



Treatment towards Stakeholders
Code and Ethics of Business Conduct

of

TEAM Consulting Engineering and Management PCL.
and its Subsidiaries

TEAM Consulting Engineering and Management PCL.
Announcement No.30/2024
Practice towards Stakeholders
and Code and Ethics of Business Conduct

The Board of Directors of TEAM Consulting Engineering and Management PCL. ("the Company") at its meeting No. 1/2024 on February 23, 2024, resolved to approve the establishment of policies related to the Treatment of Stakeholders and Code and Ethics of Business Conduct to align and enhance clarity with the Company's policies on good corporate governance and business ethics under chapter 6 "Business Ethics" as follows:

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1. Definition

Company:	TEAM Consulting Engineering and Management Public Company Limited PCL.
Group of Companies:	TEAM Consulting Engineering and Management Public Company Limited PCL. and its subsidiaries
Subsidiary Company:	Any company in which the Company holds more than fifty percent of the total voting rights, whether directly or indirectly, and has control power.
Board of Directors:	The board of directors of TEAM Consulting Engineering and Management Public Company Limited PCL.
Management:	The board of directors of subsidiary companies, executive board, senior management, and management of business units/departments or equivalent positions of the Company and its subsidiaries.
Employees:	Employees of the Company and its subsidiaries.

2. Vision Mission and Core Value

1) Vision:

The service leadership within the region, and innovative business development.

2) Mission:

Provide the highest quality service to customers through a high-quality team

3) Values: SQT (Service, Quality, Teamwork)

- S-Service: Providing excellent service with a customer centered approach, focusing on the service with responsibility, willingness and accountability, while upholding ethics.
- Q-Quality: The quality of the services provided is built upon a foundation of knowledge-based, professional standards, and comply with on-time delivery.
- T-Teamwork: Working as a team, synchronization and fostering unity in our collective efforts without boundaries.

3. Good practices for the Company

1. Dedicate yourself to performing tasks with full capability, and fulfill assigned duties with responsibility, diligence, and integrity. Make decisions based on accurate, comprehensive, and sufficient data and facts, considering all aspects carefully.
2. Committed to fulfilling responsibilities, overseeing, monitoring, and controlling work processes to comply with laws, company regulations, policies, procedures, ethical standards, organizational values, with high levels of capabilities.
3. Operate within the authority granted by the company, and under the company's overall authority and the company's benefits.
4. Work performance and decision-making must not create conflicts of interest that could harm the company or diminish its benefits. Any conflicts of interest and related personal stakes must be reported to the company.
5. Take responsibility for disseminating ethical practices and business ethics, ensuring that all employees understand these practices.
6. Utilize the company's assets and resources efficiently and economically, ensuring that the company's assets do not depreciate without benefit or lost improperly.
7. Report operational results regularly and comprehensively, reflecting the actual performance, including both positive and negative trends, based on reasonableness, reliability, and adequate supporting information.
8. Do not disclose the company's confidential business information to individuals, groups, or external entities, nor use such trade secrets to benefit oneself or others without consent and approval from the company.

4. Practices towards Stakeholders

4.1 Practice towards Shareholders

- 1) Perform duties with integrity, making decisions based on reasonableness and reliable information, with integrity, and treat all shareholders equally to maximize the overall benefit to shareholders.
- 2) Perform duties with caution, care, and thoroughness, not seeking personal gain or benefits for oneself and associates from the organization's undisclosed data, which has not been publicly disclosed to third parties, including any acts or omissions that may cause conflicts of interest.
- 3) Consistently report the company's situation to shareholders accurately and promptly, ensuring completeness and on time in response to events.
- 4) Report accurate and sufficient information and news of the company, enabling equal decision-making among all shareholders, and provide a central unit to coordinate and receive feedback from shareholders.
- 5) Offer shareholders the opportunity to participate in overseeing business operations and provide feedback on business operations under the same practices for all shareholders

4.2 Practice towards Client

- 1) Create customer satisfaction by producing high-quality work according to professional standards, meeting deadlines, and implementing quality control systems and follows ISO and Quality Assurance.¶
- 2) Study and understand the services provided by the company group well, to provide customers with accurate and comprehensive service information.
- 3) Study and understand the detailed needs of customers before proposing services to them, in order to accurately and effectively meet their requirements with quality services.
- 4) Do not engage in deceitful practices or actions that would mislead customers or undermine the quality of service.

- 5) Treat all customers equally and fairly.
- 6) Perform duties with honesty, integrity, and ethics, refraining from using customers' confidential information for oneself or others' benefits.
- 7) Do not disclose customer information obtained through business operations that should be kept confidential, unless consent is obtained from the customer or disclosure is required by law.
- 8) Strictly adhere to the terms and conditions or agreements made with customers. If unable to fulfill any agreement, promptly inform the customer for mutual consideration of alternatives.
- 9) Survey customer satisfaction and provide convenient channels for customers to express their feedback, with staff and systems in place.

4.3 Practices toward Employee

- 1) The company treats all employees at every level fairly and equally, including in matters of opportunities, compensation, potential development, as well as in promotions, appointments, and transfers, without exception regarding origin, race, religion, gender, marital status, language, or position.
- 2) Ensure employees are provided with appropriate, sufficient compensation comparable to that in the same industry and offer benefits beyond legal requirements, such as establishing a provident fund, health, and accident insurance, among others.
- 3) Promote continuous professional development and growth among employees by aligning personnel development plans with current situations and supporting employee training, both internally and externally, to enhance their capabilities.
- 4) Provided a mentoring system to facilitate the transmission of organizational culture and workplace knowledge from senior employees to junior employees.

- 5) Maintain a focus on safety, occupational health, and environmental conditions within the company such as providing fire evacuation training and drills, and ensuring that emergency equipment is inspected and functional every year.
- 6) Provide channels for employee's feedback and their complaints through company communication channels, such as email, letters, and complaint boxes
- 7) Strictly adhere to the labor laws.

4.4 Practice towards Business Partnerships

- 1) Do not request, accept, or offer any dishonest benefits except for those benefits that are part of the agreed commercial arrangements
- 2) Select partners and conduct procurement processes using transparent and standard procedures, ensuring fairness in business operations and contract negotiations, with mutual benefits for both parties.
- 3) Adhere strictly to the conditions or contracts with partners, and if unable to comply, promptly inform the partner in advance to mutually explore potential corrective measures.

4.5 Practices for Conduct towards Business Partners

- 1) Treat all business partners fairly in negotiations, pricing, and profit sharing.
- 2) Provide transparent and honest information and decision-making to partners to foster mutual understanding and trust in collaboration.
- 3) Communicate openly about project progress, changes in operations, or arising issues.
- 4) Take responsibility for contracts and agreements made with partners, adhering strictly to the terms and conditions without breach or evasion of responsibilities outlined in the contract or business agreement.

4.6 Practices for Conduct towards Creditors

- 1) Treat creditors within the framework of the law and contracts, strictly adhering to the conditions of borrowing as per the agreements or contracts, and consistently making debt payments on time.
- 2) Provide accurate and complete financial information, manage finances clearly, and inform all creditors promptly of billing cycles and payment schedules.
- 3) In the event of force majeure preventing compliance with contractual obligations and/or causing a default in debt repayment, the company will not conceal facts and will promptly notify creditors for joint consideration of corrective actions based on reason and fairness.

4.7 Practices for Conduct towards Competitors

- 1) Adhere to the law and fair competition rules, maintain transparency, and fairness. Do not take advantage of competitors through illegal means.
- 2) Do not seek trade secrets or proprietary information of competitors through dishonest or inappropriate means, such as theft, robbery, or breaching agreements to withhold competitor information obtained from customers or third parties.

4.8 Practices and Responsibilities towards the Government

- 1) Comply with all laws, decrees, regulations, and rules set forth by all regulatory bodies overseeing the organization, and related government agencies.
- 2) Support the operations of the public sector and encourage collaboration in various activities and projects of government agencies on an ongoing basis.

4.9 Practices towards Society, Community, and Environment

- 1) Participate in or organize activities for the public benefit of communities and society, including those related to the company and other communities, such as educational and youth development activities, religious, and environmental initiatives.

- 2) Allocate a portion of the organization's profits to activities that constructively contribute to society on a regular basis, such as TEAM Group foundations.
- 3) Adhere strictly to environmental laws, regulations, and other requirements related to business operations with a sense of responsibility towards the environment.
- 4) Support energy conservation, focusing on using renewable energy sources, and efficiently utilize natural resources. Participate in conservation efforts and maintaining environmental sustainability.
- 5) Reducing greenhouse gas emissions from company operations is crucial to mitigate the impacts of global warming.

5. Ethical and Business Conduct Practices

5.1 Anti-Corruption Practice

- 1) Study policies or guidelines related to anti-corruption, risk management regarding corruption, company ethics, charitable donations, political support, and human resource management to support anti-corruption efforts.
- 2) Do not solicit or accept any favors from partners, contractors, suppliers, consultants, or anyone the company does business with that could benefit oneself or third parties.
- 3) Do not offer any benefits to clients, partners, government officials, or any entities involved in business dealings with the company as an incentive to act improperly or to neglect their duties.
- 4) Work together to foster a culture of transparency and zero tolerance for corruption at all levels within the organization, never overlooking or ignoring any corrupt actions observed.
- 5) Directors and management should support training and education on anti-corruption measures and ethical practices for all employees, enhancing understanding and awareness of corruption issues and their impacts.

5.2 Practices to Prevent Conflicts of Interest

- 1) Do not engage in businesses that compete with the company, either directly or indirectly.
- 2) If directors, executives, or employees serve as directors, shareholders, or consultants in other companies conducting different businesses, such roles must not conflict with the interests of the company or the direct performance of duties within the company.
- 3) Directors and executives, as stipulated by the Securities and Exchange Commission, must prepare reports on their own financial interests and those of related parties for the company's acknowledgment.
- 4) Directors, executives, and employees of the group of companies have a duty to report conflicts of interest when there is a financial interest in tasks that may cause conflicts of interest.

5.3 Practices for Information Disclosure, Confidentiality, and Insider Trading

- 1) Do not disclose or use the company's confidential and/or insider information for personal gain or for the benefit of others, directly or indirectly, regardless of whether compensation is received.
- 2) Do not buy, sell, transfer, or accept the transfer of company securities using company secrets and/or internal information, and/or engage in any other legal transactions using company secrets and/or internal information that may cause harm to the company, whether directly or indirectly.
- 3) Except for information disclosed to the public, all other company information is considered internal and should only be used within the scope of duties and responsibilities assigned.
- 4) Do not disclose the company's trade secrets to any third parties, even after ceasing to be a director, executive, or employee of the company.
- 5) The company has established access levels to internal information based on its sensitivity to prevent the leakage of incomplete or uncertain information to third parties, ensuring that the use of internal information remains within the assigned duties and responsibilities.

5.4 Practices for Information Security and Intellectual Property Protection

- 1) Directors and executives promote the use of information technology systems that include processes for systematic risk management. They ensure cybersecurity measures are in place, including safeguarding the stability of information technology systems to cover operational and technological risk management.
- 2) Use the company-provided information technology solely for business purposes, and keep your passwords confidential to prevent unauthorized access to your accounts.
- 3) Do not install, use, store, copy, distribute, or disseminate software in violation of copyright laws.
- 4) Exercise caution when using the internet, avoid unfamiliar websites, and access the internet through authorized gateways only.
- 5) Recognize the ownership and legitimate rights to intellectual property, avoiding actions that infringe upon the benefits derived from intellectual property.
- 6) Respect the intellectual property rights of others, avoiding infringement of copyrights, trademarks, or the use of someone else's work for personal or company benefit that could potentially harm the company.

5.5 Practices in Combating Unfair Competition

- 1) Resist unfair tying arrangements, discriminatory trade practices, and unfair competition that undermines fair trade and creates unfair advantages in commerce.
- 2) Avoid any behavior that resembles collusion among competitors that would lead to monopolistic power or restrict market competition.
- 3) Avoid engaging in unfair trade practices or using bargaining power to impose conditions that restrict opportunities or choices for trading partners.

5.6 Practices Regarding Human Rights and Non-Discrimination

- 1) Directors and executives shall treat employees equally without discrimination based on nationality, religion, gender, language, age, skin

color, social status, culture, and traditions such as female and male employees performing similar duties shall receive equal pay, which shall be based on qualifications, knowledge, skills, experience, and expertise.

- 2) Directors and executives shall treat employees fairly and value human resources, paying attention to the quality of employees' lives by allocating work based on their abilities and providing various employee benefits. This includes taking care of employees' health, establishing appropriate compensation structures, encouraging continuous development of employees' knowledge and expertise, as well as fostering motivation and positive attitudes towards work at all levels of the organization
- 3) Directors, executives, and all employees should treat each other with respect, mutual esteem, and equality without discrimination.

5.7 Practices for Considering Environmental, Health, and Safety

- 1) Directors and executives support the development and improvement of the work environment and safe work, as well as the appropriate use of equipment. This includes maintaining the continuous health and well-being of all personnel.
- 2) Directors and executives encourage safety, occupational health, and environmental activities in the workplace that heighten employee awareness, such as safety training and awareness campaigns, to ensure practical outcomes for everyone involved.
- 3) Collaboratively focus on and assist in any actions that preserve the environment and create a safe working atmosphere to be clean and safe.
- 4) Provide annual health check-ups and influenza vaccinations for employees.

5.8 Practices for Reporting Whistleblowing and Complaints

If you witness any illegal activities and/or breaches of business ethics, you can submit a complaint through the company's whistleblowing and complaint system available on the company's website at www.teamgroup.co.th, under the "Corporate Governance" section, or via email at whistle-blowing@team.co.th. The company will investigate confidentially to protect the whistleblower from potential repercussions, following the procedures outlined in the company's whistleblowing and complaint policy. The company will conduct an investigation while maintaining the confidentiality of the whistleblower's identity to protect them from potential repercussions, and will proceed according to the procedures outlined in its whistleblowing and complaint policy.

6. Follow-up and Supervision Compliance.

The company has prepared a code of conduct for stakeholders and ethical business conduct practices for directors, executives, and employees of both the company and its subsidiaries to perform their duties. It is the responsibility of every director, executive, and employee to be aware of, understand, and strictly comply with these practices. All levels of management within the organization must ensure and take it as a priority that their employees under their authority acknowledge, understand, and seriously follow these practices. These stakeholder practices and ethical business conduct practices are to be considered an integral part of the company and its subsidiaries' operational regulations.

Furthermore, the company is responsible for evaluating the implementation of these practices and reporting the results to the Corporate Governance and Sustainability Committee, the Audit Committee, and the Board of Directors for acknowledgment. Additionally, the company conducts regular reviews to update the information annually to align with changes, both internal and external factors, which may impact business operations. This is aimed at maximizing benefits for the company.

7. Penalty provisions

In cases of non-compliance or misconduct of the practices towards stakeholders or the code and ethics of business conduct, the company has set out disciplinary actions based on internal work regulations. The legal penalties may apply if the misconduct is against the law.

The practices towards stakeholders and the code and ethics of business conduct practices in this version shall be effective from February 24, 2024 onwards.

Announced in 11 March 2024

-Rapee Phongbupakicha-

Chairman of the Board



A regional solution provider and
innovative business developer