



TURNKEY COMMUNICATION SERVICES PUBLIC COMPANY LIMITED

Corporate Social Responsibility Policy

P-BOD-010

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	Corporate Social Responsibility Policy	Revision 1

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Corporate Social Responsibilities Policy (CSR)

Turnkey Communication Services Public Company Limited (“the Company”) recognizes the importance of conducting business in a sustainable manner under the principles of Corporate Social Responsibility (CSR). The Company is committed to operating its business with due care and responsibility toward stakeholders, the economy, society, and the environment, based on integrity, ethics, and good corporate conduct. The Company believes that conducting business with social responsibility will generate benefits for the public while supporting the Company’s sustainable growth.

Accordingly, the Company has established its Corporate Social Responsibility Policy, which is divided into the following 8 areas¹:

1. Fair Business Practices

The Company is committed to conducting business with honesty, integrity, fairness, and ethical standards, and to competing fairly in accordance with applicable laws and principles of fair competition. The Company rejects any conduct that may obstruct fair competition, such as acquiring confidential information of competitors, offering or accepting improper benefits, or engaging in unfair trade practices. In addition, the Company promotes awareness and fosters a sense of social responsibility among employees at all levels through internal campaigns and activities.

2. Anti-Corruption

The Company operates its business with transparency, ethics, and good corporate governance, and strictly complies with laws relating to the prevention and suppression of corruption, bribery, and misconduct involving public officials or private entities. The Company has established a clear organizational structure, defined duties and responsibilities, work processes, and reporting lines to ensure appropriate checks and balances.

The Company has established the following guidelines for directors, executives, and employees of the Company and its subsidiaries:

1. Directors, executives, and employees are strictly prohibited from engaging in or accepting corruption in any form, whether directly or indirectly, and compliance with this policy shall be regularly reviewed.
2. Directors, executives, and employees are required to report any suspected acts of corruption related to the Company to their supervisors or responsible persons and cooperate fully in investigations.
3. The Company shall ensure fairness and provide protection to whistleblowers and individuals who cooperate in reporting or investigating corruption cases.
4. The Board of Directors, Executive Committee, and management shall serve as role models in anti-corruption practices and actively promote and support the anti-corruption policy, as well as regularly review its appropriateness in light of changes in the business environment, regulations, and laws.

¹ The policy is formulated in accordance with the guidelines on Corporate Social Responsibility as set out in the manuals for the preparation of Forms 56-1 and 69-1, which specify eight (8) key areas. However, based on consultation with the Securities and Exchange Commission, it is not considered an issue if the Company is unable to establish guidelines covering all eight areas in full. Nevertheless, the Company is required to disclose those areas that are material and relevant to its business operations and/or have a significant impact on its business operations.



5. Any person found to have engaged in corruption shall be subject to disciplinary action in accordance with Company regulations and may also be subject to legal penalties if the act is unlawful.
6. The Company shall communicate the anti-corruption policy to all levels of the organization through appropriate channels such as employee training and internal communication systems.
7. The Company has established whistleblowing channels and protective measures to ensure confidentiality and prevent unfair retaliation, transfer, or punishment against whistleblowers. Independent personnel shall be appointed to investigate all reported cases. The Company also encourages business partners, suppliers, and other related parties to report any violations of the Company's anti-corruption policy.
8. The Company applies fair and transparent practices in recruitment, promotion, training, performance evaluation, and remuneration to prevent corruption and provide assurance to employees.
9. The Company has established clear policies and procedures for disbursements and procurement, including approval limits, authorization levels, purposes, and supporting documentation, particularly for high-risk activities such as:
 - Gifts and entertainment, which must be transparent, lawful, customary, and reasonable in value;
 - Donations and sponsorships, which must be transparent, lawful, and not serve as a means of bribery;
 - Dealings, negotiations, bidding, and other transactions with government agencies or private entities, which must be transparent and lawful, with strict prohibition of bribery at all stages.

3. Respect for Human Rights

The Company supports and respects the protection of human rights and treats all stakeholders—employees, communities, and society—with respect for human dignity, equality, and freedom. The Company does not tolerate discrimination based on race, nationality, religion, language, skin color, gender, age, education, physical condition, or social status.

The Company also ensures that its business operations are not involved in human rights violations, such as child labor or sexual harassment. Mechanisms are in place for monitoring compliance, receiving complaints, and providing appropriate remedies for those affected by human rights violations arising from the Company's operations.

4. Fair Labor Practices

The Company recognizes the importance of human resource development and fair labor practices as key factors in enhancing corporate value, competitiveness, and sustainable growth. The Company complies with the Labor Protection Act B.E. 2541 (1998), including provisions on social security, compensation funds, and employee welfare, such as health insurance and safety coverage.

The Company promotes employee development through training, seminars, and professional development programs, and encourages ethical behavior, teamwork, and open



communication. Employees are provided with channels to express opinions or lodge complaints regarding unfair treatment, with appropriate protection for those who report such issues.

5. Consumer Responsibility

The Company is committed to developing products and services that maximize customer satisfaction and benefits, and to treating customers with responsibility, honesty, and care, as follows:

1. Ensuring product quality and safety by selecting products that meet international standards and continuously improving service management systems.
2. Continuously sourcing new products to meet customer needs and providing accurate, clear, and non-misleading information without exaggeration.
3. Prioritizing customer safety and compliance with applicable safety standards and regulations, and continuously improving product and service quality.
4. Establishing effective customer relationship management systems, including complaint handling through the Company's website.
5. Safeguarding customer information and refraining from misuse of such data.

6. Environmental Responsibility

The Company places importance on environmental protection and prevention of environmental impacts. It strictly complies with all applicable environmental laws and regulations and actively participates in initiatives to preserve and improve environmental quality in cooperation with other sectors of society.

7. Community and Social Development

The Company recognizes its responsibility toward communities and society and supports social assistance activities, quality-of-life improvement initiatives, and volunteer programs. The Company encourages employees at all levels to develop awareness and responsibility toward communities, society, and the environment.

8. Innovation and Dissemination of Responsible Practices

The Company supports innovation at both organizational and inter-organizational levels, including new methods, processes, and ideas that create positive change and added value. Innovation is encouraged to promote responsible business practices that benefit society, the environment, and stakeholders.

9. Operations and Reporting

The Company is committed to transparent disclosure of its CSR practices and performance for the benefit of all stakeholders. Reports on social and environmental performance shall be prepared accurately and comprehensively, covering business operations, environmental and safety matters, and social aspects, and shall be disseminated through accessible channels.

This Corporate Social Responsibility Policy was reviewed and approved by the Board of Directors at Meeting No. 5/2025 on November 12, 2025, and has been effective from November 12, 2025.

- Kittisak Amornchairojkul -
(MR. KITTISAK AMORNCHAIROJKUL)
Chairman of Board of Directors