

# ETHICS AND CODE OF BUSINESS CONDUCT COMMUNICATION AND SYSTEMS SOLUTION PUBLIC COMPANY LIMITED

# ETHICS AND CODE OF BUSINESS CONDUCT

## Message from the Chairman

Throughout our business operations, the company is committed to The goal of success in business of communication engineering and distribution of engineering products. The system works to be universally recognized and trusted by providing quality management at the international standard level by adhering to responsibility to all stakeholders. The company has been treated with the ethics from the year since 1994, recorded as an employee code of conduct and to comply with current circumstances. Under the good corporate governance framework with transparent management, it will cause confidence to the shareholders, customers and other relevant parties.

This code of conduct or business ethics. The objective is to guide the code of conduct. Good practice and appropriate to the directors. Executives and employees of the company are always in compliance with their duties and The business is consistent with the vision and mission, as well as achieving the business goals as laid down. However, business ethics or business ethics will always be reviewed and updated to suit the current situation and to ensure that the practices that are in place are treated. To achieve the company's vision and goals, as well as to create success and sustainability.

In this regard, I sincerely hope that all directors, executives, and employees will work together to uphold and comply with the business ethics of the company. This issue, with sincere determination and helping to preserve the value of the organization. We are sustainable forever.

(Pol. Maj. Gen. Dr. Supisal Phakdinarunat)

Chairman of the board

23 February 2017

# **Ethics in business**

The company is committed to operating in accordance with the good corporate governance principles. Under the framework of good corporate governance by adhering to the principles of transparency, equality and responsibility to all groups of stakeholders. By creating long-term business values, the company has defined business ethics or business ethics as follows:

- 1. Conduct business by adhering to the ideology of business conduct, as well as the mechanism to control the conduct and report of ethical results.
- 2. Conduct business in a manner of transparency, adhering to the responsibility of all parties, equality and equality.
- 3. Do business without the need for employees to receive money or valuable items from business stakeholders with all the parties which may cause unfair justice to those involved.
- 4. Doing business under non-political involvement by acting neutral in politics Do not act in alignment with any political party or someone with political power.
- 5. Conducting business under seeking benefits in a favorable and open manner. By not giving money or things to anyone in order to induce or omit to do anything incorrectly.
- 6. Conducting business under social and environmental responsibility regarding the impact from the company by accepting inspection and ready to be responsible for the results of the examination based on the facts
- 7. Conduct business with respect to international human rights. That can be adapted for use in every country Every culture and every situation by adhering to the principles of international respect.

# 1. Code of Ethics for Stakeholders

# 1.1 Practices and responsibilities to shareholders

- 1.1.1 Perform duties with honesty. To the best of our ability and take any actions that are fair to all shareholders.
- 1.1.2 Equal treatment and protect the rights and interests of all shareholders.
- 1.1.3 Supervise the organization management with prudence and procure risk control procedures to prevent damage that may occur to meet the goals and guidelines for the highest benefit of the shareholders.
- 1.1.4 Prepare a report Disclose information and present important information of the company regularly. And other actions that are correct, complete, sufficient, and in time for the truth.
- 1.1.5 Report to shareholders of the future trend of the company Both positive and negative for just supporting reasons.
- 1.1.6 Respect the right to present useful information for shareholders. To be used as a guideline to improve the management of the company
- 1.1.7 Supervise to provide a channel for shareholders to express opinions or make complaints. And corrective action as well as inform the results to the shareholders as soon as possible.

#### 1.2 Actions and Responsibilities to Customers

- 1.2.1 Treat all customers fairly and equally
- 1.2.2 Supervise to ensure that customers receive the most benefits in terms of price, service, and product quality according to international standards. With honesty and fairness
- 1.2.3 Complying with contracts, agreements or conditions towards customers and in the event that it cannot be implemented, the negotiation with the customers must be made in advance to find solutions and prevent damage.
- 1.2.4 Commitment to satisfaction And confidence for customers willingly In order to build trust and trust with customers impressively To maintain lasting customer relationships

- 1.2.5 Seriously keeping customer's secret And will not use the said information for the benefit of themselves and / or related parties.
- 1.2.6 Carry out complete, accurate, up-to-date information disclosure and not distorting the facts.
- 1.2.7 Act with honesty. Do not accept or give any dishonest benefits to customers.
- 1.2.8 Provide channels for customers to express opinions. Or complaints such as goods, services, or corruption Including correcting and informing traders immediately.

## 1.3 Actions and Responsibilities to Suppliers

- 1.3.1 Comply with the contract, agreement or condition Towards the partners Seriously
- 1.3.2 Payment to partners on time. And in accordance with the agreed payment terms in advance
- 1.3.3 In the event that it is unable to comply, the negotiation with the supplier must be made in advance. To find solutions and prevent damage.
- 1.3.4 Treat trade partners with transparency. Fair and equitable Based on fair compensation for both parties.
- 1.3.5 Act with honesty Not accepting or not giving any benefits Any dishonest business partner.
- 1.3.6 Keeping the confidential information of partners Do not use the said information for your own benefit. And wrongfully related persons.
- 1.3.7 When selecting suppliers for procurement or other operations, they must be conducted transparently. Under company regulations.

# Criteria for selection of partners

- 1.3.7.1 is a company with reliable financial history.
- 1.3.7.2 is a company that produces or sells good quality products that meet the needs and can be inspected.
- 1.3.7.3 is a company that can handle service delivery problems, and when problems occur.

## 1.4 Actions and Responsibilities to Business Competitors

- 1.4.1 Free and fair competition and behave within the framework of good competition rules
- 1.4.2 Not to seek confidential information of competitors for the benefit of competition. In dishonest or inappropriate ways.
- 1.4.3 Not to damage the reputation of competitors with false accusations without truth.

## 1.5 Practices and responsibilities to creditors

- 1.5.1 Follow the contract conditions and obligations agreed with the creditors. Strictly selected in terms of loan repayment, interest, custody of collateral Regarding the purpose of money usage and other matters in the event that the contract cannot be complied with Must hurry to report the creditors in advance to find a solution.
- 1.5.2 Report financial status to creditors in accordance with the terms of the loan agreement correctly and completely. And on time regularly.

## 1.6 Practices and responsibilities to employees

- 1.6.1 Comply with labor laws Including other laws Relating to employees strictly To manage relations between employers and employees appropriately Causing peace and prosperity
- 1.6.2 Providing compensation that is appropriate for the knowledge, capability, responsibility And performance Of each employee
- 1.6.3 Provide appropriate and beneficial welfare for the well-being of employees.
- 1.6.4 Performing an appointment, migration, reward, and Punishment act with equality in integrity and based on the knowledge The ability or operation of the employee
- 1.6.5 To focus on development. Expressing the knowledge and ability to receive thorough and consistent
- 1.6.6 To maintain a safe working environment Health, wellness and property of employees

- 1.6.7 Promote and build awareness of the company's employees with social responsibility. The environmental community
- 1.6.8 Promote employee engagement, as well as provide a channel to provide feedback to determine the administrative direction and resolve joint issues
- 1.6.9 Treat employees. On the basis of human rights and respect for personal duty,
- 1.6.10 The rights of employees to exercise political rights by the company will not interfere with and do not involve the exercise of the employee's rights.

# 1.7 Public sector responsibility Community and Society

- 1.7.1 Focus on public sector activities. Community and society, focusing on social development. The environmental community, as well as supporting the various benefits.
- 1.7.2 Focuses on instilling awareness, employees, responsibilities, society, and the environment to employees at all levels continuously,
- 1.7.3 Cooperate and control to be strictly treated according to the intent of the relevant law
- 1.7.4 Provide the channel of opinion. Suggestions and complaints on issues that may be affected to the public sector Community and society, as well as investigating the causes and improvements for the benefit of sustainable living.

#### 1.8 Practices and environmental responsibility

- 1.8.1 Operates in accordance with the laws and regulations regarding safety, occupational health and environment, and plans to supervise any operations that affect safety. As a continuous occupational health and environment,
- 1.8.2 Encourages employees to provide training on the safety of work and environment consistently, as well as to create awareness for employees to use the resources, materials, and equipment effectively and efficiently.

- 1.8.3 Provides a channel to comment Suggestions and complaints about impact due to the operation of the company, as well as determine the cause. The revised update does not delay and reports to those who complain quickly and promptly to the incident.
- 1.8.4 to respect the rights and freedoms without discrimination. The labour rights, women's rights, children's rights and human dignity as equals equally.

#### 1.9 Non-infringement of intellectual property

- 1.9.1 The company's personnel are obliged to protect and maintain the intellectual property owned by the company, not to be infringed or used without permission.
- 1.9.2 Company Personnel to respect and not violate the intellectual property of others; Not applied to any benefit.

## 1.10 Respect for human rights

- 1.10.1 Conduct business under the labour and human rights laws strictly.
- 1.10.2 Respect for the freedom and no discrimination of the rights of women, rights, children, and human dignity.

# 1.11 The confidentiality and conflict of interest

- 1.11.1 The company's internal information and maintain the confidentiality of the company. The company does not disclose internal information to other parties and does not use internal information for its own benefit to do business that is competing with the company.
- 1.11.2 Companies, avoiding any action that is contrary to the company's interests by using the opportunity or information from its position. In the pursuit of interest.
- 1.11.3 Disclose information accurately, adequately and fully in time, in accordance with relevant guidelines and requirements.
- 1.11.4 Ignore or avoid comments. To third parties or the media in relation to the company by themselves without authority, duties or other matters that may affect the company's reputation and operation.

- 1.11.5 Avoid connected transactions that cause conflicts of interest with the company
- 1.11.6 In the case that it is necessary to make various transactions in accordance with the pattern of the laser and must be careful of the interests of the company to be in accordance with the rules, procedures and information disclosure. The Stock Exchange of Thailand.
- 1.11.7 Company personnel must not receive benefits or be shareholders of competing companies or businesses, including traders. The seller that the company does business with However, in the case that the shares of a competing company, business, or person listed on the stock exchange are considered to buy the company's shares

#### 1.12 Accepting and giving gifts

- 1.12.1 Not demanding, accepting or agreeing to receive money Things or other benefits from those involved in business with the company.
- 1.12.2 May receive or give gifts according to customs by accepting the gift must not affect any business decisions.
- 1.12.3 Not accepting a babysitter in a manner that is beyond our normal relationships with others. Whose duties or businesses are related to the company's business.

# 1.13 Trading of company securities

- 1.13.1 Control the company's internal information does not disclose internal information to other parties. And do not use inside information for their own benefits when buying Selling company stock.
- 1.13.2 Supervise to have a process for reporting the purchase and sale of securities by the executive directors to report the purchase Sell securities within 3 days after the transaction. And report the sale and purchase of securities of the executive directors to the Board of Directors in the meeting of the Board of Directors.

#### 1.14 Procurement

1.14.1 Posing with Trader / seller to be at an appropriate level for business only. Be careful not to create grievances that have a particularly close relationship with the merchants/sellers. More than

any other Until it may cause the decision to choose procurement, bidding, negotiation, etc. not fair and equitable Equal to all.

- 1.14.2 Providing traders / sellers with accurate and accurate information. By not allowing traders / sellers Make hasty decisions with misunderstandings. Or receiving accurate and incomplete information as expected.
- 1.14.3 Not accept gifts, bribes, the invitation to a party, a party of a certified merchant/seller, or a specific group of people, including the invitation to see the jobs that the merchant/seller offers to the relevant costs. Provide or receive support from merchant/seller for internal activities, in order to avoid the blame and to prevent the tendency to help reward any particular party.
- 1.14.4 Do not hope or claim a personal or group benefit from the merchant/seller, whether in any occasion or situation, and does not accept any money or bribes in any form,
- 1.14.5 Not inviting traders/sellers. Join the offer or bid without a real supply or intention to not be provided by the merchant/seller should choose to invite only traders/vendors who are considering that they have the ability to participate in the competition. Hope to be provided in the end. Merchants/sellers should not be invited to the contest price. Just to use it as a tool to set the condition to negotiate with the merchant/seller. Other Items If only a number is required in an estimate, the cost or budgeting must notify the merchant/seller. Notice clearly.
- 1.14.6 Use guidelines Clear information is accurate and treat the merchant/vendor who participated in the price competition. If one of them requests and receives additional information. Additional information should be sent to other unsolicited items, or if anyone is requested and permitted to postpone the delivery date of the auction document, it is necessary to notify the new due date immediately, as well as
- 1.14.7 to maintain the information provided by the price of the individual offering or the contestants. We should not disclose any number, price, or technical information obtained from one another to the other
- 1.14.8 to conduct a transparent, fair and honest supply and not give any non-righteous influence.

# 1.15 Financial reports and Internal Control System

- 1.15.1 Preparation of financial statements that have been damaged immediately, in accordance with accounting standards.
- 1.15.2 Establish an internal control system to ensure that the company is complying with the standards, rules, regulations of the company and relevant laws.

# 2. Ethics Committee,

The Company aims to Directors. Operating and maintaining the highest ethical in its operations strictly in the best interests of the Company. Including serving as a good role model for their employees, as follows:

- 1. The duty to comply with the laws and regulations of the company. And the resolution of the Shareholders Meeting
- 2. Administered with caution. For the benefit of all stakeholders. Now and in the future and maintain a good image of the company
- 3. Management with integrity. Without political sympathies or subject to political influence. And strictly neutral
- 4. There is no interest in the company that has a competitive nature or directly or indirectly.
- 5. Manage work by avoiding conflicts of interest for the benefit of the company. To enable the management to be fully and efficiently
- 6. Performing duties to the best of their ability. Including giving opinions Suggestions with the company for the most benefit to the company. Including in the meeting Board of Directors and other committee meetings.
- 7. To promote and encourage employees to have business ethics and work ethic as well as good corporate governance.
- 8. Do not act as an administrative or management in any other company that has a compromise on the interests of the company or to provide any person or entity, whether it is for the benefit of its own or other person.

- 9. Keep the confidential information of the organization from leaking to other people, which may cause damage to the organization unless it is in compliance with the rules.
- 10. Connected transactions/related transaction/report to stakeholders to comply with the announcement of the Stock Exchange Commission of Thailand, spouse and underage child as well as the report to the company as soon as the transaction is made and reviewed annually.

# 3. Employee Ethics

# 3.1 Self-practice

- 3.1.1 Adhering to the ethics and code of conduct in strict manner.
- 3.1.2 Learn about knowledge and experience to strengthen ourselves to be more efficient and productive.
- 3.1.3 Adhering to virtue and must not seek position. Or any other benefit by the supervisor or from any other person
- 3.1.4 Refrain from pornographic and all drugs. Do not behave in a way that may impair their dignity and reputation, and the company such as not interfere with all sorts of drugs. Do not act as a person with clutter. Do not be obsessed with all types of gambling and do not publish pornography, etc.,
- 3.1.5 Avoid having financial commitments with individuals who do business with the company between employees together. This includes loan or loan. Claims, use of cash, cheque, share play, etc.

#### 3.2 To treat the company

- 3.2.1 Perform duties with honesty Fairness with prudent responsibility, dedication, physical, and power to work by holding the company's interests as important
- 3.2.2 Perform duties with diligence, as well as seek guidance on the development and improvement of the work.
- 3.2.3 Be disciplined and behave according to the company's rules, fees and traditions, whether written in writing or not

- 3.2.4. The Company shall maintain its honour to be accepted in society, as well as to do not commit to any damage to the
- 3.2.5 Use and maintain the company's assets for the utmost benefit and to ensure that it is not used in any interest or loss.
- 3.2.6 Do not engage in any action or conceal any action that may conflict with the company, or may not be able to perform the duties of justice or participate in the closure of any unlawful conduct.
- 3.2.7 Does not engage in financial or any financial obligations with other persons who have a duty or business related to the work of the company.
- 3.2.8 Act in accordance with the quality Management policy. Safety, occupational health and environment in working.
- 3.2.9 Do not use the power of their duties or allow others to use their duties. Whether directly or indirectly, the Seek for self-profits or others without
- 3.2.10. Are committed Good conscious and shared responsibility to the company to fulfil objectives under the occupational health, safety and working environment of the company must adhere to and comply with the policies. Rules, regulations, and practices defined in such matter.

# 3.3 To treat other employees

- 3.3.1 Strengthen teamwork by helping cooperation with each other. For the benefit of the company's work, including
- 3.3.2 Treat colleagues with great kindness, good interpersonal relationships, and more. Self-adjusting to work with other people and not to obscure the information needed to work with colleagues.
- 3.3.3 To honour others without bringing the work of others to impersonate their work.
- 3.3.4 Supervisors conduct themselves as respected. And is a good role model for subordinates
- 3.3.5. The subordinates treat the supervisor with respect
- 3.3.6 Polite to colleagues and respect the dignity of others.

- 3.3.7 Subordinates listen to and follow the instructions of their superiors. Supervisors and workers across the North. Unless supervisors above who commanded
- 3.3.8 Avoid bringing information or stories of other employees. Both in matters relating to operations and personal matters or criticized in a manner that will cause damage to employees or the overall image of the company.
- 3.3.9 Do not do anything That is immoral to other employees
- 3.3.10 Not taking any actions that is a sexual harassment towards other employees The said act causes annoyance or creates a working environment that impairs morale, hostility or aggression, including disrupting the operations of other employees. Without reason Such behaviour includes the abuse of pornography. Flirtation or sexual harassment Whether verbally or verbally.

# 3.4 Use of information technology

- 3.4.1 Avoiding access to Internet information Unlawful or abusive, and do not distribute information or information on the Internet to others.
- 3.4.2 Avoid sending an electronic letter that will hinder the company's operations or make a nuisance to others, or violate the policy, company or illegal or violate the moral.
- 3.4.3 Employees with privileges to access the content. The electronic mail of another person shall only do so if it is approved by the authority.
- 3.4.4 Employees who have access to the content of others ' electronic mail without permission shall be deemed as guilty.
- 3.4.5 Employees should not be aware of measures to prevent unauthorized access to computer systems created by others for a specific time. And prohibiting the disclosure of wrongful measures which will cause damage to others.
- 3.4.6 Prohibiting employees from illegally accessing computer data that has specific access protection measures and that measure is not intended for themselves.

- 3.4.7 No illegal electronic means are prohibited. Record data from other computers transmitted in a computer system. And whether computer information is for public interest or personal use.
- 3.4.8 It is forbidden to destroy, destroy, modify, or supplement, whether in part or in part, other computer data is usually preferred.
- 3.4.9 Do not do anything wrong. In order for the work of other people's computer systems to be suspended, slowed, interrupted, or disturbed until they cannot function normally.
- 3.4.10 Do not send computer data or electronic mail to other people. By concealing or falsifying the source of the said information, which interferes with the use of other people's computer systems.
- 3.4.11 Do not act in likely cause damage to computer information or computer systems related to Securing the country's public safety. The economic security of the country or public service, or acts as a computer or computer system for public benefit.