

The Board of Directors recognizes the importance of good corporate governance and has been continuously promoting corporate governance amongst all levels of the organization.


Therefore, it is appropriate and essential for the company to set guideline principles regarding policy on corporate governance, business ethics and employee ethics as follows;

## **1** Policy on Corporate Governance

The policy on corporate governance aims to promote and implement the transparency and managerial efficiency principles. It also helps the company to achieve and strengthen the confidence of shareholders, investors, and stakeholders.

In addition, the corporate governance policy helps to illustrate strong responsibility and increase trustworthiness for the company. Therefore, the Board of Directors has established guidelines to implement the following principles.

1. Organizing and assuring that each group has clear and valid roles, responsibilities in the organization.
2. Assessing, controlling and evaluating all financial reports and risk to ensure that all given informations truly reflect the company's performance and manage risk at proper level.
3. Ensuring that all company activities and procedures are effective and assessable with transparency and proper balance of power.
4. When conflict of interests occurs, remove the issue of conflict of interest carefully, and reasonably on a virtuous ground for the best interest of the company by establishing transparent working procedure.

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5. Rationally and transparently disclose the company's information in full without affecting rightful interest of the company.
  6. Focusing on fulfilling customers satisfaction, always listening to and emending by customers' comments.
  7. Developing its employees' potentials to progress in hand with company by providing and establishing code of ethics and statement of business conduct.
  8. Respecting and recognizing the rights of shareholders and each stakeholder with equitable treatments.
  9. In operation, the company shall considerably show responsibilities toward shareholders, stakeholders and society as a whole.
  10. Operating businesses with concern and taking full responsibilities for surrounding environment.




## **2 Business Ethics**


In order to implement the principles of good corporate governance, it is essential that the company provides business ethics and encourages all employees and management personnel to perform morally and ethically as follows:

### **To the company and shareholders**

1. In compliance with the laws, rules and regulations, all employees are obligated to act honestly and transparently.
2. Operating all business activities responsively and effectively, in order to develop the company with stability and creating value added to the shareholders appropriately.

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3. Supervising and protecting all company's assets from all unethical direct and indirect acquisition.
  4. Consistently, fully and truthfully disclose all business activities.
  5. Always restrict and protect company and employees' confidential information from unauthorized parties, and never abuse the classified information for any personal or other benefits.
  6. Wholly remove the issues of conflict of interest reasonably, honestly, and explicitly.
  7. Respecting shareholders' right and encourage equal treatment for all shareholders.

#### **To customers**

1. Truthfully conduct all business activities, as well as proficiently provide customers with fair, honest and precise information.
  2. Kindly and willingly provide and serve all customers with outstanding services.
  3. Fairly and thoughtfully listen to valuable criticisms and comments from customers. Then act responsively to improve and meet with customers' satisfaction.
  4. Always preserve customers' confidential information.
  5. Continuously develop and invent new products and services to satisfy regular changes in customers' consuming behaviors and needs.
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### **To employees**

1. Respectfully treat all employees regarding their individual and human right.
2. Supervising and maintaining high standard working environment to safeguard employees' life, health and possessions.
3. Encouraging and supporting career advancement among employees, as well as assisting and providing useful supplementary knowledge for all employees.
4. Encouraging empowerment in workplace to promote employees' involvement and responsibilities toward the company's growth.
5. Fairly remunerate and compensate employees as regards to each individual ability, responsibility and performance.

### **To Business Partners**

1. Providing accurate and reliable information, as well as abiding by agreed business contract.
2. Establishing decent business relationship with all business partners.
3. Exchanging valuable information, and collaborating with business partners to develop and add value to products and services.
4. Never demand receive or consent to obtain any bribe nor other inducement that is not related to and mentioned in business contracts.

### To society and environment

1. Consciously preserve and protect surrounding environment that is affected by all business activities.
2. Continuously, establish internal awareness and responsibility in the company concerning environment and society.
3. Supporting useful social activities that would benefit society as a whole.

### To Business Competitiveness

Performing and competing fairly with other competitors within confined boundary, rules and regulations.

## 3 Employees Ethics

In order to standardize the operation, it is essential that the company provides and encourages all employees and management personnel to perform as follows:

1. Carrying out systematically, honestly and responsibly for all given tasks. Maintaining good self-disciplines and do not exercise resided power in order to maximize benefit for oneself and other inappropriately.
2. Prepare for the mission and determine to provide excellent and fair services to all concerned.
3. Protecting and supervising all assets of the company. Employees must not support competitors neither disclose nor use the company's information and its assets for their personal advantages. Employees are prohibited to encourage others to run business competitive to the company.

4. Employees are prohibited to execute any personal businesses related to the company's business nature except with consent of the company's management.
5. Emphasizing on working respectfully and cooperatively as teamwork for the benefit of the company as well as respect each other's rights.
6. Prohibiting the company's executives and employees working with classified information to sell or buy company's stocks within 1 month before Financial Statements disclosure to public.
7. Employees in any circumstances must not directly or indirectly receive any incentive or bribe from customers or external parties in connection with performance of company's activities.
8. Raising a loan and borrow from customers and their related or business related parties are prohibited except from financial institutions and banks.
9. Notifying supervisor when employees receive expensive and unsuitable present from business related parties.
10. Employees are required to abide by the company's policy, regulations and related laws.
11. The codes of conduct of employees mentioned above may not cover all circumstances, therefore, in case of doubt all level of employees and management teams should consult with senior supervisors over them. If it turns out that the conflict is remained unsolved, decisions of President / Executive Board / Board of Directors is considered final.