



Human Rights Policy

Primo Service Solutions Public Company Limited

(Approved by the Board of Directors at Meeting No. 2/2026 held on 26 February 2026)

PRIMO SERVICE SOLUTIONS PUBLIC COMPANY LIMITED

496 Moo 9 Sukhumvit 107 Road, Samrong Nuea,

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Human Rights Policy

Introduction

Primo Service Solutions Public Company Limited and its subsidiaries (the “Company”) are committed to conducting business with integrity, upholding social responsibility, and considering all stakeholders in accordance with good corporate governance principles and the Company’s Code of Conduct.

With respect to the protection of human rights, the Company complies with applicable laws and internationally recognized standards to ensure that its business operations are free from human rights violations. The Board of Directors has therefore deemed it appropriate to establish a Human Rights Policy and related guidelines to prevent human rights violations across all direct business activities, as well as among business partners within the Company’s value chain and joint ventures.

The Company’s Human Rights Policy is developed in alignment with internationally recognized frameworks and principles, including the Universal Declaration of Human Rights (UDHR), the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights (UNGPs).

Scope of the Policy

This Human Rights Policy applies to the Board of Directors, management, and all employees. It covers all business activities of the Company, its subsidiaries, and associated companies, as well as other relevant parties throughout the business value chain.

Definitions

Human Rights: Human rights refer to the inherent dignity, fundamental rights, and freedoms to which all individuals are entitled by virtue of being human, as well as equality and non-discrimination on the basis of race, religion, gender, color, language, ethnicity, or any other status.

(Source: National Human Rights Commission of Thailand)

Universal Declaration of Human Rights (UDHR)

The Universal Declaration of Human Rights was adopted by the United Nations General Assembly in 1948. It consists of 30 articles affirming the fundamental rights of all individuals worldwide. Further information is available at: <http://www.un.org/en/universal-declaration-human-rights/>

Harassment: The following actions shall be considered harassment:

- Physical or verbal abuse, or any act that humiliates another person;
- Threatening behavior or actions that create fear in others;
- Mockery or comments regarding the differences of others in an inappropriate or unwelcome manner.

Sexual Harassment: Sexual harassment includes, but is not limited to, behaviors that:

- Are sexual in nature and involve intimidation, hostility, ill intent, or abuse;
- May be perceived as making employment decisions or work-related conditions contingent upon a sexual relationship or favor.

Child: A child refers to any person under the age of 15, unless local laws stipulate a higher minimum working age, in which case the higher age threshold shall apply.

Child Labor: Child labor refers to any work performed by a child below the minimum age as defined above.

Objectives

1. To establish a framework and direction for conducting business with respect for human rights.
2. To prevent human rights violations in accordance with the Company's core values.
3. To protect and promote fundamental labor rights for all employees.

Roles and Responsibilities

The Company has defined roles and responsibilities for organizational management to ensure ethical business conduct, with a commitment to social responsibility and all stakeholder groups in accordance with good corporate governance principles and the Company's Code of Conduct, particularly in relation to human rights protection.

Board of Directors

Establish policies and guidelines to prevent human rights violations across all business activities of Primo Service Solutions Public Company Limited and its subsidiaries, including throughout the business value chain, joint ventures, mergers, and acquisitions.

Corporate Governance and Sustainability Committee

Review and endorse human rights practices and action plans prior to submission to the Board of Directors. Monitor the progress of the Human Rights Due Diligence (HRDD) process to ensure alignment with the Company's policy.

Regularly review the Human Rights Policy at least annually to ensure alignment with changes in laws and social conditions, and oversee the disclosure of human rights information in the Company's annual report (One Report).

Chief Executive Officer and Management

Establish responsible structures, such as human rights or human resources functions, to act as representatives of management in implementing human rights initiatives. Ensure compliance with policies, guidelines, and procedures, and continuously seek improvements to enhance implementation effectiveness.

Human Rights Working Team

PRIMO SERVICE SOLUTIONS PUBLIC COMPANY LIMITED

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Communicate the Company's human rights principles and objectives, and promote awareness and understanding of human rights and labor practices among employees and stakeholders throughout the supply chain.

Establish and implement the Human Rights Due Diligence process, with responsibilities including:

- (1) Integrating respect for human rights and labor practices into business operations through policies applicable to the Company, its subsidiaries, suppliers, contractors, business partners, joint ventures, mergers, and acquisitions.
- (2) Reviewing stakeholder groups and gathering input from management to develop engagement processes with potentially affected groups and relevant stakeholders.
- (3) Identifying human rights risks, including forced labor, human trafficking, child labor, freedom of association, collective bargaining rights, equal remuneration, discrimination, and harassment (including sexual and other forms), and conducting Human Rights Impact Assessments covering at-risk stakeholders such as employees, communities/local residents, suppliers, contractors, customers/consumers, and vulnerable groups (e.g., women, children, indigenous peoples, migrant workers, third-party contracted workers, LGBTQI+ individuals, persons with disabilities, pregnant women, and the elderly), incorporating stakeholder feedback.
- (4) Establishing appropriate remediation measures and mitigation plans, including preventive and corrective actions to address risks both within and outside the organization.
- (5) Monitoring and evaluating the effectiveness of preventive and corrective measures.
- (6) Communicating the results of human rights impact assessments, remediation measures, and management approaches to affected stakeholders and the public.
- (7) Gathering feedback from all sectors, including affected groups, human rights experts, and civil society organizations.
- (8) Providing grievance and remediation mechanisms for those affected by human rights and labor issues, maintaining records of human rights impact assessments and labor practices, and reporting performance to the Corporate Governance and Sustainability Subcommittee at least annually.

Employees

Understand and comply with the Company's policies, guidelines, and procedures, and report or raise concerns if any violations are observed.

When expressing personal opinions, employees must uphold the Company's image and reputation, and must not use the Company's name, information, or assets, or act in any manner that implies representation of the Company without proper authorization.

Human Rights Policy

All individuals are entitled to equal value, dignity, and fundamental human rights. The Company places great importance on respecting human rights in all of its business activities. Directors, management, and all employees are required to uphold and promote a corporate culture and values that respect human rights, in accordance with the following principles:

- Treat all individuals equally and fairly, based on respect for human dignity, without discrimination on the basis of origin, race, nationality, gender, age, color, religion, expression of opinion, physical condition, social status, lineage, or any other differences.
- Conduct business activities in a manner that does not directly or indirectly contribute to human rights violations of any stakeholders.
- Support and respect the protection of human rights, and ensure that the Company's operations are not involved in any human rights abuses.
- Communicate and promote understanding of human rights principles among stakeholders throughout the business value chain.
- Regularly monitor, review, and assess human rights risks and impacts, and establish appropriate measures for effective risk management.
- Establish effective grievance management and data protection systems, and continuously improve channels for complaints and whistleblowing related to human rights violations.
- Disclose progress on human rights performance through the Company's annual report (Form 56-1 One Report), corporate website, or other appropriate channels.

This Human Rights Policy covers the rights of the Company's key stakeholders, including:

- (1) Employees (both permanent and temporary),
- (2) Customers (including tenants and service users),
- (3) Suppliers and business partners, and
- (4) Society, communities, and the environment.

The Company has established the following guidelines for each stakeholder group:

1) Employee Rights

The Company provides fair and appropriate employment conditions without discrimination, promotes diversity and inclusion within the organization, and offers equal employment opportunities, including for persons with disabilities.

The Company places importance on the safety and occupational health of all employees, ensuring a workplace free from all forms of intimidation and harassment. Employees' opinions are valued and regularly considered to continuously improve employment conditions and the working environment.

2) Tenant and Customer Rights

The Company prioritizes the health, safety, and security of customers' lives and property. Business activities are conducted responsibly and fairly, without discrimination or any form of harassment.

The Company respects customer privacy through effective personal data management and robust data protection systems in accordance with applicable standards.

3) Supplier and Business Partner Rights

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The Company promotes fair and appropriate employment practices in accordance with applicable laws and international labor standards, including reasonable working hours, fair wages, and non-discrimination.

The Company emphasizes occupational health and safety for workers and strictly prohibits illegal labor practices, as well as any form of intimidation or harassment.

4) Society, Community, and Environmental Rights

The Company conducts its business with responsibility toward society and the environment, respecting the rights of communities and contributing to improved quality of life, health, and safety.

The Company is committed to environmental stewardship and energy conservation, while minimizing impacts on society, communities, and the environment.

Human Rights Guidelines on Labor Practices

To promote respect for human rights and labor practices across the organization, and to ensure that all employees and relevant stakeholders, including vulnerable groups (such as women, children, indigenous peoples, migrant workers, third-party contracted workers, communities/local residents, LGBTQI+ individuals, persons with disabilities, pregnant women, and the elderly), are treated, protected, and respected equally and fairly, the Company has established the following guidelines:

1. Forced Labor

1.1 The Company strictly prohibits all forms of involuntary or forced labor.

1.2 The Company shall not engage in or support debt bondage or any form of financial coercion, including withholding, delaying, or non-payment of wages to compel employees to work.

1.3 The Company shall not request or retain deposits, identification cards, or any personal documents from employees as a condition of employment, unless required by law.

1.4 The Company shall not impose punishment, threats, harassment, or any form of physical, verbal, or psychological abuse.

1.5 The Company shall not restrict freedom of movement or isolate employees, such as preventing them from leaving the workplace or accommodation, or restricting their participation in community and social life.

1.6 The Company strictly prohibits all forms of human trafficking.

1.7 The Company shall not deprive employees of their rights, benefits, or access to basic necessities of life.

2. Child Labor

2.1 The Company shall not employ or support the employment of children below the legal minimum working age.

2.2 The Company shall not employ or support child labor in work that is hazardous or harmful to health, safety, or development.

2.3 The Company shall not employ or support child labor involving separation from guardians without consent.

2.4 The Company shall not employ or support child labor that interferes with compulsory education.

3. Female Labor

3.1 Female employees shall not be assigned work that is hazardous to their health, as prescribed by law.

3.2 The Company shall ensure equal remuneration for male and female employees performing work of equal value or in the same job classification.

3.3 Pregnant employees shall be provided with a safe working environment that does not pose risks to their health or pregnancy.

3.4 Appropriate facilities shall be provided for pregnant employees and those who are breastfeeding.

3.5 The Company shall not terminate employment, demote, or reduce benefits of female employees due to pregnancy.

4. Migrant Labor

4.1 The Company shall employ and support the employment of migrant workers who possess valid work permits in accordance with applicable laws.

4.2 Employment contracts shall be clearly documented in writing and provided in a language understandable to migrant workers.

4.3 Fair wages shall be paid, with proper records maintained for all payments.

5. Working Conditions and Occupational Safety

5.1 The Company shall provide a safe and suitable working environment in compliance with applicable laws and regulations to minimize risks of accidents, injuries, and factors that may affect physical and mental health.

5.2 Adequate safety equipment shall be provided, along with training programs to ensure employees are aware of and able to follow proper safety practices.

6. Equal Opportunity, Non-Discrimination, and Fair Treatment

6.1 Recruitment and selection shall be based on job-related qualifications without discrimination on any grounds.

6.2 Employment, compensation, benefits, promotion, and job assignment shall be conducted fairly and without discrimination.

6.3 Employee development shall be provided equitably, with equal opportunities for career advancement based on role suitability.

6.4 Performance evaluation processes shall be transparent and fair, with results communicated clearly to employees to support their development.

6.5 The Company shall not interfere with or restrict employees' rights or practices on discriminatory grounds.

6.6 The Company shall not terminate employment or enforce retirement based on discriminatory factors.

7. Prevention of Violence, Harassment, and Abuse

7.1 The Company strictly prohibits all forms of violence, intimidation, harassment, and abuse.

7.2 The Company shall not engage in abuse of authority or conduct of a sexual nature that may result in:

- Distress, annoyance, humiliation, or degradation;
- An unsafe, hostile, intimidating, or offensive work environment;
- Unreasonable interference with work performance;
- Adverse impacts on employment decisions, including recruitment, appointment, transfer, or compensation.

8. Compensation Practices

8.1 The Company shall provide wages, remuneration, overtime pay, and other benefits fairly and in compliance with applicable laws.

8.2 Written records of compensation shall be maintained with clear details, enabling employees to understand the breakdown of payments received in each period, including compensation and statutory benefits.

8.3 Employees shall be entitled to social security and other legally required welfare benefits.

8.4 The Company shall provide a voluntary provident fund, consisting of employee contributions deducted from wages and matching contributions from the Company, to support employees' financial security upon retirement, resignation, disability, or as financial protection for their families in the event of death.

9. Working Hours

9.1 The Company shall clearly define standard working hours, including start and end times, and ensure that total working hours and overtime comply with applicable laws.

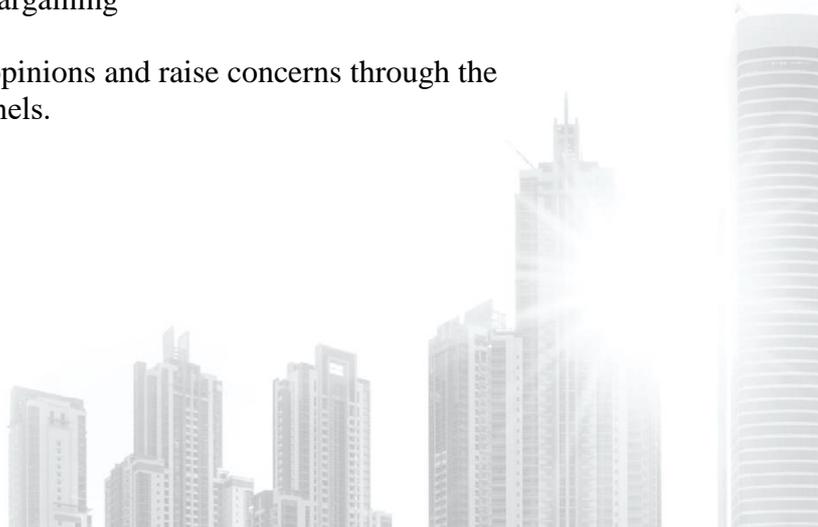
9.2 Working hours shall be accurately recorded in a systematic manner.

9.3 Appropriate rest periods and meal breaks shall be provided.

9.4 Employees shall be entitled to appropriate leave benefits, such as annual leave, personal leave, and other types of leave, as well as public holidays in accordance with legal requirements.

10. Freedom of Association and Collective Bargaining

10.1 Employees shall be able to express opinions and raise concerns through the Company's established communication channels.



10.2 The Company shall respect employees' rights and freedom to join or not join associations or groups. Any such activities must be conducted peacefully, without weapons, and must not disrupt work efficiency or the continuity of customer services.

10.3 The Company shall not take any action to restrict employees' rights to freedom of association, except where such restrictions are necessary to protect public interest, maintain order, or prevent violations of laws or business ethics.

11. Termination and Severance Practices

11.1 The Company shall not terminate employment without just cause.

11.2 In the event of termination, employees shall be notified in advance and provided with severance pay in accordance with applicable laws.

Whistleblowing

Any person may file a complaint or report suspected violations of this policy and its guidelines in accordance with the Company's whistleblowing policy and procedures.

Whistleblowers shall be protected, and all information provided will be kept strictly confidential. Such reporting shall not adversely affect the whistleblower's employment status, both during the investigation process and after its completion.

Policy Review and Improvement

The Company shall review its Human Rights Policy at least once a year, or whenever there are changes in applicable laws, regulations, or sustainability standards at both national and international levels.

This is to ensure that the policy remains relevant, effective, and responsive to changes in the business environment. The Company is committed to continuously improving its practices to meet stakeholder expectations and support long-term organizational success.

This policy was approved by the Board of Directors on 26 February 2026.

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(Chief Executive Officer)
Primo Service Solutions Public
Company Limited

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(Chairman of the Board of Directors)
Primo Service Solutions Public
Company Limited

