



Supplier Code of Conduct

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

PRIMO SERVICE SOLUTIONS PUBLIC COMPANY LIMITED

496 Moo 9 Sukhumvit 107 Road, Samrong Nuea,
Muang Samut Prakarn District, Samut Prakarn 10270

T 02 081 0000 **E** info@primo.co.th

WWW.PRIMO.CO.TH



Supplier Code of Conduct¹

The Company² is committed to conducting its business with integrity and in accordance with the principles of good corporate governance, while promoting social responsibility and environmental stewardship in line with sustainable development principles. These commitments are fundamental to achieving long-term sustainable growth.

The Company seeks to extend these principles to its business partners ("Suppliers"), who play an important role in its operations. Suppliers are expected to adopt and uphold these principles in their own business practices, thereby contributing to sustainable development throughout the value chain and society at large.

This Supplier Code of Conduct consists of the following nine principles:

1. Business Integrity and Fair Practices

Suppliers shall conduct their business with honesty, integrity, and accountability, while ensuring fair treatment of all stakeholders. Suppliers shall comply with all applicable laws, regulations, and business requirements relevant to their operations.

Guidelines

- Establish appropriate policies, procedures, or management systems to ensure compliance with all applicable laws, regulations, and requirements imposed by governmental authorities and relevant regulatory bodies.
- Establish effective reporting channels and grievance mechanisms for reporting violations of laws, regulations, company policies, or human rights, together with appropriate investigation, corrective action, and follow-up procedures.

¹ Supplier Code of Conduct the principles, standards, and expected business practices that Suppliers are required to adhere to when conducting business with the Company.

² Company Means Primo Service Solutions Public Company Limited and its subsidiaries ("the Company").

2. Product and Service Quality

Suppliers shall provide products and services that meet agreed quality standards, are safe for users and the environment, and comply with the Company's specifications and contractual requirements.

Guidelines

- Deliver products and services accurately, completely, and on time, in accordance with the agreed specifications, quality standards, and contractual commitments.
- Ensure that all operational, quality, and performance records are accurate, truthful, complete, and properly maintained.
- Maintain organized and traceable documentation, including contracts, agreements, work plans, quality records, and financial documents, to facilitate verification and audit of product and service delivery.
- Cooperate fully with the Company in inspections, investigations, corrective actions, and resolution of any defects or non-conformities identified after products or services have been delivered.

3. Occupational Health and Safety Compliance

Suppliers shall provide a safe and healthy working environment for their employees and continuously monitor, maintain, and improve workplace conditions in compliance with applicable occupational health and safety laws, regulations, standards, and other relevant requirements to ensure the safety and well-being of all personnel.

Guidelines

- Provide a safe and healthy workplace with appropriate welfare facilities, including access to safe drinking water, clean and adequate sanitary facilities, proper ventilation, emergency exits, necessary safety equipment, first-aid supplies, emergency medical assistance, and adequate workplace lighting. Utilities and workplace facilities shall be maintained in accordance with applicable legal requirements and relevant standards.

- Conduct regular workplace health and safety inspections, and promote as well as monitor the proper use of personal protective equipment (PPE) by employees in operational areas.
- Promptly identify, report, and address any unsafe acts, hazardous conditions, or deficiencies in the workplace that may pose risks to employees' health or safety.
- Provide employees with appropriate occupational health and safety training and awareness programs. Establish and maintain emergency preparedness and response plans, including fire prevention and suppression systems, emergency reporting procedures, regular emergency drills and training, and business recovery plans to ensure employees are prepared to respond effectively and promptly to emergencies or abnormal situations.

4. Environmental Responsibility

Suppliers shall comply with all applicable environmental laws, regulations, and standards. They are expected to support environmental protection initiatives, promote the use of environmentally friendly technologies, improve the efficient use of materials, energy, and water, and implement effective waste and environmental management practices. Suppliers shall also strive to prevent, control, and minimize the environmental impacts of their operations on surrounding communities, including impacts on biodiversity, air, soil, water, and forests.

Guidelines

- Establish effective measures to prevent, mitigate, and reduce environmental impacts, while continuously improving environmental performance. Such measures should include the management of impacts relating to air quality, soil, land, water resources, forests, biodiversity, and greenhouse gas emissions.
- Implement appropriate environmental management systems, including wastewater management, air emissions control, waste and hazardous waste management, and other environmental management practices relevant to business operations. Environmental monitoring, treatment, measurement, and recordkeeping shall comply with applicable national and local environmental laws and regulations.
- Promote the efficient use and conservation of energy and water throughout business operations.

- Implement effective waste management practices by minimizing waste generation, avoiding the creation of hazardous waste wherever practicable, and ensuring waste is handled, treated, and disposed of in a safe and environmentally responsible manner.
- Cooperate with relevant government authorities and qualified third-party organizations in promoting sound environmental management practices.

5. Community and Social Responsibility

Suppliers shall conduct their business as responsible corporate citizens by considering the impacts of their operations on communities and society. They shall respect local cultures, customs, and traditions, engage constructively with local communities, and contribute to sustainable community and social development.

Guidelines

- Conduct business responsibly by considering the potential impacts of operations on local communities and society, while respecting cultural diversity, local customs, and traditions.
- Cooperate and engage with relevant government authorities, appropriate organizations, third-party stakeholders, and local communities in initiatives that support community and social development.

6. Land Rights and Access to Natural Resources

Suppliers shall respect the rights of local communities, indigenous peoples, and other affected stakeholders. The acquisition of land and access to natural resources shall be conducted with free, prior, and informed consent (FPIC), where applicable, and in compliance with applicable laws and regulations. The use of land and natural resources shall not adversely affect the livelihoods, cultural heritage, or identities of local communities. Suppliers shall also possess lawful land use rights or legal ownership of the land used for their business operations, supported by appropriate legal documentation, such as land title deeds, lease agreements, court orders, or other legally recognized evidence.



7. Privacy, Confidentiality, and Intellectual Property

Suppliers shall protect the privacy and confidentiality of the Company's, customers', and other stakeholders' information. Confidential information shall not be disclosed, used, or transferred without proper authorization or as otherwise permitted by law. Suppliers shall comply with the Personal Data Protection Act B.E. 2562 (2019), as well as all applicable laws, regulations, contractual obligations, and the Company's requirements relating to data protection, confidentiality, and intellectual property.

Guidelines

- Protect and maintain the confidentiality of the Company's information and other confidential information obtained during the business relationship, and continue to safeguard such information even after the business relationship has ended.
- Respect and protect the Company's intellectual property rights, and refrain from any unauthorized use, disclosure, reproduction, or infringement of the Company's intellectual property.
- Cooperate with the Company by providing accurate and timely information required for the preparation of reports or disclosures to stakeholders, where applicable.

8. Labor Protection and Human Rights

Suppliers shall comply with all applicable labor protection laws and other relevant legislation, including prohibitions against forced labor and child labor involving persons under 15 years of age, as well as laws governing wages, working hours, and employee benefits. Suppliers shall also respect internationally recognized human rights in all aspects of their operations.

Guidelines

• *Non-Discrimination*

- Suppliers shall respect human dignity, equality, and fairness, and shall not discriminate against employees on the basis of physical or mental characteristics, race, nationality, religion, gender, age, education, marital status, political opinion, sexual orientation, disability, or any other protected characteristic.

• ***Ethical Recruitment and Employment***

- Suppliers shall ensure that recruitment and employment practices are conducted ethically, transparently, and in compliance with applicable laws. Employment contracts shall be provided in a language that employees understand.
- Suppliers shall respect employees' freedom of movement and shall not charge recruitment or placement fees to employees.
- Suppliers shall not require employees to surrender money, original government-issued documents, passports, identification cards, or other personal documents as a condition of employment or as a means of restricting their freedom, except where permitted by applicable law.

• ***Labor Protection***

- Suppliers shall not employ child labor below the minimum legal working age and shall ensure that all young workers receive the protection required by law.
- Suppliers shall promote employees' well-being and provide appropriate working conditions that support their quality of life and professional development.
- Suppliers shall not employ persons under the age of 18 in hazardous work that may endanger their health, safety, or compulsory education.
- Suppliers shall not assign female employees to work that may endanger their health or safety. Pregnant employees shall receive the protection and benefits required by applicable law.

• ***Prohibition of Forced Labor***

- Suppliers shall neither use nor benefit from any form of forced, bonded, or involuntary labor. This includes, but is not limited to, physical punishment, coercion, unlawful detention, intimidation, human trafficking, or any form of violence or abuse.

• ***Wages, Benefits, and Working Hours***

- Suppliers shall establish clear employment and termination practices in compliance with applicable labor laws and regulations.
- Suppliers shall pay wages, overtime pay, holiday pay, and all statutory and contractual benefits accurately, fairly, on time, and at no less than the minimum standards prescribed by law.

- Suppliers shall provide employees with written information regarding wages, benefits, and welfare in a language they understand.
- Suppliers shall implement fair compensation practices that reflect employees' qualifications and competencies and shall comply with applicable laws governing regular working hours, overtime, rest periods, holidays, and leave entitlements.

• ***Employment of Migrant Workers***

- Suppliers employing migrant workers shall comply with all applicable immigration, labor, and employment laws and regulations.

• ***Prevention of Harassment and Abuse***

- Suppliers shall prohibit and prevent all forms of harassment, abuse, and intimidation, including physical, verbal, psychological, and sexual harassment, in the workplace.
- Suppliers shall establish accessible grievance channels and effective procedures for investigating and resolving employee complaints.

• ***Freedom of Association and Collective Bargaining***

- Suppliers shall respect employees' rights to freedom of association, peaceful assembly, participation in lawful political activities, freedom of expression, and collective bargaining in accordance with applicable laws.
- Suppliers shall not discriminate against employee representatives and shall allow them to perform their representative duties within the workplace in accordance with applicable legal requirements.

9. Anti-Corruption

The Company maintains a zero-tolerance policy toward bribery and corruption. It actively promotes and encourages its suppliers to participate in anti-corruption initiatives and programs by enhancing awareness and understanding of anti-corruption principles among suppliers and other relevant stakeholders. Suppliers shall comply with all applicable anti-corruption laws and regulations, including those relating to extortion, embezzlement, fraud, bribery, gifts, hospitality, and entertainment, and shall establish appropriate measures to prevent corruption.

Guidelines

- Support and participate in the Company's anti-corruption initiatives or become a participant in recognized anti-corruption programs.
- Promote awareness and provide education on anti-corruption principles within the organization and, where appropriate, to external stakeholders.
- Refrain from engaging in or supporting any form of corruption, whether directly or indirectly.
- Establish accessible whistleblowing and reporting channels for suspected bribery or corruption and implement appropriate measures to protect whistleblowers from retaliation.

Implementation of the Supplier Code of Conduct

Suppliers shall promote and support the effective implementation of this Supplier Code of Conduct among their employees, workers, and subcontractors to foster an ethical and sustainable business environment throughout the supply chain.

1. Communication of the Supplier Code of Conduct

Suppliers shall communicate and provide appropriate training on this Supplier Code of Conduct to their employees, workers, and subcontractors in order to strengthen sustainable supply chain management and promote awareness of responsible business practices.

2. Implementation and Management of the Supplier Code of Conduct

Suppliers shall:

2.1 Read, acknowledge, and comply with this Supplier Code of Conduct.

2.2 Establish and maintain management systems and internal controls that are consistent with the principles and requirements of this Supplier Code of Conduct.

2.3 Permit the Company to assess or audit the Supplier's compliance with this Supplier Code of Conduct and implement corrective actions based on the Company's recommendations, where applicable.

2.4 If the Supplier fails to implement the required corrective actions within the specified timeframe, the Company reserves the right to take appropriate measures in accordance with its policies and contractual requirements.

3. Contact Information

For further information or to report any violation of this Supplier Code of Conduct, please contact:

By Mail:

Chairman of the Audit Committee

Primo Service Solutions Public Company Limited

496 Moo 9, Samrong Nuea Subdistrict,

Mueang Samut Prakan District,

Samut Prakan 10270, Thailand

By Email:

Whistleblower@primo.co.th

Via Website:

<https://primo.co.th/>

The Company supports the procurement of products and services from suppliers that comply with this Supplier Code of Conduct. The Company may request relevant information regarding suppliers' ethical and responsible business practices to ensure ongoing compliance with the principles and requirements set forth in this Code.

This Supplier Code of Conduct shall become effective on 26 February 2026.

(Mr. Maroj Wananan)

Chairman of the Board of Directors

Primo Service Solutions Public Company Limited

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