payment policy of not less than 40 percent of net profit after legal reserves. Currently, the Company has fully appropriated legal reserves amounting to 10 percent of registered capital as required by law. Dividend payments may be adjusted depending on operating results, financial position, and investment plans of the Company.
- 3.4.2 Providing channels for shareholders and stakeholders to report or lodge complaints on matters that may cause damage to the Company or the Board through the “Complaint Handling and Whistleblowing Policy,” which forms part of the Anti-Corruption Policy, and/or by contacting the Investor Relations Department at the address below:

Investor Relations Department

Pacific Pipe Public Company Limited

1168/74, 26th Floor, Lumpini Tower, Rama IV Road, Bangkok 10120

Tel: +66 (0)2 679-9000 Fax: +66 (0)2 679-9075, 9076

Email: [ir.dep@pacificpipe.co.th](mailto:ir.dep@pacificpipe.co.th)

The Investor Relations Department shall consolidate reports or complaints from shareholders and submit them to the complaint and whistleblowing process for investigation and reporting to the Board of Directors.

### 3.5 Treatment of Creditors

The Company strictly complies with loan agreements, provides accurate financial information, makes timely debt repayments, and adheres to agreed contractual conditions. In cases where any condition cannot be fulfilled, the Company shall promptly notify creditors in advance to jointly consider appropriate solutions. In business negotiations, the Company refrains from soliciting or offering any dishonest benefits.

### 3.6 Environmental, Community, and Social Responsibility

- 3.6.1 Supporting environmental protection, education, religion, arts, culture, and local traditions in areas where the Company operates.
- 3.6.2 Regularly undertaking activities that contribute to society, communities, and the environment, both independently and in cooperation with government and community organizations, to improve quality of life in surrounding communities.

- 3.6.3 Preventing accidents and controlling waste emissions within acceptable standard limits.
- 3.6.4 Instilling awareness of social, environmental, and natural resource responsibility throughout the organization.
- 3.6.5 Promoting efficient and effective use of materials, equipment, and resources.

### **3.7 Respect for Human Rights and Fair Labor Practices**

- 3.7.1 Not supporting forced labor or prison labor, nor using corporal punishment or any form of physical, sexual, mental, or verbal harassment.
- 3.7.2 Opposing and refraining from the use of child labor by not employing persons under 15 years of age for any purpose, whether full-time, part-time, paid, or unpaid.
- 3.7.3 Employing migrant workers in full compliance with labor laws.
- 3.7.4 Recruiting employees fairly based on job qualifications, educational background, experience, and necessary job requirements, and treating all employees equally without discrimination based on gender, age, race, religion, educational institution, or any unrelated status.
- 3.7.5 Recognizing employees as valuable resources and key success factors, and therefore ensuring their skills development and job security by:
  - (a) Providing fair and appropriate compensation based on responsibilities, with performance evaluations (KPIs) used for bonuses and annual salary adjustments;
  - (b) Conducting orientation programs and providing employee handbooks to ensure understanding of rights, fair employment practices, and ethics;
  - (c) Continuously developing employee capabilities through training and career advancement opportunities, including annual promotion examinations;
  - (d) Establishing a provident fund to support long-term savings for employees and their families upon resignation, retirement, disability, or death, and promoting financial management knowledge.
- 3.7.6 Establishing a Safety Committee to ensure a safe working environment for employees' lives and property.
- 3.7.7 Protecting employees' personal data, such as personal records, health records, and employment history. Disclosure or transfer of personal data shall only be made with employee consent or in accordance with company regulations or applicable laws.

### **3.8 Occupational Health, Safety, and Working Environment Policy**

The Company recognizes occupational health and safety as a fundamental responsibility affecting employees and other stakeholders and has established the following policies:

- 3.8.1 The Company requires employees at all levels to jointly uphold workplace safety and maintain a safe working environment to protect the lives and property of themselves, others, and the Company.
- 3.8.2 The Company promotes knowledge, awareness, and a safety-conscious mindset among employees at all levels to ensure safe work practices and good occupational health.
- 3.8.3 The Company recognizes the importance of accident prevention measures arising from work activities that may affect employees or other related persons.
- 3.8.4 The Company supports and encourages continuous improvement of the working environment and work practices to ensure safety and proper hygiene.
- 3.8.5 The Company promotes occupational safety activities by providing regular training, reviews, drills, and various safety-related programs to foster safety awareness and preparedness among employees.
- 3.8.6 The Company provides appropriate, high-quality, and standard-compliant personal protective equipment to employees in accordance with the nature of their work.
- 3.8.7 The Company conducts regular safety inspections and strictly enforces compliance with its safety regulations, including ensuring the proper use of personal protective equipment as prescribed.
- 3.8.8 The Company encourages employee participation in accident prevention and environmental protection and welcomes suggestions and feedback through designated communication channels for consideration and appropriate corrective actions to enhance workplace safety.

### **3.9 Information Technology and Communication Policy**

- 3.9.1 The Information Technology function shall establish information technology policies and submit them to the Board of Directors for acknowledgment. Such policies shall cover the following matters and be reviewed at least once a year:
  - a) Allocation and management of information technology resources, including ensuring that sufficient resources are available to support business operations and establishing contingency measures in cases where resources cannot be allocated as planned;
  - b) Policies and measures to ensure information system security;
  - c) Policies promoting the use of legally licensed equipment, tools, and software only, and communicating such policies to employees at all levels.

- 3.9.2 The Company's computer systems shall not be used to disseminate information that is inappropriate in terms of morality, customs, or traditions, or that violates the law, such as causing damage to reputation or property, possessing or distributing pornographic content, or forwarding nuisance or unsolicited emails.
- 3.9.3 Employees must keep their passwords confidential and must not disclose them to others to prevent unauthorized access. Employees shall also refrain from accessing unfamiliar websites that may pose risks to the Company's information systems.
- 3.9.4 In cases where an employee seeks approval from a supervisor to allow external parties to use the Company's information systems, such employee shall be responsible for supervising and controlling the use of the systems by the external parties and shall be accountable for any damage incurred by the Company as a result of such use.
- 3.9.5 The Company reserves the right to inspect, search, monitor, investigate, and control the use of employees' information systems in order to protect the security of the Company's information systems.
- 3.9.6 Employees who wish to bring computer equipment or peripheral devices from external sources for use within the Company must obtain prior approval from their supervisors.

### **3.10 Intellectual Property Policy**

The Company is committed to complying with all applicable laws relating to intellectual property and copyrights. Any works or information owned by external parties that are obtained or intended to be used within the Company must be properly reviewed to ensure that such use does not infringe upon the intellectual property rights of others.

- 3.10.1 Works created in the course of performing duties shall be deemed the intellectual property of the Company.
- 3.10.2 Upon termination of employment, employees must return all intellectual property, including inventions, works, or other related materials, to the Company, regardless of the form in which such information is stored.
- 3.10.3 Employees using the Company's computer systems must use software strictly in accordance with the applicable license agreements and only software that has been duly authorized by the Company, in order to prevent any infringement of intellectual property rights.

- 3.10.4 Any use of works or information owned by external parties that are obtained or intended to be used within the Company must be reviewed to ensure that such use does not infringe upon the intellectual property rights of others.

## Section 4: Disclosure and Transparency

### **Roles and Responsibilities of the Board of Directors, Board Committees, and the Chief Executive Officer**

#### **4.1 The Board of Directors**

##### **Authority and Powers**

- 4.1.1 To define the duties and authority of the Chairman of the Board and the Chief Executive Officer.
- 4.1.2 To determine the financial authority limits of the Chief Executive Officer.
- 4.1.3 To appoint, remove, and delegate duties and authority to sub-committees and the Company Secretary.
- 4.1.4 To consider and approve investment projects, acquisitions or disposals of assets, and related party transactions of the Company and its subsidiaries (if any), except for matters requiring approval from the shareholders' meeting. Such approvals shall be in accordance with the notifications of the Capital Market Supervisory Board and/or relevant rules, regulations, notifications, and requirements of the Stock Exchange of Thailand.
- 4.1.5 To approve matters beyond the authority of the Executive Committee, such as the granting or cancellation of credit facilities and transactions that are not in the ordinary course of business.
- 4.1.6 To consult the Company's experts or advisors (if any), or to engage external experts or advisors when deemed necessary.

##### **Scope, Duties, and Responsibilities**

- 4.1.7 To perform duties with responsibility, due care, and integrity, and in compliance with applicable laws, the Company's objectives, Articles of Association, and resolutions of the shareholders' meeting, except for matters that require prior approval from the shareholders' meeting before implementation, such as matters prescribed by law to require shareholders' approval, related party transactions, and the acquisition or disposal of significant assets in accordance with the rules of the Stock Exchange of Thailand or other relevant regulatory authorities.
- 4.1.8 To consider and approve the Company's business policies, objectives, operational plans, business strategies, and annual budget.