

# Corporate Social Responsibility Policy



Grandline Innovation Company Limited

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## Corporate Social Responsibility Policy

Grandline Innovation Company Limited ("the Company") is committed to operate business and focus on providing excellent service for maximizing customers satisfaction. The Company emphasizes on operating with transparency, and fair, creating better community, and preserving our community, society, traditions, and environment. The Company is doing business with international practices as well as strive to create, develop, and improve a foundation of continuous and sustainable social responsibility.

### 1. Conducting business with righteousness

The Company places importance on conducting its business in accordance with honest and fair competition within the framework of the laws and business ethics. The rules of equal competition will also mean to for fair compensation for our partners. The Company will not bring disgrace to the reputation of itself or not contrary to the law with the principles of business operations as follows:

- 1.1. Inquiring, receiving, or agreeing to receive assets or other kind of benefits which are beyond the trade agreement or trade terms.
- 1.2. Aiming to establish a long-term relationship and cooperation with suppliers to enhance the potential and efficiency of business cooperation.
- 1.3. Maintain confidentiality or information of trading partners and will not use for its own benefit or other parties who get involved improperly.
- 1.4. Will not take any action related to intellectual property infringement including encouraging Employees to use the resources and assets of the Company effectively including using copyrighted software and services and will not support products or actions that infringe intellectual property.
- 1.5. Against unfair competition, the Company will not act in the following matters
  1. Price fixing
  2. Determining the selling price to eliminate competitors. The determination of the selling price of the Company's products will be based on market conditions, purchase demand other costs related. In addition, the product price is determined according to the cost of goods and expenses to be competitive. The method of procurement and clear operating procedures are defined to create fairness in competition.
- 1.6. Provide channels for complaints and whistleblowing, which will include receiving complaints, fact checking and finding solution and conclusion including protection of the complainant and the person concerned. By specifying clearly that it is a secret document through the channels that the Company has provided in the Company's business ethics manual.

## 2. Anti-corruption

The Company is committed to do business with honesty, fairness, transparency, and responsibility to society and all groups of stakeholders with good corporate governance, the Company Code of Conduct, and international standard to build confidence for all groups of stakeholders and supporting sustainable growth. The Company realizes that corruption is a major obstacle to achieving these goals and for the economic and social development of the country. In order to achieve that intention therefore, an anti-corruption policy has been established as a guideline to prevent and combat corruption.

## 3. Respecting Human Rights

The Company is respecting everyone and every human rights. The Company is treating everyone equally without discrimination and will do whatever it can to avoid and action that violate human rights. The company is also treating all employees equally without regarding their origin, race, sex, age, religion, or disability. To ensure that we are compliance with labor laws and regulations, the Company has established guidelines as follows:

- 3.1 The Company strictly follow the international human rights principles including the labor law by providing a safe working environment which has hygiene standard according to international standards, drug free environment, and treat all personnel equally. The Company does not and will not discriminate any of its people and other human because of their sex, age, color, race, nationality, religion, political opinion, disability, ancestry, or any other status not related to work performance. The Company also respect personal freedom and protect personal information.
- 3.2 The Company regularly monitors and prevents the Company's business operations to get involved with human rights violations. This also include joining and accepting practices that are beneficial to the global society such as the United Nations Human Rights Principles, etc.
- 3.3 The Company provides knowledge and understanding about international human rights principles to the Company's personnel. The Company has already implemented this principle as part of the operation and will not support businesses and/or activities that violate international human rights principles.

In addition, the Company also provides equal rights for persons with physical disabilities to work. By accepting employees with speech disabilities as employees within the Company with fair compensation and welfare equal to other employees.

## 4. Fair treatment of labor

The Company recognizes and make sure that the Company has a fair treatment to our workforce and extremely pay attention to our human resource and human development. These are factors that will add value to

the business, enhance the Company's competitiveness, and create sustainable growth in the long run. The Company has established policies and guidelines as follows:

- 4.1 Respect the rights of employees according to human rights principles and labor laws.
- 4.2 Establish a transparent and fair employment process, and terms of employment. The Company is also taking ethics into consideration under a fair performance evaluation process. This is including reasonable compensation by increasing the remuneration of employees every year depending on performance including the year-end bonus and overtime. The Company is treating all employees fairly and equally regardless of their race, age, and sex.
- 4.3 Promote human resource development by providing training within the Company or to participate external seminars or trainings. The Company acknowledge the vitality of continuously developing skills.
- 4.4 Provide welfare for employees as required by law, such as social security, etc.
- 4.5 Provide trainings to promote and develop knowledge and competence of employees at all levels including training to deal with unexpected events such as fires. The Company ensure that every employee will have a chance to participate in yearly fire drill.

## 5. Customers

The Company and its customers are profoundly focus into the quality of our products, and excellent service by treating customers with responsibility, honesty, and maintaining customers confidence. This includes providing channels for customers' feedback, both positive and negative. We believe that honesty and direct communication is the best way to satisfy customers and create long-lasting relationship.

## 6. Preserving Environment

The Company emphasis and work in great details regarding environmental impact in our operations. The Company recognizes the importance of energy reserving, and since the Company is one of infrastructure builder therefore, it considers the business operation on the basis of sustainable development in every aspect, i.e., Economy by continually improving the quality of products and services; Social by taking care of our society, environmental in creating and making sure that our environment will be preserved and passed on to the next generation. All these bring it to our Company philosophy "Creating quality innovations, creativity, protecting the environment for the benefit and maximum customer satisfaction"

## 7. Social Activities

The Company promotes the development of communities and society in various forms to benefit society and the environment. By organizing volunteering activities for all executives and employees, to provide support for the one who needed and continually helping others through hardships such employ local workers from

the community for income distribution and contribute to economic development in the area. We also concern and value importance of safety management in our projects. Safety does not mean only our valuable employees but including the local community, the commuters, and the environment. This achievement will not be possible without the help and unity of all our people to participate and contribute in their own way and that is for us what it means for social activities.

This Social Responsibility Policy becomes effective from 28 September 2020 onwards and scheduled to be reviewed at least every year.

(Mr.Ormsin Chivapruck)

Chairman of the Board of Directors  
Grandline Innovation Company Limited