

Indexlivingmall

Supplier Code of Conduct

Supplier Code of Conduct

Index Living Mall Public Company Limited and its subsidiaries conduct business by adhering to the principles of business growth, transparency, and business honesty in accordance with the law, demonstrating good corporate governance and responsibility toward the environment, society, and governance in accordance with sustainable development guidelines.

The Corporate Group of Index Living Mall Company is committed to developing the potential of its suppliers, which is a vital aspect of balancing the business supply chain, achieving sustainable growth, and extending the outcome into society through collaboration. Therefore, a supplier code of conduct was established as practice guidelines for suppliers as follows;

1. Business Ethics
2. Labor and Human Rights
3. Occupational Health and Safety
4. Environmental Management
5. Laws and Requirements
6. Whistleblowing

1. Business Ethics

- Business Honesty and Anti-Corruption

Suppliers shall conduct business in accordance with business honesty, ethics, transparency, and strict compliance with the law, and shall not engage in any other form of corruption or bribery, whether directly or indirectly, with government officials, government agencies, or the private sector to refrain from performing duties in accordance with the anti-corruption policy. This includes not presenting gifts, presents, entertainment, or any other benefits with the intent of persuading anyone to distort decisions to benefit the supplier.

- Fairness, Antitrust and Anti-competitiveness

Suppliers shall conduct business by taking into account responsibilities to all stakeholders with fairness and compliance with trade competition laws, promoting fair competition, and free trade practices, and opposing monopolies or trade barriers by establishing trade terms or a fair price based on trust and respect for one another to ensure fairness in competition, without taking advantage of others, and seeking improper benefits for the Company.

- Information Disclosure

Suppliers shall disclose information in accordance with the principles of transparency and verification. The disclosure of information must be accurate, clear, and up-to-date, in accordance with the law and in an equitable manner. The journal entries must be accurately prepared in accordance with the law and generally accepted accounting principles. They shall be audited by an independent auditor and meet financial certification standards.

- Confidentiality and Personal Data Protection

Suppliers are prohibited from publishing or using confidential information of customers or trade partners without their consent and exploiting customer and trade partner confidentiality or using insider information for personal gain or for the benefit of others. Any action involving customer or business partner information, such as storage, collection, use, and disclosure, must be concise. The right to access information must be restricted to those who have authority, ensuring that the rights of data owners are fully protected according to the law.

- Conflict of Interest

Suppliers must not have a vested interest in conducting business with ILM or its affiliates that could result in a conflict.

- Computer Network and Intranet Protection

Suppliers must ensure the stability and security of computer networks and intranet protection in accordance with the law and requirements regarding cybersecurity and create a firewall system to prevent unauthorized access to the Company's network. There shall be a cybersecurity incident response plan, allowing employees to deal with data breaches and report potential threats that may occur.

- Intellectual Property

Suppliers shall conduct business in accordance with intellectual property laws and regulations, respect intellectual property rights, and avoid infringing on the intellectual property of others.

2. Labor and Human Rights

- Fair and Equal Treatment

Suppliers shall respect human dignity, equality, and fairness by not discriminating against employees based on physical appearance, beliefs, race, nationality, religion, sexual preference, skin color, age, education, status, family or social status, or any other reason. This includes promoting the right to life as well as freedom of thought, speech, political opinions, and religion.

- Labor Protection

Suppliers must not employ children under the legal age. When suppliers hire child laborers who are over the legal age limit, labor protection as required by law must be provided. This includes developing and promoting quality of life and work conditions, such as preventing pregnant female employees from working in situations that could jeopardize their health or safety. Protection and benefits must be provided in accordance with the law. Hiring foreign laborers must be done legally, correctly, and completely.

- Forced Labor

Do not engage in or benefit from forced labor, slavery, debt bondage, or any other form of involuntary labor. Physical punishment, threats, detention, intimidation, menace, harassment, human trafficking, or any other form of violence are all prohibited. Laborers can request a leave of absence or resign in accordance with the law and reasonableness.

- Wages and Benefits

Suppliers must pay wages, overtime costs, wages on holidays, and any other benefits given to employees according to the work schedule, both accurately and fairly, not lower than the rate

specified by law, Employees shall receive appropriate and fair remuneration based on the ability and potential of employees that is not lower than the criteria or standards required by law.

- Working Hour

Suppliers must not force employees to work longer than the legally permitted working hours.

Employees must have at least the minimum number of holidays and days off required by law.

Suppliers must not make their employees work overtime or on holidays. Employees may choose to work voluntarily.

- Freedom of Association and Negotiation

Suppliers must allow employees to have freedom of association and legal bargaining rights without depriving them of their right to organize labor and negotiate in accordance with the law.

- Preventing Human Rights Violations

Suppliers must evaluate, review, and address labor and human rights issues in order to avoid human rights violations while conducting business.

3. Occupational Health and Safety

Suppliers must strictly comply with laws, regulations, and rules related to occupational health and safety by promoting best practices as follows:

- Safety Working Environment

- Establish safety measures for employees and related persons by creating a safe working environment, allocating sufficient essential infrastructure and supplies, and providing hygienic first aid kits in the workplace to reduce the risk of accidents and health issues at work.
- Check on the health and working environment of employees by monitoring risks and reporting work-related occupational health impacts with transparency and in an ethical manner.
- Organize training to raise awareness, reduce and control the risk of workplace accidents and potential health issues, as well as guidelines for managing emergencies to reduce losses in the workplace.
- Monitor the implementation of safety rules, life-saving rules, risk-related safety standards, and product-transportation and assembly safety standards.

- Personal protective equipment

Provide employees with adequate personal protective equipment that is appropriate for their risks, is ready for use, and allows them to control its use.

4. Environmental Management

- Conduct business with care, taking into account environmental impact and conservation as well as climate change adaptation. This includes maximizing the use of natural resources, energy, and water efficiently in order to reduce greenhouse gas emissions while maintaining the global temperature.
- Consider environmental efficiency operations and a circular economy in order to reduce air pollution emissions, wastewater, as well as hazardous and non-hazardous waste.
- Conserve biological diversity and ecosystems with the goal of having a net positive impact on nature, as well as land conservation and preventing illegal deforestation among trade partners and service providers, both directly and indirectly.
- Implement the 3R principles: reduce, reuse, and recycle.
- Cooperate in monitoring, providing information, and disclosing information regarding greenhouse gas emissions and the environment with transparency and ethics that meet the expectations of ILM and stakeholders.
- Promote and support policies, goals, plans, and activities that aim to reduce environmental impact and greenhouse gas emissions.
- Enhance understanding and awareness of employees regarding environmental and climate management for customers, trade partners, and other stakeholders.

5. Laws and Requirements

Comply with all related laws, rules and regulations.

6. Whistleblowing

In the event that suppliers or stakeholders notice, witness, or suspect that the actions of ILM personnel, any person acting on ILM's behalf, or ILM suppliers do not comply with the ILM suppliers code of conduct, or suffer from the damage as a result of corruption, failure to comply with the laws, rules, regulations, code of conduct, or corporate governance policies, the suppliers may inquire, file complaints, and blow the whistle for such actions in accordance with the whistleblowing policy at:

- <https://investor.indexlivingmall.com/en/cg/whistleblowing-channel>
- <https://investor.indexlivingmall.com/th/cg/whistleblowing-channel>

The information of the complainant or whistleblowers will be kept confidential, and ILM will proceed in accordance with the applicable regulations.

This supplier code of conduct shall be effective from December 1, 2023 onwards.

-Kritchanok Pathamasatyasonthi-
(Kritchanok Pathamasatyasonthi)
Managing Director