

TANACHIRA

Corporate Social Responsibility Policy

1. Objective

Tanachira Retail Corporation Public Company Limited and its subsidiaries ("the Group") conduct their business under the framework of good corporate governance, with transparency and accountability. The Group is committed to developing its business in tandem with maintaining a balance between economic, social, and environmental dimensions.

Tanachira Group aspires to be a role model in operating a sustainable business and managing growth with stability, while earning the trust and recognition of society. This is achieved through ethical practices and adherence to good governance principles.

Additionally, the Group aims to deliver effective returns to shareholders, while also being mindful of the impact of its business operations on all stakeholders. Therefore, this Corporate Social Responsibility Policy has been established to serve as a guideline for the Group's business conduct in the following areas.

2. Scope of the Policy

2.1 Fair Business Operations

Tanachira Group has established guidelines for stakeholder engagement in its Code of Business Ethics, with a strong emphasis on responsibility toward all stakeholders—including shareholders, employees, customers, business partners, communities, society, and the environment. The Group also supports free and fair competition, avoids conflicts of interest, and upholds the protection of intellectual property rights. Furthermore, it is firmly committed to combating all forms of corruption. Key areas under this principle include:

2.1.1 Oversight of Compliance with Trademark and Intellectual Property Laws

Tanachira Group does not support any actions that constitute infringement of trademarks or intellectual property rights. All directors, executives, and employees are required to comply with relevant laws, regulations, and company policies. They must not be involved in, support, or carry out any actions that violate or breach laws or regulations related to trademarks and intellectual property.

2.1.2 Corporate Governance

Tanachira Group is committed to conducting business ethically, lawfully, fairly, and with transparency. It ensures the disclosure of essential information in a manner that is clear and verifiable. In all business activities, the Group considers the interests and potential impact on shareholders, employees, customers, business

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partners, communities, society, and the environment. It is also committed to sharing benefits in an appropriate and equitable manner.

2.1.3 Corporate Social Responsibility (CSR)

Tanachira Group has adopted a Corporate Social Responsibility (CSR) policy based on ethical principles to ensure fairness for all stakeholders involved. The Group incorporates good corporate governance practices as a guiding framework to maintain operational balance, while actively contributing to the enhancement of quality of life. This includes job creation, economic development, community and social engagement, and environmental stewardship. The Group also supports education, arts and culture, healthcare, and community safety. Furthermore, it encourages stakeholder participation, all of which contribute to sustainable business success.

2.1.4 Compliance with Laws, Regulations, and Rules

Tanachira Group places great importance on complying with laws, regulations, and international business ethics. All business partners, directors, executives, and employees are required to act within the framework of applicable laws, regulations, and company rules. They must not engage in, support, or condone any actions that violate or breach any relevant laws or regulations.

2.2 Anti-Corruption

Tanachira Group is committed to a policy of anti-corruption and focuses on fostering a corporate culture in which directors, executives, and employees are aware of the harmful effects of corruption. The Group promotes proper values and builds trust among all stakeholders to ensure effective anti-corruption practices. Specific policies and guidelines have been established to prevent and combat corruption within the organization.

2.3 Respect for Human Rights

Tanachira Group supports and respects the protection of human rights by treating all stakeholders—including shareholders, customers, partners, employees, communities, and surrounding societies—with dignity and in accordance with the principles of equality and freedom. The Group does not tolerate violations of fundamental rights or any form of discrimination based on race, nationality, religion, language, ethnicity, skin color, gender, age, education, physical condition, or social status. Measures are in place to ensure that the Group's business activities are not directly or indirectly involved in any human rights violations.

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2.4 Fair Treatment of Employees

Tanachira Group recognizes the importance of human resource development and is committed to treating employees fairly, as this is a key factor in enhancing corporate value, strengthening competitiveness, and supporting sustainable growth. The Group provides training and development programs to build employee capabilities and future competitiveness.

Respect for employee rights in line with human rights principles and labor laws is a core part of the Group's operations. The Group ensures fair employment processes, equitable terms and conditions of employment, and appropriate compensation based on performance and potential. A fair performance appraisal process is in place to foster career security and advancement opportunities, along with fair rewards and comprehensive employee benefits.

Tanachira Group promotes employee development by organizing relevant training and seminars to enhance knowledge, skills, and ethical behavior. Teamwork, a positive attitude, and a happy, inclusive working environment are also actively encouraged. All employees are treated with mutual respect and fairness at every level.

In addition, employees are encouraged to express their opinions or report any misconduct or unfair practices within the organization. The Group ensures protection for whistleblowers and prioritizes occupational health, safety, and the working environment, recognizing safety as a top priority.

2.5 Responsibility to Customers

Tanachira Group shall treat all customers fairly, without discrimination, and shall not disclose any customer information acquired through business operations that is generally expected to be kept confidential. Furthermore, such information must not be used for the benefit of the Group or any related parties. The Group is committed to delivering customer satisfaction and building trust through appropriate security measures and technology, while maintaining internationally recognized quality standards and continuously improving them.

2.6 Environmental Stewardship for Sustainable Coexistence

Tanachira Group is aware of and gives importance to minimizing the environmental impact resulting from its business operations. It emphasizes the efficient and respectful use of resources in accordance with its sustainability development policy.

2.7 Community and Social Development

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Tanachira Group is committed to conducting business in a way that contributes positively to the economy and society. It adheres to the principles of good corporate citizenship and fully complies with all applicable laws and regulations. The Group supports initiatives that foster knowledge sharing within communities, job creation, and income distribution in order to improve the quality of life for the public and to drive sustainable social and national development. It also encourages concrete actions and instills a sense of social and community responsibility among its directors, executives, and employees, continuously contributing to the sustainable development of Thai society and the environment.

This Corporate Social Responsibility Policy was reviewed and approved by the Board of Directors at its 8th meeting of 2020, held on December 1, 2020, and has been effective since December 2, 2020. The Board of Directors later reviewed and approved amendments to this policy to align with the company's transformation from a limited company to a public limited company at its 3rd meeting of 2023, held on April 25, 2023. The revised policy has been effective since April 26, 2023.



(Mr.Kitipol Promoj Na Ayudhya)

Chairman

Tanachira retail Corporation Public Company Limited

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