



## **Code of Conduct and Guidelines for QTC's Partners**

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# **Code of Conduct for Suppliers**

Revision No. 1/2022

## Objective

QTC Energy Public Company Limited or QTC and all its affiliates attach importance to conducting business under the concept of ESG (Environment Social Governance) throughout the business value chain for sustainable growth in the long term. Therefore, this Code of Conduct and Guidelines for QTC's Partners has been prepared to guide QTC's partners in conducting business in accordance with international standards and/or international practices and/or the requirements of relevant laws at the local, national and international levels, such as the Labor Protection Act, environmental laws, anti-corruption laws, consumer protection laws, personal data control laws, business guiding principles and the United Nations Human Rights, various international standards, etc.

This Code of Conduct and Guidelines will serve as an essential guide for QTC's partners to conduct their business on an environmental, social responsibility and good governance (ESG) basis to create long-term business sustainability together. QTC also expects QTC's partners to apply it comprehensively to their business operations and their affiliates, as appropriate.

## Definition



**“Partner”** refers to a supplier of goods and services to the company or its customers, which can be classified into 5 groups as follows:

- Manufacturers who produce parts or components of products or produce machine tools according to the design of the company;
- Suppliers of goods, including raw materials, equipment, tools, machines, etc.;
- Contractors, including construction contractors, sub-contractors, labor contractors, etc.;
- Service providers of cargo transportation, staff picking up, document delivery, cleaning, security, internet, import or export of goods, etc.;
- Sales agents, including companies or agencies or individuals appointed by the company as agents in selling products or services of the company.




## Code of Conduct and Guidelines for QTC's Partners

### 1. Business Ethics


#### Legal Compliance

-  Must comply with Thai and/or international laws and regulations related to their business operations and not ignore or neglect their practices;
-  Must ***not infringe on intellectual property***; and promote measures to prevent.




#### Anti-Corruption

-  Must ***not offer*** or ***promise to*** or ***accept*** payment or cash substitutes in any form, directly or indirectly, to QTC workers or business associates, including government officials, in order to obtain business benefits;
-  Must ***not engage in*** fraud, bribery, facilitation kickbacks, money laundering, embezzlement of money or property or any form of corruption with any person or entity, both public and private;
-  Must cooperate with QTC in participating in the fight against corruption by applying QTC's Anti-Corruption Policy or other applicable laws.

#### Transparency




-  Must disclose their own information as required by law with accuracy, completeness, transparency and verifiability.

#### Confidentiality



-  Must ***not share critical business information*** as well as confidential information of QTC or other QTC's stakeholders who have the opportunity to access or become aware of the information from the employment;
-  Must ***not use information without the consent*** of QTC or its stakeholders;
-  Must ***not use internal information*** of QTC to seek benefits for themselves and others.

## 2. Safety and Working Environment

### Safety at work






-  Give importance to safety at work and provide a working environment for employees and those involved by complying with the occupational health, safety and working environment management laws at least;
-  Provide workers with basic facilities and necessary personal protective equipment (PPE) to appropriately and adequately reduce the risks of accidents and their long-term health impacts;
-  Prepare plans for potential emergencies and provide regular evacuation drill training as required by law.

### Safety of goods and services delivered





-  Deliver products/services with excellent quality, without affecting the use of QTC products, and quality as agreed;
-  Immediately report to QTC any concerns about the safety or quality of goods or services to be delivered through the QTC operator with whom you coordinate.

### 3. Labor and human rights practices

#### Labor



-  Pay wages and compensation to your employees with fairness, not taking advantage, suitable for their knowledge and abilities and not lower than the criteria specified by law;
-  Allocate working time, overtime, and holidays to be in accordance with the law or better than the law;
-  Provide appropriate welfare to employees and facilitate them to have a good quality of work life, safety and happiness in work;
-  In the case of using foreign workers, they must fully comply with all requirements specified by law;
-  Strive to constantly improve the knowledge and abilities of employees, encourage their skill enhancement and develop them into “talented” and “good” people.

#### Human rights


-  Treat all employees (Thai workers or foreign workers (if any)) with respect, taking into account human dignity, rights, liberties and equality of persons protected by the Constitution of the Kingdom of Thailand and relevant international laws;
-  Must ***not use child labor*** under the legal age. If there is a need for child labor, they must have all the protections required by law.
-  ***No forced labor*** as slave labor, including no physical punishment, imprisonment or coercion. Employees must work voluntarily.
-  Apply and establish ***Human Rights Due Diligence (HRDD)*** according to the UN Guiding Principles on Business and Human Rights so that partners can actively monitor human rights issues.

## 4. Environmental Considerations




### Resource use

-  Promote resource efficiency such as water use, electricity use, fuel use, etc.;
-  Find opportunities to improve or ask for cooperation from various agencies in using renewable energy to partially or completely replace fossil fuel energy to reduce long-term environmental impacts.

### Pollution control



-  ***Reduce and control*** the environmental impact resulting from its business activities, such as emissions of water, air pollution, solid waste and industrial waste management in accordance with ***minimum standards required by law***.

### Climate change


-  Develop greenhouse gas inventory system and report of emission levels emitted to the atmosphere;
-  Give priority to activities for reducing greenhouse gas emissions such as developing production and delivery processes, using renewable energy (Renewable Energy) or managing within your organization to reduce or control greenhouse gas emissions into the atmosphere;
-  Raise awareness about the situation of “Climate Change” to your executives and employees.

## 5. Development of Raw Materials, Products and Services



### High quality

-  Cooperate with QTC in the development of QTC raw materials or source products to ensure that QTC's customers receive QTC's highest quality products;
-  Cooperate with QTC to establish a quality assurance system according to QTC's standards at least and try to obtain ISO9001 international standard system certification from external agencies.

### Suitable technology


-  Give priority to the development of technological capability in production and communication for good quality of products and services, safety in use, and reduction of social and environmental impacts.

### Punctual delivery

-  Have a well-organized production to provide punctual delivery as agreed;
-  Develop an effective delivery system for raw materials, products or services fulfillment with accurate, safe and punctual delivery.



## 6. Emergency or Disaster Preparedness

-  Our partners should conduct corporate risk assessments in both normal and emergency situations or unexpected disasters such as floods, earthquakes, fires, political riots, cyber threats, and so on. An emergency contingency and response plan should be developed to prevent business interruption that may affect the delivery of raw materials, goods or services to QTC. QTC is willing to exchange practices, information, and news with our partners for mutual benefits.

## 7. Channels for Whistle-blowing and Complaint

In the event that our partners or related parties have questions or witness actions suspected of violating or breaking laws, regulations, code of conduct or corporate governance policies of QTC, please inquire, give a clue, or complaint via channels under.

### Audit Committee

QTC Energy Public Company Limited



[audit@qtc-energy.com](mailto:audit@qtc-energy.com)

2/2 Krungthep Kreetha 8 Alley, Intersection 5,

Krungthep Kreetha Road

Huamark Sub-district, Bangkok District

Bangkok 10240

## 8. Channels for Consultation/Inquiries on Policies and Guidelines



[sustainability@qtc-energy.com](mailto:sustainability@qtc-energy.com)



038-891-411-4 ext. 111



[www.qtc-energy.com](http://www.qtc-energy.com)

QTC policies and guidelines can be downloaded via [www.qtc-energy.com](http://www.qtc-energy.com).

ท่านสามารถ Download นโยบาย และแนวทางปฏิบัติต่างๆ ที่เกี่ยวข้องของ QTC ได้ทาง  
[www.qtc-energy.com](http://www.qtc-energy.com)



[www.qtc-energy.com](http://www.qtc-energy.com)





I, Mr./Mrs./Miss: .....

Position: .....

Representing: A juristic person/an individual .....

To receive “Code of Conduct and Guidelines for QTC’s Partners”.

I have understood this Code of Conduct and Guidelines for QTC’s Partners by

- ☐ reading and understanding the contents on my own
- ☐ obtaining clarification/training from QTC staff

I, on behalf of .....,  
will make great efforts to implement and apply the above guidelines for our joint sustainable growth.

Signed .....

Date .....

Please tear along the dotted line and return it to the QTC operator who provided you with this document or send a scanned copy by email:  
[sustainability@qtc-energy.com](mailto:sustainability@qtc-energy.com)