

Supplier Code of Conduct

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TISCO Group¹ adheres to undertake responsible business practices under the principles of good corporate governance. Additionally, the social and environmental impacts which may affect either to internal or external stakeholders are well taken into the consideration on business undertaking in accordance with the sustainable development guidelines. Procurement process shall be treated transparently, fairly and examinable. Supplier Code of conduct is formulated to be guidelines for suppliers² engaging businesses or operations with TISCO to collaboratively conduct responsible businesses practices with transparency, anti-corruption in all forms, fairly treating their employees, respecting to human rights, complying with Safety, Occupational Health and Environmental Standards. The guidelines comprise three aspects: 1. Business Integrity 2. Responsible Business Practice 3. Social & Environmental Responsibility. To promote sustainable growth of TISCO and Suppliers, TISCO Group shall follow up the proceeding in strictly compliance with the code of conduct.

Definition

¹ TISCO Group refers to TISCO Financial Group Public Company Limited
TISCO Bank Public Company Limited
TISCO Securities Company Limited
TISCO Asset Management Company Limited
Hi-Way Company Limited
TISCO Insurance Solution Company Limited
TISCO Information Technology Company Limited
TISCO Learning Center Company Limited
All-Ways Company Limited and other associated companies

² Supplier refers to Vendors, contractors and / or service providers including the persons who been appointed or empowered to proceed operations on behalf of such vendors, contractors and / or service providers
Sub-contractors of vendors, contractors and / or service providers including the persons who been appointed or empowered to proceed operations on behalf of such sub-contractors.

Guidelines

1. Business Integrity

Honesty and Ethics

The business operations of Supplier shall be based on integrity, transparency and auditable, along with ethical conducts including the following proceedings.

- a) Compliance with applicable laws, rules and regulations of the supervisory authorities regulated their operations
- b) Conflict of interest must be declared, and appropriate arrangements made to ensure that those with a material interest are not involved in the decision-making process
- c) Not discriminate against or cooperate with others to discriminate or obstruct that could lead to unfair trade competition
- d) Effective and transparent management of ethical issues
- e) Provide the whistleblowing channels for receiving complaints from employees, stakeholders and other related parties including protection procedures with whistleblowers or complaints

Anti-Corruption

Suppliers must not do anything or request for personal benefits no matter in which kinds, cash, gift, entertainment, or others else either for their owned benefits, families' or related persons' including the origination of improper business relationship or opportunities which may be interpreted as a form of inducement lead to corruption or conflict of interest, including as follows;

- a) Not engage in any conduct that would deem to be or expose risk of violating anti-bribery laws.
- b) Not offer gifts, bribery, service fee, discounts, any privileges including any forms of benefit or entertainment to executives or employees of TISCO Group which may be interpreted as a form of inducement lead or appear to improper advantage or preferential treatment unfairly to suppliers.

2. Responsible Business Practice

Compliance with the contractual agreement

Supplier is required to comply with the contractual business conditions, transparency, fairness and ethical manner.

Respecting Human Rights

- a) Not discriminate against or deprive workers due to the different race, religion, sex, age, citizenship, sexual popularity, disability or any other matters

- b) Not encourage forced labor, physical, verbal, and psychological abuse, including threats, coercion, detention, intimidation, human trafficking or any form of violence to labors.
- c) Ensure that the employment of child labor, pregnancy ladies or foreign workers adheres to Labor Laws or any applicable regulations
- d) Ensure that working hours are in accordance with local regulation and voluntary overtime is at manageable levels including the provision of holidays and vacations at least in accordance with the stipulations given in Labor Law
- e) Ensure that wages, overtime, working on holidays and any other benefits subject to pay to workers shall be meet legally mandated minimums and shall be paid in accordance with payment schedule
- f) Provide clear Employment Standards in compliance with the stipulations given in any applicable laws and regulations

Occupational Health and Safety

- a) Healthy and Safe workplaces:
Supplier shall provide a safe work environment, abiding by laws and regulations with respect to Occupational Health Act and other relevant applicable laws and regulations
- b) Personal Protective Equipment:
The ready-to-use personal protective equipment shall be adequately provided for workers in accordance with the risks and the usage of such equipment shall be enforceable.

Protection of Personal Information and Confidentiality

Supplier shall use information received from TISCO Group carefully and in accordance with the objectives of information receiving specifically defined. The received information shall be stored in accordance with the agreed-upon condition. The appropriate information security policies and procedures shall be put in place to ensure that the TISCO Group's information shall have loss prevention, controls over the access, use, alter or disclose the personal information without authority or without the without written consent from TISCO Group as well as be secured from the unauthorized access by any personals who have irrelevant responsibilities in rendering services to TISCO Group. It aimed to prevent the data leak and use of information against any relevant laws and regulations or leading to any action that is not in accordance with the service agreement conditions.

Respecting Copyright and Intellectual Property

Supplier shall respect, not to misappropriate or abuse any Copyright and Intellectual Property Right either of TISCO or someone else as well as place more cautious for not allow the infringement occurrence unless obtaining the valid permission. The control measures for preventing the disclosure and the unauthorized usage of Copyright and Intellectual Property Right shall also be put in place.

3. Social & Environmental Responsibility

Supplier shall;

- a) Undertake business responsible to environment and abide by all legislation and regulations related to the protection of the environment
- b) Operate business with regard to social and environmental responsibility and care for minimizing impact to the community and the environment
- c) Participate in environmental protection, optimize the natural resources consumption such as water, electricity, fuel, papers and so on including working with TISCO Group in promoting social and environmental sustainability and assisting in reducing the environmental footprint.
- d) Place significance on the effective waste management incurred from business operation and participate with the conservation of natural resources and environment
- e) Be a part of community and social development in line with the opportunities and suitability