



Title of Document: Corporate Social Responsibility Policy

Effective Date: 7 June 2019

Revision No.: -

(Translation)

Corporate Social Responsibility Policy

Kerry Express (Thailand) Public Company Limited

Objective

Kerry Express (Thailand) Public Company Limited (“the Company”) operates the business under framework of good governance, transparency, and accountability, and determines the business development together with creation of economic, social, and environmental balance. The Company adheres to uphold itself to be the role model in sustainable business operation, including the management ability for secure with the concerning of impact to stakeholders in all dimensions, and being accepted in the society based on ethics and Corporate Governance Code, in order to provide the efficient returns to shareholders. Therefore, the Company has formulated the Corporate Social Responsibility Policy (“the Policy”) as guideline of the business operation of the Company in various areas.

Scope of the Policy

1. Fair Business Operation

The Company has established the guideline for stakeholder engagement in the Code of Business Conduct which addressed the responsibility toward stakeholders from shareholders, staffs, customers, business partners, contractual parties, communities, society, and environment; promotion of free and fair trade competition; avoidance of the operation that may cause conflict of interests and infringement of the intellectual property as well as anti-corruption in all forms in the following topics.

(1) Corporate Governance

The Company determines the proper business operation with honesty, fairness, and transparency, and disclosure of the key information, and accountability. The Company is concerned on the benefit, impact toward the shareholders, customers, business partners, staffs, and all parties of stakeholders, and suitable and fair benefit sharing.

(2) Corporate Social Responsibility

The Company establishes Corporate Social Responsibility (CSR) Policy under the ethical basis for fairness toward all parties of the related stakeholders, and applies Corporate Governance Code as guideline to maintain the operational balance whether in term of economy, community, society and environment, leading to sustainable successful business development.



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(3) Governance on Compliance with Laws, Rules, and Regulations

The Company gives precedence to compliance with laws, regulations to environment, occupational health, and safety; and compliance with an international Code of Business Conduct, prescribing that the directors, executives, and staffs must conduct themselves to be within the framework of laws, rules, and regulations, without any involvement, assistance or act as violation, breach of other relevant laws and by-laws.

(4) Governance on Compliance with the Intellectual Property Law

The Company supports none of the execution in the nature of infringement of intellectual property, by prescribing that the directors, executives, and staffs must conduct themselves to be within the framework of laws, rules, and regulations, without any involvement, assistance or act as violation and breach of other relevant laws and by-laws of the intellectual property.

(5) Encouragement of the Efficient Resource Utilization

The Company encourages the directors, executives, and staffs in all levels in the organization to efficiently, appropriately, and sufficiently utilize resources for maximum interest, and communicates, provides knowledge, supports, and creates awareness to the staffs and all related parties in management of the utilization of the existing resources for maximum interest of the organization.

2. Anti-Corruption

The Company establishes the Anti-Corruption Policy by emphasizing on reinforcement of the corporate culture for awareness of the personnel in all levels on danger of corruption, creation of proper value, and enhancement of confidence toward all parties of the stakeholders for efficient anti-corruption under the specific policy and guideline for anti-corruption.

3. Human Right Respect

The Company establishes the Human Right Support and Respect Policy by treating the related parties whether being staffs, surrounding community and society with respect to the humanity dignity, under concern on equality and equal freedom, without violation of the fundamental rights and non-discrimination whether in the matter of race, nationality, religion, language, lineage, skin color, gender, age, education, physical condition, or social status. The Company also oversees its business not to be directly and indirectly involved in violation of the human right.

4. Fair Labor Treatment

The Company realizes on the significance of the human resource development and fair labour treatment as factor that contributes to value addition of the business and reinforcement of the competitiveness, and sustainable growth of the Company in the future. The Company gives precedence to respect to the staff's right in accordance with the principle of the human rights, and compliance with labour law. The Company establishes the fair employment process, employment condition, and fair and suitable remuneration



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payment based on the staff's potential, and consideration on performance and feat under fair performance appraisal for creation of the career security and promotion of career growth opportunity, and provision of fair remuneration to the staffs. In addition, fringe benefit in various areas is provided for the staffs as prescribed by law such as social security, and other than the requirement of law, such as accident insurance, and different types of contributions such as cremation allowance, etc.

The Company promotes the personnel development in all levels by organizing academic training and seminar in various relevant areas for development of knowledge, competency and potential of the personnel, and culture of good attitude, virtue, ethics, and teamwork for the personnel, and creation of happy and mutually acceptable working environment, and disadvantageous treatment to one other in all levels of staffs.

In addition, the Company gives its staff the opportunity to express his/her opinion or complain about unfair treatment or improper act in the Company. The staff who reports such issue is protected. The safety, occupational health, and working environment are taken into consideration by promoting to be the agenda of safety and good working environment as significant agenda.

5. Customer and Consumer Responsibility

The Company fairly treats its customers without discrimination and disclosure of the customer information perceived by it due to business operation. The said information is the normal information which will be retained not to be disclosed, and not to be used for benefit of the Company and of the related parties. The Company continuously aims for creation of customer satisfaction and confidence under the appropriate safety and technology, and maintenance of international quality and upgrade of the standard to be higher.

6. Environmental Care

The Company continuously gives precedence to conservation of the natural resources by promoting the efficient resource utilization, awareness on safety of the society, community and environment, business operation under standard operation and good control, promotion of sustainable and environmental development, and culture of social, community and environmental awareness to be existent in the Company and all levels of its staffs, as well as support on organizing of participative activities that take part in environmental conservation.

7. Participation in Community or Social Development

The Company formulates the policy for business operation that is useful for economy and society, adheres to conduct itself as good citizen, and completely complies with the relevant laws and regulations. The said policy promotes the creation of knowledge to community, job creation, and income distribution, contributes to upgrade quality of life of the people for sustainable social and national development, as well as supports organizing of activities and culture of concrete awareness in social responsibility, to be part of mutual drive of Thai society for sustainable social and environmental development.



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Moreover, the Company also gives the opportunity to the community, society, or stakeholders that are significantly affected toward its operation on fact basis to be able to communicate, suggest, or make a complaint through channel prepared by the Company.

8. Innovation Availability and Operation-Derived Innovation Dissemination under Social, Environmental and Stakeholder Responsibilities

The Company supports innovation to be available both in internal work process level, and inter-organizational collaboration level. Such innovation means initiation in doing anything by new way. In addition, it may also mean change in thought for business value addition. The target of the innovation is positive change for improvement of anything occurred from such change for maximum interest to the society. The practical guideline of the Company is as follows.

- (1) Survey the processes of the Company's business that has been currently operated how it causes risks or negative impact toward society or environment, and simultaneously study, consider, and analyze to find the corrective guideline for mitigation of such impact. In addition, the Company shall study, consider, and analyze work process in details, and cover all areas for creation of the opportunity in development toward discovery of the business innovation.
- (2) Disclose the discovered innovation in what is useful for society and environment to stimulate the compliance of other businesses and entrepreneurs.
- (3) Regularly and continuously analyze the corrective guideline for problems, and develop innovation as creation of the opportunity in newness intervention and business growth for fulfillment of customer needs.

However, the dissemination of innovation is considered as social responsibility by communication and dissemination to the group of stakeholders for both direct and indirect acknowledgement through various communication channels to be assured of an access of the Company's news information into its group of stakeholders.

The Board of Directors has considered and approved this Corporate Social Responsibility Policy in the Board of Directors' Meeting No. 5/2562 on 7 June 2019 to be effective from 7 June 2019 onwards.

-Signed-

(Mr. Kledchai Benjaarthornsirikul)

Chairman of the Board of Directors

Kerry Express (Thailand) Public Company Limited