



Sustainable Supply Chain Management 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

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Sustainable Supply Chain Management Policy

Introduction

Primo Service Solutions Public Company Limited and its subsidiaries (the “Company”) are committed to sustainable business development, recognizing the importance of inclusive growth throughout the value chain to create long-term shared value and mutual benefits for the Company and all stakeholder groups. The Company places strong emphasis on stable and sustainable business growth across economic, social, and environmental dimensions, underpinned by good corporate governance and effective risk management.

The Sustainable Supply Chain Management Policy integrates Environmental, Social, and Governance (ESG) principles into all processes across the supply chain, from upstream activities (procurement of raw materials) to downstream operations (delivery of products and services to customers). This approach aims to minimize negative impacts, create shared value, and strengthen long-term business resilience.

The Company has established this Sustainable Supply Chain Management Policy as a guideline for directors, executives, and employees, as well as suppliers and business partners, to adhere to. The Company is committed to conducting business with suppliers in a transparent and fair manner, alongside promoting sustainable practices across economic, social, and environmental dimensions. The Company also takes into account the safety and occupational health of all relevant stakeholders.

This policy aims to foster collaboration with the Company’s suppliers and business partners, both directly and indirectly, in building a socially responsible supply chain. Such collaboration will enhance trust and contribute to the long-term sustainability of both the Company and its partners.

Policy

The Company is committed to fostering collaboration with suppliers based on transparency, integrity, fairness, and respect for human rights and environmental laws. The Company aims to enhance business efficiency while simultaneously promoting sustainable social and environmental stewardship, in alignment with internationally recognized standards and frameworks, such as the UN Global Compact, ISO 20400, and the Stock Exchange of Thailand.

Scope of Policy

This policy applies to all procurement activities and supply chain operations of the Company, covering suppliers, contractors, and business partners throughout the value chain. The Company encourages all stakeholders to adopt and comply with this policy to ensure consistency in sustainable practices.



Objectives

- To promote responsible and transparent procurement practices
- To ensure suppliers comply with legal, ethical, environmental, and social standards
- To manage and mitigate ESG risks within the supply chain
- To foster long-term partnerships with suppliers based on sustainability principles
- To enhance efficiency, resilience, and traceability within the supply chain

Roles and Responsibilities

Board of Directors

- Approve and establish the vision, policies, and strategic objectives related to sustainable supply chain management.
- Oversee the establishment of adequate risk management and internal control systems to prevent ESG-related impacts throughout the supply chain.
- Monitor overall performance to ensure that the Company operates in accordance with good corporate governance and sustainability principles.

Corporate Governance and Sustainability Committee

- Review and endorse policies, the Supplier Code of Conduct, and related practices to ensure alignment with international standards.
- Approve annual plans and sustainability targets for the supply chain.
- Supervise and monitor ESG performance reports of suppliers for submission to the Board of Directors.

Corporate Governance and Sustainability Subcommittee

- Drive the implementation of strategies and action plans across all business units.
- Coordinate among business units to integrate ESG standards into procurement processes.
- Collect and analyze data, and assess supplier performance to prepare reports for submission to the Corporate Governance and Sustainability Committee and/or the Board of Directors.

Chief Executive Officer (CEO) and Executives

- Translate policies into practice and communicate them to employees at all levels to ensure awareness of the importance of sustainability.
- Oversee and support the allocation of resources and budget necessary for supplier development and ESG audits.
- Make decisions in cases involving high-risk issues or serious disputes within the supply chain.

Supply Chain Management / Procurement Unit

- Conduct supplier selection and evaluation (Self-Assessment and Audit) in accordance with defined ESG criteria.

- Develop the Supplier Code of Conduct and ensure that all suppliers formally acknowledge and comply with it.
- Communicate and provide guidance to suppliers on improving their operational processes to be environmentally and socially responsible.
- Continuously monitor suppliers' compliance with contractual obligations and sustainability criteria.

Employees

- Adhere to and comply with the sustainable procurement policy at all stages of their work.
- Ensure accuracy and transparency in all interactions and coordination processes with suppliers.
- Report any suspected misconduct or deficiencies that may pose ESG risks within the supply chain through the Company's designated channels.

Suppliers / Vendors

- Acknowledge and comply with the Company's Supplier Code of Conduct.
- Provide accurate and complete information in the self-assessment process and consent to on-site audits, where necessary.
- Implement corrective actions to address ESG-related deficiencies as recommended by the Company and demonstrate a commitment to continuous improvement toward sustainability.

Sustainable Supply Chain Management Practices

The Company has established the following practices:

1. Communication and Supplier Criteria Setting
 - 1.1 Policy Communication: Communicate the Supplier Code of Conduct to all suppliers, requiring their formal acknowledgment and written acceptance prior to the commencement of any business engagement.
 - 1.2 Selection Criteria: Incorporate ESG criteria as an integral part of supplier selection and contract renewal processes, with clearly defined weighting.
 - 1.3 Legal Compliance: Require suppliers to strictly comply with all applicable local and international laws and regulations.
2. Assessment and Risk Management
 - 2.1 Risk Assessment: Conduct regular ESG risk assessments of suppliers, with a focus on high-risk areas such as the use of migrant labor, hazardous chemical management, and water-stressed regions.
 - 2.2 Audit: Reserve the right to conduct site audits of suppliers' operations or request additional information to verify compliance with the Company's policies.
 - 2.3 Corrective Actions: In cases of non-compliance, the Company will establish corrective action plans in collaboration with suppliers. If the issues cannot be resolved within the specified timeframe, the Company reserves the right to terminate the business relationship.

3. Environmental Practices (Green Procurement)
 - 3.1 Procure products and services with due consideration for value for money, efficiency, and effectiveness in terms of quality, safety, and cost.
 - 3.2 Green Procurement: Give priority and special consideration to suppliers offering environmentally certified products/services or those with production processes that minimize environmental impact.
 - 3.3 Waste and Resource Management: Encourage suppliers to manage waste efficiently, reduce energy and water consumption, and promote reuse and recycling practices.
 - 3.4 Pollution Management: Control and prevent air, water, and soil pollution, with a target to reduce greenhouse gas emissions across the supply chain.
4. Social and Labor Practices
 - 4.1 Human Rights and Labor: Require suppliers to respect internationally recognized human rights, treat employees fairly, prohibit discrimination, avoid child and forced labor, and provide fair compensation.
 - 4.2 Occupational Health and Safety: Require suppliers to provide a safe and hygienic working environment in accordance with international standards.
 - 4.3 Community Development: Support local employment and sourcing from local communities to promote income generation and economic circulation.
5. Supplier Development and Collaboration
 - 5.1 Capacity Building: Organize training sessions, knowledge-sharing activities, or exchanges of sustainability best practices with suppliers.
 - 5.2 Relationship Building: Foster long-term relationships based on trust and mutual growth.
6. Monitoring, Review, and Reporting
 - 6.1 Policy Review: The Board of Directors shall review this policy and its practices on an annual basis, or as appropriate in response to significant changes in laws or standards.
 - 6.2 Whistleblowing Channel: Establish independent and confidential channels for complaints or whistleblowing to ensure that issues are addressed promptly and fairly.

Any complaints or whistleblowing reports regarding suspected violations of this policy and its practices shall be handled in accordance with the Company's Whistleblowing Policy and Procedures. Whistleblowers shall be protected, and all information shall be treated with strict confidentiality, with no impact on their employment status, both during the investigation process and after its completion.



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

