



Dynasty Ceramic Public Company Limited and its subsidiaries Codes of Conduct

Meaning of “Codes of Conduct”

Codes of Conduct means a set of rules or set of etiquette practice for professional with expertise, knowledge and have an organization or association control.

1. Behavior set by each profession to maintain and promote the honor, reputation and status of its member. It may or not be written in writing.
2. Principles of behavior that anchor the morality and ethics of individual in each profession.

Code of Ethics

The code set for

- Aiming for efficient people in professional.
- To be a good person in service professional.
- To make people in profession are honored with rules and standards of ethics.

Ethics are important and necessary for every occupation, institute and organization. Because of it is an anchor to conduct with goodness.

Code of Conduct and Practice

1.1 Code of business Ethics

1.1.1 In order to meet the customer satisfaction and needs through outlets of Dynasty Ceramic PLC which cover over provinces in Thailand, with good quality, reasonable price, easy and convenient to buy. There is a variety of items to choose, instantly and continuous flow of stock.

1.1.2 To ensure compliance with laws and regulations voluntarily.

1.1.3 For social responsibility in terms of lift up in health education and environment.

1.2 Practice

- Directors, executives and all employees are the person who has duty to abide the code of conduct and support the compliance with code of conduct. There are no reject or ignore when encountering practice the code of conduct.
- A person liable to report any offenses or any list of harassment to supervisors and senior management or the company's audit immediately. The company will notice the list for investigate and make it in confidential.
- Those responsible must be understanding the contents of their duties and responsibilities regularly review their knowledge and understanding.
- Those responsible must be providing knowledge to other that have duties related to the organization.
- When in doubt must be question or consult with supervisors or the person that assigned for responsible monitoring the compliance the code of conduct.
- Those responsible must be cooperate in investigation of the facts with assigned person. When the allegation of non-compliance with code and must take fair action to accuser and other stakeholders.
- Supervisors at all levels must behave as an example in complying with code of conduct and create a good governance in operation.
- When receiving a complaint, the responsible person must be collect the facts themselves or assign to the appropriate person to take action and report to the person in authority on matter. Process in screen information and take step to against violation or non-compliance with the said code of conduct. In the event of a critical issue, the complaint recipient must take a copy to the audit office to report to the Audit Committee or the Board of Directors further. Such as a matters that affect the financial position, reputation and image or conflict with the company policy or related to the chief executive, etc.
- The code of conduct guide is a part of procedure and work manual of the company.

2. Important Topics

2.1 Treat on another

2.2 Giving or Receiving property

2.3 Conflicts of Benefits

2.4 Internal and External transactions

2.5 Health, Safety, Society and Environment

2.6 Supply

2.7 Public Relations / Marketing

2.8 *Business Competition*

2.9 *Business operation in foreign country*

2.10 *Treatment of Information and Assets*

2.11 *Political Action*

2.1 Treat on another

The company has a policy to treat employees and other related persons as follows:

2.1.1 *Shareholders* *Apart from basic rights, rights set in laws and company regulation such as*

- Rights to verify the number of shares.
- Rights to receive share certificates.
- Rights to attend the shareholder's meeting and vote.
- Rights to freely comments in the shareholder's meeting.
- Rights to fair compensation.
- Rights to suggest opinions about business operation as the owner of the company through the independent director, every comments will be gather and present to the Board of Directors for further consideration.

2.1.2 *Employees* *The company realize the importance of employees as they are valuable resources and strive to make all employees proud and trust in organization. The company has made various projects for;*

- Encourage and support a co-working environment to create new things. Strengthen the potential of employees to be ready for work aboard and cope with fluctuating economic conditions.
- Pay attention to maintain the health, safety and work environment, including employee compensation.

2.1.3 *Customer*

- Strive to give customer the bet benefit of both quality and price.
- Commit to develop and maintain a lasting relationship as well as providing a department to be responsible for providing product suggestion, advice, solution and receive a complaint to handling customer satisfaction in products and services.
- Organize a lucky draw prize program to build a relationship with customers

2.1.4 *Partners*

- Follow the framework of honest competition, strictly adhering to the contract, ethics and commitments made to trading partners.

- Have a policy to deliver products according to quality and on time.

2.1.5 Competitors

- Follow the framework of honest competition.
- Adhere to fair business operation within the framework of law and ethics. There is no dispute regards to competitors.

2.1.6 Creditors

- Comply with loan conditions in accordance with the agreements and obligations to creditors such as business creditors and the financial institute, etc.

2.2 Giving and Receiving assets

Giving or Receiving assets or gifts/ souvenirs or any other benefits should do as follows;

- Do not offer or give. Do not asking or receiving any assets or items, or any other benefit for change for items and services or to act or omit to do wrong.
- Before giving or receiving gifts/ souvenirs, should be make sure that it is right accordance with the laws and regulations of the company.
- Items or gifts given to each other in their professional duties should be appropriate for the occasion and should be inexpensive.
- If it necessary to accept gifts / souvenirs which exceed value from associate business, must be report to the supervisor.
- Notify business contactor or other business that the company has no policy of giving or receiving assets due to the employee's duties.
- Employees are prohibited from contacting for products or services from a company or store for a personal use with free of charge or at a special price. In addition of being officially authorized.

2.3 Conflict of Interests

- Employees and related persons should be avoid any action that are contrary to the company's interest, or it may affect any decision conflict of interest arise when employees personal interest conflict with company interest. Therefore, a performance of duties must be under the law and ethics.
- Do not operate a business that is in competition or in the same nature with the company.
- Not being a partner or holding a stock or a management in business which compete or in the same nature with DCC and

its subsidiaries. If unavoidable, must be report to a supervisor immediately.

- In case of being involved in the business or any event that may cause to a conflict of interest, must be report to the supervisor for consideration immediately.
- Do not seek to take advantage of information or anything that is notify from duties and responsibilities.
- While being employed, the employee should not work or have a contract with others companies.
- Avoid accepting the employee's family member, unless acceptance with written approval.

2.4 Internal and External transactions

2.4.1.1 Transactions with government

- Avoid acts that may induce the government or improper issue of the government employees. Familiarize or build a good relationship in proper can be made.
- Actualize straightforward when dealing with government officers or government agency.
- Follow the laws of each country or local area related with the hiring government employee. In case of hiring as a consultant or company employees, employment conditions must be appropriate and transparent.

2.4.2 Transactions with person or outsiders

- Must be in fair way and honestly adhere to the agreement.
- Avoid transactions that could harm or cause dissatisfaction with outsiders.
- Avoid transactions that disgrace to the company even if the transaction is beneficial for business.
- Transaction must be realize in value and price that is in accordance with the market forces. There is no discriminate or against doing business in unrighteous or unlawful.
- Do not impersonate a company name, the board of directors, management or employees in conducting transactions that are not related to the company. Although there is no direct or indirect impact on the company.

2.4.3 Interactions between companies in DCC group

DCC consists of subsidiaries. These companies operate businesses that involve transactions such as service, sell, financial assistance, technical support or staff, etc. All employee that involved must be aware of laws, regulations and other conditions in each in locally specified.

- Study the rules and procedure / regulations and authority actualize to the procedure set by the company before begin the operation.
- When conducting inter-transaction, must be inform the rules, conditions or structure of transaction to the supervisor in detail.
- Various kind of transactions must be comply with rules and procedures set accordingly to the laws and regulations.
- If you have a question, ask your supervisor or legal advisor immediately.

2.5 Health, Safety, Social and Environment

2.5.1 Health and Safety As a company, there is no thing important than work with safety.

Self-health and physical check before working and do not work if health and physical are not ready, to reduce risk of hazard from work.

- Report to the supervisor immediately when seeing something unusual in the workplace that may affect health and safety.
- Supervisor in each fields are responsible for determining or disseminate guideline to in prevent and control work accident for employees and related person.
- Cooperate in employee's health check-up accordingly to the risk of each person.

2.5.2 Society and Environment DCC has an activities to promote social responsibility and environment and strive to raise conscious mind to employees and related person by

- Arrange activities to support and provide assistance that is suitable for society and community.
- Cooperate to work in accordance with standard or international agreement that prepare to prevent or reduce environment impact.
- A person with responsibilities related to the production process, machinery control and machinery equipment must be supervise for not impact to environment exceeding a legal standard.
- Cooperate in reducing of garbage or waste both from production processes and general use in the right way.
- Use of resources, materials, equipment or raw materials most effectively and efficiency.
- Cooperate with natural resources conservation measure.

2.6 Procurement

- Must be follow the procedures set in accordance with the company's procurement regulation and be justified with related person. However, on decision making must take into a terms of reasonable in price, quality and service.
- Must go through a strict process in accordance with the procurement procedure and the recruitment process form the responsible field. If the regulations are not under the procedure or not thorough purchasing department, must be write a clarification letter for explain the reason for the procurement to the responsible field.
- Not engaging in a deal with partner in a relationship relate to yourself such as family, close relative, owned or being a partner.
- Do not use the information from procurement for personal interest or unrelated person.
- Notify the seller to strictly follow the regulation of procurement. In case of seller incapable to do, must be consult with the supervisor immediately.

2.7 Public Relations / Marketing

- Use of marketing communication tools such as advertisement and road show must be realistic, suitable for the environment and be justify to all parties.
- Avoid direct comparison of products and services with competitors.
- Do not present any create of conflict to society, politics, belief, international relation, gender, moral and culture.
- Promote positive presented, especially about matter that affect the feeling of society.
- Review the procedure of marketing communication to be suitable with business.

2.8 Competition

DCC expect on all business manage a market competition under the law and ethically.

- Most countries have laws prohibiting anti-competitive behavior. These laws apply to everyone during on work. Violations of laws and regulations on completion could bring serious damage to employees related to business and the entire DCC group.
- The employees must not participate in any contract made with competitors which stated in price, market or a connive customer.

- The employees must ensure that any meeting conducted with competitors are for a legal purpose, such as trade association meeting for discussion in legitimate issue.
- The employee should get permission from managing director before attending any meeting with competitor. It should be understood in this issue for should or should not be discussed.
- Review the laws instruction and should be consulted with the company legal consultant on trade barrier.

2.9 Operate business in foreign country

Operate business in foreign country or any transaction related with foreign country must comply with the laws and regulation in each country. In addition, also realize on the environment, tradition and culture in each locality including;

- Study traditions, cultures and related laws such as taxes law, trade control laws, immigration laws, etc.
- Abide the laws and being a good citizen in each locality and not conflict with the code of conduct of the company.
- Local labor must be abide by labor laws in each locality.
- Consult with supervisor or company legal consultant, when found out any transactions conflict with culture, local laws or international trade control laws.
- Report to supervisor about the result of business operation that may have a conflict with foreign law.

2.10 Procedure to information and Assets

Employees and related person have duties and responsibilities in maintenance company's assets by;

- Do not use company's products and items for personal gain, exception the permission of the authorized person and paid at a reasonable price.
- Employees can use company's assets and information for company's benefit and look after for loss and do not use for a personal gain.
- Do not use the company's confidential information in an improper manner. Whether for benefit in personally or to give an unfair advantage to third parties.

2.10.1 Recording, Reporting, and Storage of Information

Employees are responsible for recording and reporting information factually.

- Report on the financial status and performance with accuracy and honesty.

- Storage information carefully and easy to use. The confidential information must be handles in a specific way as defined by each levels, types or categories.
- When it's a time to destroy, relevant employees ensure proper destruction or each type of information.

2.10.2 *Usage and Maintenance of electronic data*

- The company reserves the rights to procure, install a computer program as appropriate for employee's duties. Employees must not install, modify or change any computer system setting without the permission of authorized person.
- Employees must comply with policies and regulations for use of information technology, to be use for company's benefit only. Do not use for a personal business or political gain.
- Do not use equipment, computer, electronic data or other information technology in a way that cause damage to the company, others or a good moral of society either directly or indirectly.
- Protect and maintain electronic devices and technology from unauthorized use.
- Maintain and not allow others to use password for accessing the company's information systems.
- Use data effectively and efficiently.
- The duplication of software must be approved by the company only.
- DCC has the right to inspect the use of electronic devices, electronic information and information technology such as data transmission and data collection without the need for permission.

2.10.3 *Use and maintenance of intellectual property.*

- The company regards intellectual property including patent, petty patents, lich rights, trademarks, confidential, knowledge or other information that are a valuable asset of company, must be protect and maintain.
- The company does not permit its employees to use any illegal copyrights or software patent.

2.10.4 *Securities trading and use of inside information.*

Any information that may affect the company's stock price or information disclosed may cause damage to the company or disadvantage, it is considered to be confidential and important information.

- Employees should not the company's confidential information or news to the people that not be involve, unless it is in a provision or said in the laws.

- Discloser information must be made by a decision maker, unless assigned by the disclosure authority.
- Any information that is not released to public is confidential to the company, must not trade in company securities or related company when undisclosed information.
- Do not give an advice on trading in company's securities, unless it is related to a duty or the assignment.

2.11 Political Action

- The company is politically neutral which not act in favor or supporting political parties, any parties or anyone who has political power.
- Employees must not engage in political activities of personal interest during working hours or using company resources (such as email and telephone) without the permission from competent authority.
- Do not use the company's budget for political activities or social function without permission from competent authority.
- The company recognize and respect the rights such as voting or membership of political parties.