



True Corporation Public Company Limited
18 True Tower, Ratchadaphisek Road, Bangkok10310, Thailand

EMPLOYMENT AND LABOR MANAGEMENT POLICY

POLICY APPROVED BY CHIEF HUMAN RESOURCE OFFICER

POLICY OWNER: HEAD OF PEOPLE EXPERIENCE DIVISION

POLICY EFFECTIVE DATE: 1 NOVEMBER 2023

PRINCIPLES

True Corporation Public Company Limited ("True" or "the Company") realizes that employees are valuable personnel and the key to success of business and sustainable growth, therefore they are taken care with fairness and respect on human rights by upholding employee involvement and valuing diversity to create employee's value and inspiration to work with full potential.

In this regard, the Company's Employment and Labor Management Policy is determined to comply with international human rights standards, which are The United Nations Universal Declaration of Human Rights (UNDHR) and The International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, including labor laws of the countries where the company operates, the international standards to which the Company adheres, corporate management policy as well as the company's code of conduct.

SCOPE

This policy is applied to True Corporation Plc and its subsidiaries in Thailand and overseas. It shall be disseminated to True's business partners for adaptation to their operations and encouraged the participation of prime suppliers in our supply chain on human rights aspect for the Telecommunication industries and other business under True.

DEFINITIONS

The Company means True Corporation Public Company Limited or True

Subsidiaries means companies in which True Group holds more than 50% of their shares and has management control

Employees means all employees who work under an employment contract with True Group covering all positions

Business Partner means Suppliers who provide goods and services, including Contractors who provide manpower and manpower's services

Youth Labor means workers under 18 years of age but older than the minimum age of employment

Forced Labor means involuntary work which people are forced to do by the means of citing for punishment, coercion or threatening to work or provide service, resulting that the person is not willing to work or unable to resist.

GUIDELINES

To promote better quality of life and employee engagement on fairness and respect basis, the Company has set the following practices:

- **Child Labour**

The Company shall adhere to minimum age of employment as stipulated by laws. Youth labour shall not be allowed to work under hazardous conditions, which are harmful to their health and development, including interference with their Compulsory Education Program.

- **Forced Labour**

The Company shall not engage in any forms of forced labour, and shall not ask for money or retain employees' identification documents unless it is not against the laws.

- **Discrimination**

The Company shall respect the differences and treat employees equally by not giving favour or unfairly diminishing employee's right due to race, national origin, ethnicity, colour, ancestry, religion, gender, age, physical disability, political thinking, or marital status. In addition, preventive measurement of sexual harassment shall be in place. The Company shall support the community by employing local people as well as the under-privileged groups.

- **Compensation**

The Company shall pay employees' wages including a living wage, which ensures sufficient income for basic needs of employees and their families, and benefits in compliance with legal requirements and on time. There shall not be any deductions from employees' wages unless the law states otherwise. In addition, the Company shall comply with the equal pay for equal work concept for both men and women.

- **Working Hours**

The Company shall comply with applicable laws on regular working hours and overtime hours, including a defined maximum per day and per week, with any excess classified as overtime. In accordance with Thai labor law, the Company defines standard working hours as not exceeding 8 hours per day and 48 hours per week for regular work. Any work performed beyond these limits is classified as overtime and shall be conducted only on a voluntary basis, with the prior consent of the employee on a case-by-case basis. The total number of overtime hours, including work performed on holidays and holiday overtime, shall not exceed 36 hours per week. The Company ensures that all overtime work is

compensated at a rate not less than the legal minimum, and appropriate records of working hours and overtime will be maintained for transparency and compliance.

The Company is committed to reducing routine overtime, reserving it only for exceptional or unplanned needs through careful planning and limiting hours. The Company shall monitor overtime hours accordingly.

- **Freedom of Association and Collective Bargaining**

The Company shall respect the employees' right to join or form any kinds of lawful associations and to participate in any collective bargaining in accordance with legal procedures.

- **Occupational Health, Safety, Environment and Facilities**

The Company shall arrange, support, sustain and continuously improve to provide safe working environment and protect employees and relevant parties from health impacts as well as protecting and minimizing environmental impacts resulting from company activities in compliance with the law. In addition, the Company shall arrange hygienic bathroom and toilet facilities, clean drinking water, appropriate first aid kit, as well as clean, hygienic and convenient dining area and food storage.

- **Labor Protection of Pregnant Employees**

The Company shall provide safe working conditions and appropriate working hours for pregnant employees, ensuring there is no harm for the pregnant employees and their fetus. Besides, the Company will not dismiss, demote or reduce benefits and welfare of the employees due to their pregnancy.

- **Leave/Paid Annual Leave**

The Company ensures employees are entitled to take their paid annual leave and public holiday without any impact on their wages or social protection benefits, in compliance with applicable laws and company policy.

- **Discipline Action and Termination**

The Company shall not do any inappropriate verbal punishment and corporal punishment, including physical coercion or abuse of employees. In addition, prior to any mass layoffs or non-disciplinary terminations, the Company shall provide employees with a minimum notice period as mandated by applicable laws (at least 60 days)

- **Corruption**

The Company has Human Resource Management guidelines covering recruitment, performance evaluation, remuneration and promotion that reflect the Company's strong commitment to Anti-Corruption Policy. In addition, the company shall not demote, punish, or cause any negative consequence to staff who turns down corruption even if the action results in loss of business opportunity.

In case that the international standards which the Company adheres or customers' code of conduct are established higher standards than the guidelines of this policy, the international standards or the customers' code of conduct shall be applied as appropriate and also does not against to any countries which conduct the business.