

Supplier Code Of Conduct



CP Aextra Public Company Limited

VISION

To bring about **change** for how life could be better fulfilled with **good health, love, joy, and wellbeing.**

MISSION

To become the **number 1 B2B and B2C** retailer in Asia, combining both online and offline, by fulfilling our customers' daily needs with **technology, innovation, and operation excellence**; together with people and **partners in sustainable way.**

Message From Chairman

CP Aextra Public Company Limited and subsidiaries (From now on referred to as “The Company”) aiming for a sustainable organization within the framework. Both aspects of good Corporate Governance, Anti-corruption, Social responsibility, and the Environment through various projects that are in line with the 10 international principles and the Sustainable Development Goals (SDGs) of the United Nations.

The Company believes in conducting business responsibly throughout the supply chain. Through close cooperation with partners will increase the competitive advantage and build confidence among customers, partners, and stakeholders. Therefore, the company develops partners throughout the supply chain to have an understanding of good business principles, be transparent, adhere to ethical principles, respect human rights, and labor practices, Including encouraging partners to develop products and quality service environmentally friendly.

On behalf of CP Aextra Public Company Limited, I would like to thank you to all partners for your trust and always cooperate in complying with the company's policies. The Company believes that this continuous cooperation will be an important factor that will help drive the business of the Company and its partners to grow together in a stable and sustainable manner.



Mr. Tanin Buranamanit

Vice Chairman of the Executive Committee
CP Aextra Public Company Limited

Introduction

CP Aextra Public Company Limited and its subsidiaries (“The Company”) are committed to maintaining product quality standards, and service in every process from selecting partners to procurement of goods to presenting products to consumers to create shared value in the supply chain.

The Company therefore has prepared the Supplier Code of Conduct as a guideline for suppliers to comply with the Business Code of Conduct set forth by the Company. Also used to communicate with relevant stakeholders about good corporate governance guidelines. It covers many important topics, such as fair labor practices, forced labor, child and female labor, human rights principles. Environmental responsibility, such as pollution prevention and cost-effective use of resources. Including social responsibility which is in line with international standards, United Nations Global Compact: UN Global Compact, United Nations Guiding Principles on Business and Human Rights: UNGPs including laws and environmental regulations and labor standards

The Company expects its trading partners to strictly follow the guidelines set forth in this manual. To create strong cooperation throughout the supply chain and have a positive impact on business, society, and the environment both nationally and internationally.

Business Partners Acknowledgment and Confirmation for Compliance.

By implementing this Supplier Code Of Conduct ("the Code"), the Company strives to minimize the level of business risk within the supply chain, build closer relationships with our business partners and safeguard future supply, resulting from transparent communication openly revealed. On the basis of conducting business with honesty and integrity.

By signing this document, I hereby confirm that I have read the Code carefully before signing and agree that the juristic person I represent has fully intention to comply with all the requirements of the Code.

Officially signed with the seal of juristic person affixed by business partner;

Name of juristic person:

Address:

.....

Name-surname of Authorized Person (s):

.....

Title:

Signature(s) and seal of juristic person:

.....

Date:

2030 Sustainability Strategies

Sufficiency Economy
Philosophy

C.P. Excellence
Management Approach

The 10 UNGC Principles
17 UN SDGs & UNGP

Regulations,
and Standards

HEART Living Right



Corporate
Governance



Human Rights and
Labor Practices



Education and
Inequality Reduction



Education and
Inequality Reduction



Cybersecurity and
Data Protection

HEALTH Living Well



Health and
Well-Being



Social Impact and
Economic Contribution



Food Security and
Access to Nutrition



Innovation



Stakeholder
Engagement

HOME Living Together



Climate
Resilience



Circular
Economy



Water
Stewardship



Ecosystems and
Biodiversity Protection



Responsible Supply Chain
Management

Standards and Requirements

1. Ethics

1.1 Anti-bribery and corruption

The Company is committed to conducting its business free from extortion, bribery and all unlawful, unethical or fraudulent activity. The Company's business partners must not offer, give, promise or authorize any bribe, gift, loan, borrowing, fee, reward or other advantage to any government official or employee, any customer, any the Company's employee or any other person to obtain any business advantage or improperly influence any action or decision. The Company's business partners must comply with all applicable laws and regulations.

1.2 Conflicts of Interest

The Company's business partners must avoid any situation or relationship that may involve an inappropriate conflict or the appearance of a conflict with the interests of the Company. The Company's business partners shall not offer or provide excessive gifts, hospitality or entertainment to any the Company's employee or family member of the Company's employees.

The Company's employees and their family members may not hold any significant economic interest in any entity that does business with the Company and the Company's business partners are required to avoid such relationship with the Company's employees or with any person or any agency who conduct business with the company.

1.3 Fair Competition

The Company's business partners shall not propose or enter into any agreement with any competitor to fix prices, margins, or terms and conditions or to divide up any markets or customers, or propose or enter into any agreement or understanding restricting resale pricing of the Company's products.

1.4 Honest and Accurate Dealings

The Company's business partners shall not make any false representations in connection with any the Company's transaction including, but not limited to, oral misrepresentations of facts, the promotion or utilization of false documentation such as non-genuine customer purchase orders, fraudulent or forged contracts, forged letters of destruction and/or other false or inaccurate records.

1.5 Insider Trading

The Company's business partners must ensure that non-public information obtained in the course their relationship with the Company is not used for the personal benefit of the Company's business partner, their employee or other persons.

1.6 Intellectual Property

The Company's business partners must use the Company's trade information, copyrights, and trademarks only in a manner that is permitted under their contracts with the Company and may not misappropriate or infringe upon the trade information, trademarks, or copyrighted works of others. The Company's business partners must not misuse trade secrets or proprietary or confidential information of others for their own purposes or disclose such information to unauthorized third parties. The Company's business partners must notify the Company of any unauthorized use of the Company's trade secrets, brands, trademarks, logos or confidential information by a third party.

1.7 Confidentiality

The Company's business partners must protect the Company's information and other related business partners, not disclose it to any unauthorized third party, and use it only for the business of the Company.

1.8 Financial Integrity and Disclosure

The Company's business partners must maintain financial reliability. By recording and disclosing financial reports that are legal and related regulations. The information shown in the financial reports of suppliers must be accurate and in accordance with generally accepted accounting standards.

2. Cybersecurity

The Company's business partners must maintain and protect their business information, networks, and online systems, prevent data loss by ensuring their security in compliance with relevant cybersecurity laws and regulations by

- Training and creating awareness among employees regarding information security, online safety protecting yourself from cyber threats, and do not disclose the login code/information to other persons.
- Create a system to prevent unauthorized access to the company's network. or intrusion into the system by another person.
- Cyber incident response plan that can handle data breaches and report potential threats.

3. Food Safety and Quality

Business partners shall provide high quality, safe and environmental friendly product and service in conformity with the Company's requirements and specifications as agreed.

4. Traceability

Business partners shall be able to provide the evidences or certificates of the product and service origin and international recognized quality standard of production to the Company and all the concerned parties, if requested.

5. Efficiency Improvement / Business Innovation

Business partners shall join forces with the Company in brainstorming, cooperating, and exchanging knowledge and experiences to improve and develop the operation processes for higher production efficiency and business innovations.

6. Risk Management

Business partners shall continually monitor situations, risk factors in economic, social and environmental dimension; and other concerned issues. Also Business partners should evaluate those impacts and set short - term and long - term risk management plans and include a business continuity management plan, etc.

7. Labor Practice

Business partners must not violate labor practices, in accordance with the labor laws of Thailand and the countries in which business partners conduct business, including the International Labour Organization (ILO) standards, as follows:

7.1 Child Labor/ Underage Labor

Business partners must ensure that no underage labor has been used in the production or distribution of their goods or services. A child is any person under the minimum employment age according to the laws of the facility's country or in the absence of law. Business partners must not employ anyone younger than 15 regardless of the country's minimum working age. Business partners must ensure that employees with an age younger than 18 years old are prohibited from doing high-risk work as specified by law, working time must not be over 8 hours a day, and must not work the night shift (10.00 pm - 06.00 am). In addition, business partners must set a minimum age for employment and must not allow minor workers to do work that is harmful to their health and development, affecting their mental state or morals including affecting compulsory education.

7.2 Female labor

Business partners must ensure that female and pregnant employees do not work in dangerous working areas. Pregnant employees shall not work over than 8 hours/day and shall not work in night shift (10.00 pm - 06.00 am). Business partners shall not lay off, demote or reduce benefits as a result of pregnancy.

7.3 Forced and Compulsory Labor

Business partners will not use forced, prison, or indentured labor. Business partners will ensure that terms of employment are voluntary. Business partners will not require any employee to remain in employment for any period of time against his or her will or adopt practices that restrict the employee's ability to terminate employment. Businesses shall not take possession of money or legal/ regulatory documents (e.g. identity cards, passports, or work permits) for working assurance where it is not against the laws and regulations.

7.4 Employment Status

Business partners shall employ workers who are legally authorized to work in their location and facility and are responsible for validating employee's eligibility to work status through appropriate documents.

7.5 Working Hours

Business partners shall comply with applicable laws on regular working hours, overtime hours and shall monitor overtime hours accordingly.

7.6 Compensation

Compensation paid to workers shall comply with all applicable wage laws, including those relating to minimum wages, overtime hours, and legally mandated benefits. The information related to remuneration, benefits, and welfare shall be informed to every employee in written documents and made in the language understood by every employee.

7.7 Non-Discrimination

Business partners will not discriminate in hiring and employment practices, including salary, benefits, advancement, discipline, termination, or retirement, based on race, religion, age, nationality, social or ethnic origin, sexual orientation, gender, pregnancy, marital status, political opinion, disability, membership of employee's association or any other category protected by law.

7.8 Non-harassment and abuse

Business partners must not violate and protect against all forms of harassment both physical and verbal, including sexual harassment. Along with promoting collaboration and provide opportunities for personnel to develop themselves equally throughout the value chain.

7.9 Freedom of Association and Collective Bargaining

Business partners must recognize and respect the rights of employees to freedom of association and collective bargaining with the permit of law.

8. Health & Safety and Environment

The Company recognizes the significant value of natural resources and the environment, which are basic elements of food businesses. Therefore, business partners are encouraged to operate under the "Green Business" concept, conforming to the laws and regulations, and has conducted efficient resource utilization and production processes to achieve maximum benefits.

8.1 Occupational health, safety and environment

Business partners must provide their employees with safe and healthy working and, where provided, living conditions. At a minimum, potable drinking water, adequate, clean restrooms, adequate ventilation, fire exits and essential safety equipment, an emergency aid kit, access to emergency medical care, a hygienic dining area and appropriately work stations must be provided. In addition, facilities be constructed and maintained in accordance with the standards set by applicable laws and regulations.

Employee must participate with safety and healthy working environment. The safety training program must be provided to the concerned employee. Appropriate personal protection gear must be provided.

8.2 Environmental Permits, Regulations and Standards

Business partners must comply with all environmental laws and regulations and should adhere to environmentally friendly practices as follows:

- Utilize energy and water efficiently and manage waste effectively.
- Contribute to climate change mitigation, reduce greenhouse gas emissions and energy consumption, protect biodiversity and ecosystem, No deforestation and land conservation.
- Chemicals, and other materials posing an impact to the environment shall be identified and managed by applicable laws and standards.

8.3 Pollution Prevention and Resource Efficiency

All business partners have proper waste management and reduced waste at the source. including minimized water and energy, consumption by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling, and re-using materials. Wastewater shall be treated to eliminate the contaminant and achieve regulatory requirements before being released into the environment. Toxic waste shall be handled and disposed according to laws and regulations. Air pollution shall have appropriate treatment methods and managed contaminant residue following applicable law/ regulatory standards before being released into the environment.

8.4 Community and Social Responsibility

Business partners must have the mindset of a good citizen, act as good corporate citizens, and operate their businesses responsibly by considering their community and social impacts. Suppliers shall also respect cultural diversities and local traditions as well as cooperate and participate in community and social development.

8.5 Rights to Lands and Natural Resource Access

Business partners must respect rights of communities, locals, and indigenous people in obtaining lands and natural resource, which must be with prior informed consent, voluntary, and in compliance with relevant laws and regulations. The access to lands and natural resource must not affect the locals' way of life and identity of the indigenous people. Business partners must be entitled to the land rights and the lawful ownership over the land on which it operates its business (for example, documents of title under the law, or as per a lease agreement or court order, etc.).

8.6 Sustainable Procurement

Business partners must provide and deliver products and services that meet specifications, are of quality and safety, not negatively impact the community, society, and environment, and are not controlled under trade laws. In addition, suppliers must establish their own supplier selection process and verify the source of raw materials to ensure they are not sourced from conflict minerals, illegal acts or human rights violations.

Business partners must have a sustainable procurement policy as one of the criteria for selecting their partners to screen out risky organizations or individuals from entering the value chain. However, the criteria for such selection must be consistent with and do not conflict with the Code.

9. Communication and Training

Business partners must communicate the content of these ethics to their employees, workers, business partners, and contractors to elevate procurement throughout the supply chain in an ethical and sustainable way. Business partners must organize for training on parts relating to this ethics to your employees, workers, business partners, and contractors as appropriate.

10. Complaint and Whistleblowing

Business partners must provide channels for complaints and whistleblowing to stakeholders, including a policy of non-retaliation and a process for dealing with complaints and whistleblowers that is transparent and easy to understand, with measures to protect complainants and whistleblowers.

Partners can make complaints or report clues. When seeing an action that is believed to be inconsistent with business ethics There is a risk of being affected by the company's business operations. or from the performance of the Company's personnel Concerning violations of the law or ethics. Including behavior that may indicate corruption. Such action must be considered an action that violates or fails to comply with the laws and regulations of the state. or corporate governance policy Principles of corporate governance Business ethics and regulations Company regulations Actions that may indicate corruption or any action to seek unlawful benefits for oneself or others, such as embezzlement. Corruption, fraud, etc.

Suppliers must report situations that may result from non-compliance with this manual to The Company. Which partners or stakeholders are affected? or those who witnessed such events You can report matters through complaints and whistleblowing channels. By following the guidelines of the company's whistleblowing policy and guidelines.

Channels for receiving complaints and reporting clues

Chairman of the Board/ Chairman of the Audit Committee/ Chief Executive Officer/
Board of Directors/ Head of Internal Audit

CP Aextra Public Company Limited 1468 Phatthanakan Road, Phatthanakan Subdistrict,
Suan Luang District, Bangkok 10250



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0 2067 9300



0 2067 9119

Reference

United Nations Framework and Guiding Principles on Business and Human Rights (2011).

Supplier Code of Conduct Charoen Pokhand Group.

Supplier Code of Conduct and Guideline CP All Public Company Limited.



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