

-Translation-

## Human Rights Policy

Index Living Mall Company Limited (Public Company) and its subsidiaries ("the Company") operate their business with adherence to corporate governance, integrity, and ethical conduct. They are committed to sustainable business practices and social responsibility, respecting and valuing human dignity, love, and respect. The Company believes in respecting the human rights of all stakeholders throughout its value chain, viewing it as fundamental to promoting both business sustainability and societal well-being. Thus, the Company upholds legal compliance and human rights principles, following the United Nations Guiding Principles on Business and Human Rights (UNGP) which emphasize the importance of Protect, Respect, and Remedy, aiming to prevent human rights violations within its business operations.

### Scope:

This human rights policy applies to the Company's operations and is applicable to all board members, executives, and employees. It also promotes support and alignment with this policy for all stakeholders involved in the Company's value chain.

### Definitions:

Human Rights refer to the inherent dignity, rights, and fundamental freedoms that all human beings possess from birth, equally and without discrimination based on race, nationality, religion, ethnicity, gender, skin color, language, or any other status.

Value Chain encompasses interconnected activities throughout the Company's business processes, aimed at collectively adding value to products and services and delivering them to customers. It involves linked and continuous value creation processes like a chain.

Stakeholders are individuals or groups impacted by or involved in the Company's operations, whether positively or negatively, directly or indirectly, including society, communities, and the environment.

### Human Rights Policy:

1. Board members, executives, and employees shall work with regard to human dignity and prioritize respecting the human rights of all individuals, including local communities, within the framework of laws, human rights principles, and international labor standards without discrimination based on race, nationality, origin, ethnicity, gender, language, age, skin color, physical differences, beliefs, religion,

ideological expression, education, social status, culture, customs, union membership, gender diversity, or any other status.

2. Conduct business activities that do not result in direct or indirect violations of the human rights of involved parties. Support and respect the protection of human rights, ensuring that the Company's operations are not associated with human rights violations.
3. Do not employ child labor, forced labor, human trafficking, oppose discriminatory practices, prevent all forms of abuse, respect freedom of association, collective bargaining, and privacy of information.
4. Maintain a high level of occupational health, safety, and environmental conditions at work to ensure the safety of employees and stakeholders. Be aware and invest in controlling and preventing accidents, injuries, and illnesses occurring during work duties according to relevant legal standards.
5. Treat business partners equally without discrimination and communicate, disseminate knowledge to partners to engage in business operations adhering to ethical principles, respecting and treating everyone according to human rights principles.
6. Encourage business partners to respect the human rights of stakeholders, ensuring that all groups of stakeholders receive equal basic rights protection, following the current code of conduct for business partners and any future amendments.
7. Promote and support all board members, executives, employees, and stakeholders throughout the Company's value chain to report human rights violations resulting from the Company's operations. The Company will take necessary and appropriate steps to assist individuals who have suffered human rights violations from the Company's operations.
8. Protect and ensure fairness to whistleblowers reporting human rights violations resulting from the Company's operations, adhering to whistleblower protection measures.
9. Maintain a continuous process of Human Rights Due Diligence to identify issues, assess risks and impacts of human rights violations, identify affected groups or individuals, plan and establish measures to prevent, reduce impacts, manage and remedy human rights violations resulting from the Company's operations appropriately. Additionally, the Company promotes and supports partners to implement similar processes, expecting partners to have processes to prevent, reduce impacts, manage, and remedy human rights violations resulting from their operations.
10. Review and monitor the effectiveness of managing and addressing human rights violations according to the review and monitoring process, including providing support and collaboration in remedying the impacts resulting from business operations.
11. Disclose information on the Company's human rights operations through the 56-1 One Report (annual report) and the Company's website.

**Guidelines for Stakeholder Engagement:**

The human rights policy encompasses the important rights of stakeholders within the Company, with the following guidelines for practice:

1. **Employees:** Ensure appropriate and fair employment conditions without discrimination. Consider fair compensation for all employees, provide competitive employee benefits compliant with the law, promote diversity within the company, provide opportunities for persons with disabilities, prioritize safety, health, and environmental conditions in the workplace, and maintain a work environment free from any form of intimidation or coercion. Acknowledge that employees have freedom of association and negotiation and solicit employee feedback through various channels to continuously improve hiring conditions, working conditions, and the work environment.
2. **Customers:** Prioritize the health and safety of customers' lives and property, conduct business activities responsibly and fairly without discrimination or intimidation to deliver quality and safe products and services aligned with customer expectations. Additionally, protect customers' personal data through efficient data collection and data security systems.
3. **Business Partners:** Ensure fair hiring practices and appropriate treatment of partners' employees, including prioritizing safety, health, and environmental conditions in the workplace as required by law. The Company aims to work collaboratively with partners to promote and support human rights initiatives, protect, and safeguard information about partners, and refrain from using partner information for the Company's benefit or inappropriately sharing it with unrelated third parties.
4. **Shareholders:** Prioritize and respect the rights of shareholders, conduct business activities according to ethical principles, regularly disclose significant information and report Company operations accurately, completely, and timely. Additionally, protect shareholders' personal data through efficient data collection and data security systems.
5. **Society, Communities, and Environment:** Conduct business responsibly towards society, communities, and the environment, aiming to be a good neighbor and a trusted partner with various local communities. Respect the rights of society and communities, prioritize community health and safety, take responsibility for the environment, and minimize impacts on society, communities, and the environment.

This policy shall be effective from April 26, 2024, onwards.

This was announced on April 26, 2024.

*—Mrs. Pennapha Dhanasarnsilp—*

(Mrs. Pennapha Dhanasarnsilp)

Chairman of the Board

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