

No. PRI/CS-01/2569

5 March 2026

Company Notification / Policy Sustainable Procurement Policy

1. Introduction and Intent

Primo Service Solutions Public Company Limited recognizes the importance of procurement as a core process that impacts the organization's quality, efficiency, and competitiveness. Furthermore, procurement influences the society, environment, and economy within the supply chain. The Company is therefore committed to establishing a Sustainable Procurement Policy to serve as a framework for transparent, fair, and sustainable operations.

The Company's intent is to build a strong, transparent, and fair supply chain by encouraging business partners and stakeholders to adhere to good governance, respect human rights, environmental conservation, and business ethics standards alongside delivering quality products and services to ensure that the Company's operations create long-term shared value for all parties.

2. Objectives

1. To establish procurement guidelines that are transparent, fair, and verifiable.
2. To encourage business partners and contractors to comply with labor laws, human rights, and environmental standards.
3. To enhance security and sustainability within the supply chain.
4. To mitigate Environmental, Social, and Governance (ESG) risks.
5. To support the Sustainable Development Goals (SDGs) and the Company's sustainability strategy.

3. Scope of Application

This policy applies to:

1. Procurement of goods, materials, and equipment.
2. Procurement of construction services, general services, and consultancy services.
3. Vendor and contractor management across all categories, both domestic and international, associated with the Company's business operations.

4. Sustainable Procurement Principles and Guidelines

4.1 Integrity and Fair Business Practices

The Company places top priority on conducting business with honesty, integrity, and responsibility, and actively encourages its business partners to operate with the same high standards. Every stakeholder must receive fair treatment, and all applicable laws and regulations must be strictly obeyed.

Guidelines:

- Establish processes or systems to ensure compliance with laws, government regulations, and requirements of relevant regulatory bodies.

- Provide processes or channels for receiving complaints in cases of non-compliance with laws and regulations or human rights violations, accompanied by appropriate monitoring and corrective action procedures.

4.2 Product and Service Quality

The Company places strong emphasis on delivering high-quality products and services that are safe for both consumers and the environment, encouraging its business partners to stringently maintain the standards and specifications agreed upon with the Company.

Guidelines:

- Deliver products and services accurately, completely, and in accordance with agreed standards and specifications, as well as within the specified timeframes.
- Communicate, record, and report quality performance data accurately and truthfully.
- Maintain vital documents such as contracts, agreements, work plans, and financial records in an organized and auditable manner.
- Cooperate with the Company in conducting audits and rectifying defects or deficiencies that may occur after delivery.

4.3 Occupational Health and Safety

The Company is dedicated to creating a safe and hygienic working environment by encouraging business partners to operate in accordance with appropriate occupational health and safety standards throughout their work processes.

Guidelines:

- Regularly inspect workplace hygiene and safety, and promote the use of personal protective equipment (PPE) among employees.
- Do not ignore any defects or actions that could pose risks or hazards in the workplace.
- Establish measures and action plans to effectively handle emergency situations.

4.4 Environmental Protection

The Company recognizes the vital importance of environmental stewardship and encourages its business partners to conduct their environmental operations in compliance with relevant laws, regulations, and standards.

Guidelines:

- Implement effective measures to prevent, mitigate, and resolve environmental impacts.
- Encourage business partners to obtain environmental and sustainability standard certifications, such as ISO 14001, Carbon Footprint, Green Industry, or equivalent standards.
- Promote the use of eco-friendly materials and equipment, or initiatives aimed at reducing environmental impacts across the supply chain.

4.5 Data Protection and Intellectual Property

The Company prioritizes the safeguarding of business confidentiality and encourages its business partners to respect the data privacy and intellectual property rights of the Company, customers, and stakeholders.

Guidelines:

- Safeguard the Company's internal and confidential information, even after the business relationship has concluded.
- Refrain from infringing upon the intellectual property rights of the Company.
- Cooperate in preparing reports that the Company is required to disclose to stakeholders.

4.6 Labor Protection and Human Rights

The Company respects human rights and international labor principles, actively encouraging business partners to strictly adhere to labor laws and human rights standards.

Guidelines:

- Non-discrimination: Respect human dignity, equality, and fairness without discrimination based on race, religion, gender, age, disability, or any other status.
- Labor Protection: Do not employ child labor under the legal minimum age, and ensure that all types of workers receive statutory benefits as prescribed by law.
- Prohibition of Forced Labor: Do not engage in or tolerate forced labor, modern slavery, human trafficking, or coercion in any form.
- Working Hours, Wages, and Benefits: Set working hours, wage payments, and benefits accurately and fairly, at rates not less than those required by law.
- Employment of Foreign Workers: Ensure that the recruitment and employment of foreign workers strictly comply with relevant laws.
- Trade Union Rights: Respect workers' rights to form or join trade unions and engage in collective bargaining; business partners must respect and not obstruct workers' rights to associate.
- Employee Development: Support continuous labor development and training regarding safety, labor rights, and skill enhancements.

4.7 Anti-Corruption

The Company maintains a zero-tolerance policy against all forms of corruption and encourages business partners to join in combating corruption, as well as actively disseminating relevant knowledge to a broader audience.

Guidelines:

- Support or participate in the Company's anti-corruption activities or related projects.
- Disseminate information and knowledge regarding anti-corruption both internally and externally.
- Refrain from engaging in any action that promotes or involves corruption, whether directly or indirectly.

5. Roles and Responsibilities

Procurement Committee: Oversee and control operations in accordance with this policy.

Procurement Department: Implement, monitor, and evaluate performance against the policy.

Business Partners and Contractors: Comply with the terms and principles established by the Company.

Internal Audit Department: Audit for accuracy and transparency, and report findings to executive management.

6. Monitoring and Evaluation

The Company will regularly monitor and evaluate compliance with this policy through mechanisms such as:

- Vendor self-assessments for vendor registration with the Company.
- Post-transaction vendor performance evaluations.
- Communication of evaluation results to drive mutual, continuous improvement.
- Regular policy reviews conducted at least once a year.

This policy shall take effect from 5 March 2026, onwards.

- Signature -

(Mr. Surin Sahachatpocanan)

Chairman of Executive Committee

Primo Service Solutions Public Company Limited

- Signature -

(Mrs. Suphin Mechuchep)

Chief Executive Officer

Primo Service Solutions Public Company Limited