

Corporate Social Responsibilities (CSR)

The group has a policy in doing business that leads to sustainable growth by increasing efficiency on the operations, product and service development in response to the demand of the customer, considering the stakeholders, economics, society and environment by virtue, ethics and code of conduct. It included good governance with integrity, transparency, equity and accountability. The development and increase of the personnel value in the organization in tandem with the business with priority on CSR and environment. It is made by building mutual value with all the stakeholders of the company in accordance with the eight principles of the company in consistent with the guidelines on the CSR of the SET as follows:



(1) Business operation with equity

The business with equity can create confidence with the relevant persons; the group is determined to do business with good code of conduct against the competitor for fair competition with the following guidelines:

1. Behave under the framework of the good competition, promote free trade competition, and avoid the behavior of favoritism or collusion.
2. Do not seek confidential information of the trade competitor by a dishonest or inappropriate method, e.g. making a kickback to the competitor's employee.
3. Do not try to destroy the reputation of the trade competitor by making groundless allegations.
4. Do not encourage any operation with the characteristics that are in violation of the intellectual property, use copyrighted goods and services.

(2) Anti-corruption

The group has a policy to do business with transparency, adheres to righteousness, no support

to create job success by a dishonest method. The board of directors has a policy to abide by the law and anti- corruption by setting the guidelines in accordance with the details in (d).

(3) Respect for human rights

Respect for human rights means the treatment of the stakeholders, surrounding community and society with respect in human value and do not violate their basic rights. The group has intentions to respect and do not violate human rights with the following guidance.

1. Promote and respect in protection of human rights by diligently monitor their business not to violate human rights, e.g. do not encourage forced labor and against child labor, etc.
2. Promote the compliance with the requirements on human rights within their business and stimulate compliance with the human rights principles in accordance with the international standards.

(4) Fair treatment of labor

The group has a policy to treat all employees with equality and equity, taking care on the livelihood, safety and hygiene at the workplace. It includes the promotion of learning at the organizational level and personnel development to raise the working level of the employees professionally, and develop the working system and create organizational innovation with the following guidelines:

1. Provide conditions on fair employment and have the employees receive the appropriate compensation in accordance with their potential.
2. Provide fringe benefits to the employees reasonably, e.g. having an annual vacation, reasonable overtime and medical treatment as necessary and appropriate, etc.
3. Appointment, reshuffle, reward and punishment of the employees with integrity, equality and based on their knowledge, capability and suitability.
4. Provide care for the working environment to have safety for life and employee's property.
5. Develop the employees to train skills and increase potential by open a chance for the employee to learn widely and constantly.
6. Abide by the law and the various regulations involved with the employees strictly.
7. Avoid any unfair action, which may have an impact on the stability on the working duty of the employees, including the treatment of the employees with politeness.

(5) Responsibility for the consumers

The group is determined to sell the goods and services meeting the qualities and standards at the suitable prices, keep confidentiality for the customer seriously and regularly. It seeks to find a way without a stop to increase the benefit to the customer continuously and abide by the various conditions with the customers strictly by the following guidelines:

1. Deliver the quality product and the standards in line with the demand of the customers under the fair conditions.

2. Develop the product and service continuously to increase the value to the business and increase the benefits for the customers.

3. Give information on the product and service that is correct, sufficient without exaggeration, so the customer has sufficient information making a decision.

4. Keep confidentiality of the customer by not utilizing for self-benefit or the relevant persons illegally.

(6) Taking care of the environment

The group realizes of the importance of the environment by not causing various pollution problems, including the global warming, with the impact on the human life quality and the ecological system. It has a policy not to do anything to result in damage to the natural resources and environment with the following guidelines:

1. Use the resources with efficiency, having energy savings measures and consider recycling.

2. Develop the goods and services that do have an impact on the environment with a safer use.

3. Use the production technology and procedures considering reduction of the volume and pollution treatment before releasing to the nature.

4. Promote the activities with social creativity and environment constantly.



Moreover, the group also received a certificate from Honda Automobile (Thailand) as the “Excellent” dealer on management of the environment and participation in the activity of building a rubbish-holding house that is friendly to the environment. It includes passing the green garage guidelines and the standard emissions clinic from the Department of Pollution Control as well.



(7) Participation in the community and social development

The group has a policy to promote the use of business process for the benefit on development of life quality to build economy and strength to community and society with the following guidelines:

1. Encourage hiring in the community.
2. Seek an opportunity to promote the activity on creative society and community.
3. Inculcate the conscience on social responsibility and environment to take place among all groups of employees.
4. Control to have strict compliance in accordance with the intentions of the law and regulations issued by the regulator.

(8) Having an innovation and its dissemination from the implementation of social responsibility and the stakeholders.

The group is aware that the stakeholders had the important role to designate the direction of the business operations, so it gives priority on the care and consideration to the stakeholders of all groups inside and outside the organization. It has a policy to promote the participation of the co-creation in the innovative development that create the balance between the value and community worthiness, society and environment in parallel with the business growth sustainably and the following practices:

- a. Analysis of the working process in detail to create the opportunity to develop into a discovery of business innovation.
- b. Creation of the opportunity to develop a new product jointly with the stakeholders for growth in parallel with the creation of business profit sustainably.
- c. Cooperation with a state agency in developing a product to help the underprivileged persons and society.

To ensure that everyone in the organization knows the policy on anti-corruption, the group shall propagate such the policy via the communication channel of its group by a letter, email, the annual information disclosure (56-1) and the annual report (56-2) by reviewing such the policy regularly each year.



a. Report implementation and preparation

The social responsibility in accordance with the policy and the above practices are part of the business process that the group has practiced all along. Meanwhile, the group has implemented the policies and designated guidelines from the stage in procurement of quality goods at the suitable price. In addition, it can create fair competition, avoid the behavior on favoritism, it has inspected and controlled the goods quality from the goods ordering up to the last step before delivery to the customers. Furthermore, the marketing shall follow up on the after-sales service to listen to the problems and recommendations from the customer for improvement and development to be able to respond to the demand of the customers even more.

b. Business operations with an impact on social responsibility

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c. Activity for the CSR-after-process

The group has a policy to do an activity for the benefit to the society and environment when there is a suitable opportunity.

d. Prevention of participation in corruption

Corruption means the use of derived power or property in the illegal means for the self-benefit, family, friend, acquaintances, or other undue benefits to cause damage to the interest of other people. The corruption can take place in several manners, e.g. bribery on the authority or giving or taking a bribe that is in money or in kind, overlapped interests, money laundering, embezzlement, fact concealment and an obstruction of justice, etc.





Anti-corruption Policies

1. The group will not accept corruption covering the entire business and items all the units involved by the directors, the management and all employees have to abide by the policies on anti- corruption strictly.

2. The directors, management and employees of the group shall not accept corruption, regardless for the benefit of self, family, friend or acquaintances in all forms, directly or indirectly, by complying with the measures on anti-corruption strictly.

3. The group shall verify the compliance with the policy on anti- corruption regularly, including the review of the guidelines on the practices and requirements in the implementation to be consistent with a change in the business, regulation, bylaws and requirements of the law.

4. The group shall set up the steps on the compliance with the policy on anti-corruption to abide by this policy by verifying the procedure on compliance with the policy regularly. It includes a review, practice and requirements on the implementation to be consistent with a change in the business, rules, bylaws and requirements of the law.

5. It shall create and maintain the organizational culture that adheres to the notion that corruption is unacceptable in making a transaction with the public or private sector.

Anti-corruption Practices Guidelines

1. The board of directors, the management and employees of the group shall not get involved with the corruption, regardless of directly or indirectly.

2. The board of directors, the management and its employees shall not omit or ignore upon discovering an action that is considered corruption involved with the group. They shall notify the unit/designated persons to be responsible, or notify the superior for acknowledgement. It includes cooperating in the fact finding. However, if there is a doubt or inquiry, consult the unit/the designated persons to be responsible for the follow-up on the practice in accordance with the code of conduct, the company or superior via the various designated channels.

3. The group shall give fairness and protection for the people who reject corruption or whistleblower by applying the measures. It is to protect the complainant or cooperator in the report of the corruption as designated in the policy on protection and equity to the informant or whistleblower on corruption or non-compliance with the law, regulation, bylaws and the code of conduct of the group.

4. The group shall disseminate the knowledge and understanding with the outsiders with business involvement with the group on the compliance with the policy on anti-corruption.

5. The group shall communicate the measures on anti-corruption, including report on the channel of giving a lead or complaint to the people inside the group through the multiple channels, e.g. orientation course for the board directors and employees, seminars and trainings, including notifications via the Intranet, etc. So the measure can be applied seriously and to make sure that the company personnel has understanding, approval and compliance with the policy and measures on anti-corruption.

6. The group shall communicate the measures on anti-corruption, including reporting the channel on giving a lead or complaint to the public, core company, business partner and the stakeholder via the various channels, e.g. its website, the annual report, etc. to create understanding and seriously apply the measures.

7. The group shall provide a rule on the payment by designating the table of approved powers and amounts, which the payments shall require clear documentary evidence to supplement it. It is to protect against inappropriate practices, including do not create political help and assurance that a charity donation does not lead to corruption, and the financial support is intended for business, but not a pretext for corruption.

8. The board of directors, the management and its employees shall not accept or give a gift, entertainment and other expenses exceeding necessity and inappropriateness with the state official or person doing business with the group. In the case of receiving a gift with the extraordinary value in the customary occasion, the directors, management or employees shall reject and refuse it and report to the hierarchical command for acknowledgement. Moreover, it shall comply with the guidelines on the inspection process from the supervisory section and the internal audit regularly.

9. The group has provided the audit process and the internal control to prevent from corruption by such the process covers on sales, marketing, purchasing, personnel management, finance, accounting, record recording, operations, including other processes within the group related to the measures on anti-corruption. Nonetheless, there must be implementation in accordance with the audit process from the internal supervision and the audit as such regularly.

10. The group shall provide the process for the human resources management that reflects determination of the company with the measures on anti- corruption from the selection, training, job evaluation, compensation and promotion.

11. The group shall provide the risk management measures to prevent corruption by stating the events with a high risk from corruption that may happen from the business operations, assessment of the risk both the chance and impact together with the follow- up, progress of the risk management. It is to prevent from corruption regularly, also have a review on the risk measures to have suitability to prevent from the risk at the acceptable level.

12. The group shall provide an internal audit to make sure that the system of the risk management designated can help the group achieve the established targets, including an inspection of the practice within the group to comply with the requirements and the regulations.

13. The group shall arrange these measures to have documentation in accordance with the principle on the internal audit to be consistent with the policy and regulations of the group.

14. The supervisory and internal audit division shall designate as an agenda for the AGM, so the managing director can report the results on the audit in accordance with the annual corruption measures to the audit committee, and recommend to the board of directors later.

15. For clarity on the implementation in the matter with a high risk of causing corruption, the board, the management and the employees shall perform it with circumspection in the following matters:

15.1 Practical guidelines on political help

The political help means a support of a politician or political party using money or in kind. The non-financial support can include lending or donation of equipment, technological service free of charge. It includes advertising, promotion or supports of a political party and/ or encourage an employee to participate in a political activity on behalf of the group, so as to have a business advantage. However, the group has guidelines on the political aid as follows:

1. The group does business with political neutrality without a support or an action to indulge in politics or politician or a political party.
2. It shall not support in finance or thing to a political party, politician or political candidate to political help in accordance with the meaning of the definition of political help with the objective to give a business benefit to the group.
3. The employees are entitled to join a political activity under the provision of the constitution, but cannot refer the employment or use the property, equipment or any tool of the group for any benefit in politics. In a situation of participation, they shall be careful not to do anything to cause misunderstanding that the group is a partisan.
4. It shall notify the management and employees that it shall not join or help a partisan on a political activity.

15.2 Guidelines on a donation for a charity and financial support

A donation to a charity in the form of financial or other help, e.g. giving knowledge or time sacrifice etc. The group can do by as a part in the corporate social responsibility (CSR) without profit motive. However, it shall comply with the guidelines on the charity donation and financial support stringently.



The financial support for business public relations and promotion of good image to the group can be made with the business objective, goods brand or reputation of the group. Although it can be risky due to the payment for a service or interest that is difficult for evaluation and follow-up. Thus, it shall follow the practical guidelines on donation for charities and financial support strictly. The charity donation and financial support can be risky due to corruption due to such the activities involved with spending without tangible compensation and can be an excuse or route for corruption and without an ulterior objective.

15.3 Guidelines on the operations related to a gift, entertainment and other expenditures

The implementation related to a gift, entertainment and other expenses that are not appropriate may lead to an exposure to corruption and a channel of corruption, as such is a payment for an expense of a board director, the management or employees of the group for bribery. Moreover, while the group gives a gift, welcoming service or other inappropriate expenses to a customer may breach the policy of some customers to cause it to lose the business opportunity. The group is realized of the importance in building good relations with its business ally to lead to its continuous success. At the meantime to preserve the group reputation, which doing business with integrity and legality, it has set guidelines on handling of a gift, greeting service and other expenses as follows:

1. The board directors, management and employees can accept/give a gift, entertainment or other expenses, e.g. entertainment or acceptance from other people at the various occasions in the customary practices or social etiquette generally accepted shall be made with transparency and in the open. However, such the event shall not cause any advantage via the unsuitable action or a clear exchange of favors or with an ulterior motive to derive of help or returned interest. That it can allow leniency in a business agreement that is not suitable for a business decision and shall comply with the relevant law.

2. They shall not demand or accept a gift, greeting service or other expenses from a customer and trade partner or stakeholder of the group business, regardless of the case to impact a decision with partiality or difficulty or a conflict of interest.

3. They shall not accept a gift or compensation that is excessive due to the normal performance of duty, e.g. in a bid shall not accept a gift or greeting service from the participating company in the bid or relevant company, etc. Nonetheless, they can accept a gift and/or greeting service cost and/or other expenses in a festival or as a customary practice normally, but shall not exceed 2,000 (Two Thousand) Baht. Moreover, the gift shall not be in cash or its equivalent, e.g. a voucher or gift voucher, etc.

4. It is prohibited from accepting a gift or welcoming service or other interests with the value exceeding 2,000 (Two Thousand) Baht or that is cash or its equivalent, etc. When it is in the situation that cannot be refused at the time, e.g. in a meeting or consultation with the customer, etc. the receiver can accept it first and notify the superior promptly and prepare a report on the gift acceptance and submit to the office management. Nevertheless, the group shall consider donating the gift to a charity later as appropriate.

5. Giving and receiving other benefits, e.g. an entertainment shall be confirmed that such entertainment shall not be excessive or too often to cause an obligation to the entertainer, regardless of directly or indirectly.

6. The group shall publicize to its board directors, management and employees on the practical guidelines apply to the gifts, welcoming service and other expenses of its group via the annual meeting and other communication system it has.

7. It shall publicize or notify the customers, trade partners or business participants on its policy and guidelines on accepting a gift, welcoming service and other expenses of the group via the introducing document or brochure used in publicizing the group business.



Consideration for punishment if there is a violation or non-compliance with the anti-corruption policy

1. In the event that a director violates or fails to comply with this policy, the group shall set up an investigative committee to investigate the facts on the allegations without delay. However, the investigative committee shall consist of the entire independent committees of the group. In a scenario that a factual investigation found a violation or non-compliance, by an independent committee, who shall be banned from the investigative committee. In the case that it can be proven that a director is found guilty, they shall punish them based on the facts and the surrounding circumstances as appropriate in each case. So they shall report the investigated results to the board (except the violating director on anti-corruption) to consider later. However, if such the violation is illegal shall be prosecuted in accordance with the country law as well.

2. In the case the management and employees of the group violate this policy shall be disciplined, but the punishment depends on the facts and the circumstances. Nonetheless, if the case is illegal shall be prosecuted in accordance with the country law as well.

The group has no policy to demote or punish or cause a negative result to the employee who rejects a corruption practice, although it can cause the company to lose the business opportunity.

3. The group shall use all the internal communication systems to publicize the punishment, if there is a violation of the anti-corruption measures. It includes creating clear realization of the policy without a negative result to those who reject corruption, although it can cause the group to lose the business opportunity.

4. The group shall create realization to the general employees on the compliance with the policy on anti-corruption of any one or multiple persons, e.g. an announcement for commendation or giving a reward, etc.

Measures on reporting a clue or complaint

The board of directors shall provide measures on reporting a clue or complaint about an offense, a breach of the ethics or other behavior implies corruption or dishonesty of people in the organization. It includes the employees and the stakeholders. Such the actions include an incorrect financial report or an internal control that is defective. Moreover, the group must have a mechanism in protecting the whistleblower or complainant for the stakeholder to participate in monitoring the interests of the group with more efficiency.

The clues or complaints

- An offense on corruption, against the bylaws or ethics of the directors and employees.
- Irregularity on the financial report and a defective internal control system.
- The matter that affect the interests or reputation of the group.

Applicability of the measures by the company and the relevant persons

1. The group shall notify and encourage the lead company to apply the measures on anti-corruption.
2. It is prohibited the employees from hiring a business agent or middleman with the objective of committing corruption.
3. The group shall have goods and service purchasing with equity and transparency, including shall evaluate to select the vendors, service providers, including the contractor in accordance with the rules on hiring/ purchasing stringently. Moreover, the group shall notify the vendors and service providers, including the contractor to acknowledge the policies and measures on anti-corruption of this edition.
4. The group reserves the right to cancel the purchasing and hiring, if it finds that the vendor and the service provider, including the contractor commits corruption or bribery.

Propagation of the policy on anti-corruption

1. The group shall post the notice on the policy anti- corruption in the clearly visible for everyone in the organization to be aware of it.
2. It shall propagate the policy on anti-corruption via the communication channel of the company, e. g. the company website, Intranet or folder, etc. so the public can be aware of it.

The group shall communicate the policy on anti-corruption, including the channel on reporting a clue or complaint within the company via the diverse channels, e.g. the orientation course for the directors and employees, the board meeting, training, annual seminar, etc. so it can be practiced seriously. Furthermore, it is to make sure that the group is confident that its group has the resources and personnel with sufficient skills to apply the measures.