

# **Business Ethics and Code of Conduct**



**CP ALL Public Company Limited and  
Its Subsidiaries**

## Contents

1. Definition.....	3
2. Ethics in Doing Business.....	6
2.1 Adherence to the Rule of Law.....	6
2.2 Transparency.....	6
2.3 Adherence to Fairness and Integrity .....	7
2.4 Giving Importance to Customers.....	7
2.5 Responsibility to Society .....	8
2.6 Politically Neutral .....	8
2.7 Anti-Corruption.....	9
3. Ethical Bounden Duties .....	9
3.1. Have Leadership.....	9
3.2 Have Honesty and Integrity.....	10
3.3 Abide by Law, Rules, and Regulations.....	11
3.4 Protecting the Company Assets.....	11
3.5 Treat Superiors, Colleagues and Subordinates.....	12
3.6 Be a Good Citizen.....	12
3.7 Not to Get Beyond Normal Remuneration.....	13
3.8 No Conflict of Interest .....	13
3.9 Not Using Inside Information for Unlawful Benefits .....	13
4. Example Questions – Answers.....	14
5. Postscript.....	20
6. Letter of Consent.....	21

**1. Definition**

CP ALL: CP ALL Public Company Limited and subsidiaries

Executives: The Board of Directors, Executive Committee, Executive Officers and a person in management level in department level or equivalent or higher of CP ALL

Employee: ALL An employee in supervisory level or equivalent or under of CP ALL

Close Relatives: relationship Person with blood relations or legal relations or de facto

1. Spouse including de facto relationship
2. Father, mother
3. Child
4. Spouse of Child
5. Brother or sister of full blood
6. Brother or sister of half blood
7. adopted child or adopter

**Ethics in Conducting**

Business: Best practices in conducting business for CP ALL’s executives and employees leading to acquiring good governance systems

Assets: Movable assets, immovable assets (real estate), technology, copyright, title deeds, rights, patent, innovations, including tools, equipment set of computers and other parts in the computer system of CP ALL such as hardware, software and internal information, etc.

Inside Information Information belonging to or controlled by the Company that has economic value both at present and in the future. The information is known only by limited persons and must not be disclosed to the public without permission of authorized persons. This information includes personal information, customer and employee information, sales and marketing information, product and service information, accounting information, business plan, marketing plan, financial plan, construction plan, innovation information, product research and development information, source code, changes in operating performance, changes in financial status such as cash flow crisis and credit crisis, changes in control, changes in directors, changes in the auditor, changes in funding such as rights issue, changes in par value, divestment, issuance of bonds, options and warrants, takeovers, mergers, and material information affecting share prices which have not yet been publicly disclosed.

- Stakeholder:** Persons and/or juristic persons who are related to the business operations of the Company including shareholders, executives, employees, store business partners, customers, suppliers, creditors, competitors, communities and society
- Upholding the Rule of Law:** Making decisions and conducting business based on legislation of law and related regulations or the rule of law
- Fairness and Morality:** Performing duties with reliability, equitability without discrimination, based on the principles of fairness and morality
- Transparency:** Transparency in making decisions and operating business which can be disclosed for public acknowledgement and audit ability under law and regulation framework
- Integrity:** Having an integrity for performing duties in compliance with regulations, customs and morals
- Responsibility: efficiency** Recognizing one's own duties to perform with full capability and efficiency
- Accountability:** Being accountable for the results from one's own performance either shall it be positive or negative
- Vision:** Being visionary with creativity to create long-term added value for the enterprise and aiming for the excellence
- Fraud:** Performing or omitting to perform one's own role or duties or behaving or omitting to behave which could make belief of having such role or duties even though it is untrue, or exercising power in one's role or duties for obtaining advantage, which is improper, for oneself or others, or misconducting one's own role or duties and exercising power in one's role or duties in violation to laws, regulations or commands, with an intention to control the receiving, keeping or using money or assets of CP All

**Purchasing or Selling**

**Securities Using Internal**

- Information (Insider Trading):** An act done by any individual in buying, selling, offering to buy, offering to sell or inviting others to buy, sell, offer to buy or offer to sell the securities in the stock market or securities in the stock exchange, directly or indirectly, in a manner of taking advantage over external parties by utilizing information significant to the change of security price that remains undisclosed and is known due to being in such position or status, and either such act is done for the benefit of one's self or others or the information is disclosed to let others commit such act in return of the benefit for oneself

**Personal Information:** Information related to individuals owned or controlled by CP ALL such as information of shareholder, information of employee, information of customer, information of business partner etc., enabling to identify such person either directly or indirectly such as education, financial status, health record, criminal record, work history having the person's name, number, code, or other identifications of such person, fingerprint scan, voice record or photo which excludes specifying name, position, workplace or business address

**Conflict of Interest:** Performing duties to achieve outcome according to the Company's objectives, but benefiting oneself or related persons, causing the Company not to receive full benefits or causing loss or problems for the Company. Transactions shall be on an arm's length basis.

## 2. Ethics in Doing Business

CP All conducts its business with ethics. Executives and employees shall adhere to the following guidelines in performing their duties as representatives of CP All.

### 2.1 Adherence to the Rule of Law

CP All adheres to the rule of law in conducting its business. It is the duty of executives and employees to know the Company's rules and regulations, related laws, and laws that will be enforced in the near future which will affect their management and work.

#### Guidelines

- 2.1.1 Executives and employees shall study and understand their duties and responsibilities in following regulations of government organizations and related agencies, both currently enforced and will be enforced in the near future, that are mainly used in performing their duties.
- 2.1.2 Executives and employees shall not seek competitors' trade secrets or inside information by illegal means such as theft, espionage or violation of agreement not to disclose competitors' information, whether received from customers or other persons. In addition, executives and employees shall not damage competitors' reputation by allegations or slander and shall not enter into agreements with competitors or other persons which reduce or limit business competition.

### 2.2 Transparency

Decision making and business operations at CP All are transparent and can be disclosed to stakeholders for their information and verification under the laws and rules, regulations and practices of CP All that are related to protecting trade secrets from being leaked to competitors.

#### Guidelines

- 2.2.1 Executives and employees shall prepare accounting reports, financial reports, business reports and operating performance reports in order to show the financial status and operating results of CP All that is real, correct and complete according to generally accepted accounting principles, reliable and verifiable according standards set by the Audit Committee.
- 2.2.2 Executives and employees shall strictly adhere to the procurement process according to CP All's policy in a transparent, clear and fair manner, and audited by the Procurement Committee.
- 2.2.3 In case the supplier company has an executive, sales representative or shareholder who is a relative or person living under the same roof as an executive or employee of CP All, that executive or employee of CP All must immediately report to his supervisor in writing and avoid being related to that procurement transaction.
- 2.2.4 Executives and employees shall strictly adhere to CP All's Authority Handbook.
- 2.2.5 Executives and employees related to the procurement process including their relatives and persons living under the same roof should avoid joining activities including eating meals and playing sports with supplier companies.

In case of unavoidable circumstances, there should be more than one CP All representative joining and this must first be informed to their supervisor in writing.

### **2.3 Adherence to Fairness and Integrity**

CP All adheres to fairness and integrity towards stakeholders in order to build continued good business relations. CP All does not discriminate against anyone, does not make decisions based on personal judgment or personal relationships, and provides equal opportunities without bias.

#### **Guidelines**

- 2.3.1 Executives and employees shall be fair and shall not discriminate against any stakeholder in operating the business. Any benefits providing to customers shall adhere to CP All's practices and policies.
- 2.3.2 Executives shall perform with prudence so that shareholders have confidence and trust that decisions are made with fairness and the best interests of shareholders in mind.
- 2.3.3 Executives and employees shall be fair and shall not discriminate in hiring including recruitment of personnel, consideration of remuneration and benefits, job promotion, job relocation, performance evaluation, training, adherence to regulations, job termination, layoff and reemployment, and participation in society and recreational activities. Moreover, leader at all level must be willing to listen to different opinions, enhance the working environment and respect each other, encourage and inspire employee to express themselves creatively, and admire employee properly.
- 2.3.4 Executives and employees shall deliver service with honesty and fairness, without taking advantage of or defrauding customers.
- 2.3.5 Executives and employees should strictly comply with the term and conditions provided to partners/creditors. In the event that any particular condition cannot be met, there should immediately notify the concerned party in order to jointly seek a resolution.

### **2.4 Giving Importance to Customers**

Executives and employees of CP All give importance to and care for customers by ensuring quality products and services, resulting in customer satisfaction.

#### **Guidelines**

- 2.4.1 Executives and employees must know and understand products and services of CP All well and must provide correct and complete information to customers.
- 2.4.2 Executives and employees must study and truly understand the demands of customers before presenting products or services to customers in order to correctly meet customers' demands. In addition, executives and employees must constantly seek new information and knowledge and gain more work experience in order to be more effective in increasing customer satisfaction.
- 2.4.3 Executives and employees shall treat customers with courtesy and respect and shall speak with customers politely.
- 2.4.4 Executives and employees must have a positive attitude with regards to servicing customers, must give importance to service, and must provide

service to the best of their ability. This will make service work valuable and effective which will lead to service excellence.

- 2.4.5 Executives and employees must respect the decisions and opinions of customers, must not violate the personal rights of customers, and must be willing to receive customer complaints and solve the problems in a timely manner. In case of limitations or more time is needed to solve the problem, customers should be informed of the details or current status in appropriate time and should be regularly updated on the progress to solve the problem.

## 2.5 Responsibility to Society

CP All recognizes its responsibility to society and communities and has a main mission to create projects and activities that support community development.

### Guidelines

- 2.5.1 Executives and employees should participate in or organize social contribution activities that develop and serve society such as activities relating to education, youth development, religion, art and culture, or the environment that are periodically organized by CP All.
- 2.5.2 Executives and employees must recognize the importance of helping conserve natural resources and the environment and must try to prevent CP All from engaging in activities that harm or pollute natural resources, the environment and related ecosystems.
- 2.5.3 Executives and employees must monitor, follow up on and evaluate operating results in order to reduce impacts on the environment, hygiene, safety, communities and the environment.

## 2.6 Politically Neutral

CP All respects and supports stakeholders to exercise their individual rights and freedoms under the constitution. CP All remains politically neutral.

### Guidelines

- 2.6.1 Executives and employees shall not use their authority and position to induce, pressure or force colleagues and subordinates to support any political activity or political organization or member of a political organization.
- 2.6.2 Executives and employees should refrain from expression of political opinions at the workplace or during working hours which may lead to work conflict.
- 2.6.3 Executives and employees should avoid any act that others might construe as signifying CP All's involvement in, or preference or support for, a political program, political party, political group, person with political influence or election candidate. In addition, executives and employees should not wear the uniform of a CP All employee, or use any symbol that would lead others to believe that he is an employee of CP All, while engaging in any type of political activity or event involved with any political party.

## 2.7 Anti-Corruption

CP All supports and encourages employees at all levels to recognize the importance of and to have conscience in fighting corruption. CP All has an internal control system to prevent corruption, extortion, and acceptance or giving of bribes in all forms and define in Anti-Corruption Policy and Anti-Corruption Guidance.

### Guidelines

- 2.7.1 Executives and employees must study policy, company's regulation or guidance related to anti-corruption, anti-corruption risk management, ethics of the company, donation, financial support, gift and entertainment.
- 2.7.2 Executives and employees must understand their own duties and responsibilities in risk management and be careful with work process with high risk such as sales and marketing, procurement, investment, contract execution, giving and receiving gifts, entertainment, donation or financial support, etc.
- 2.7.3 Executives and employees must not ignore or overlook any transaction possibly considered as corruption relating to CP All; and must report to his supervisor or person in charge and cooperate for fact finding activities.
- 2.7.4 Executives and employees must arrange giving or receiving of donation and financial support in a transparent manner, complying with CP All's regulations and laws. Effort must be made to ensure that the donation or financial support is not used for bribery.

## 3. Ethical Bounden Duties

CP ALL has stipulated the ethical bounden duties for the executives and employees as guidelines for operating business as follows:

### 3.1 Have Leadership

Executives shall be bounded by ethics, perform their duties appropriately with leadership and conduct appropriate acts to gain social acceptance and to be beneficial to CP ALL's business management.

### Guidelines

- 3.1.1 Executives shall manage the business with vision, conscientiousness in their duties and responsibilities for performing such duties to gain trust and acceptance from the society.
- 3.1.2 Executives shall make available and implement the quality management system to minimize the process and increase efficiency, keep an eye on innovation as appropriate, and provide training and develop employees to be in line with the innovation and the quality management system in order to manage CP ALL's business to achieve being sustainable and leading business.
- 3.1.3 Executives must investigate complaints/grievance from stakeholders or other parties to retrieve fact and solve the problem promptly and fairly. Nonetheless, the executives might not take any action against complaints/grievance in the form of anonymous letter. Whistleblowers can submit their matters through channels provided by CP ALL.

Channel 1: by e-mail to any of the following committees

- Audit Committee E-mail: AuditCommittee@cpall.co.th
- Corporate Governance Committee E-mail: CGcommittee@cpall.co.th
- Board of Director E-mail: BOD@cpall.co.th

Channel 2: by postal to the following address

CP ALL Public Company Limited – The Office of Internal Audit  
119, 16<sup>th</sup> Floor Tara Sathorn Building, Soi 5, South Sathorn Road,  
Tongmahamek, Sathorn, Bangkok 10120

Channel 3: Call center

Tel: 02-071-2770

Tel: 02-711-7744

Fax: 02-071-8623

Hereby, CP ALL has designated person who is responsible for gathering and submitting all complaints or clues to further consider and proceed according to Anti-Corruption Guidance shall keep such information confidential to prevent the whistleblowers from being in trouble and consider specifying the compensation measures for damages that may be caused to complaint petitioners or whistleblowers.

- 3.1.4 Executives shall promote leadership among employees and encourage employees at all levels to take part in CP ALL's development.
- 3.1.5 Executives shall take part in and encourage employees to participate in activities for the community and society to let CP ALL be a part of the community in order to develop and build strong relationship with members in the community and society as a whole.

### 3.2 Have Honesty and Integrity

Executives and employees must perform their duties with honesty and care in protecting the interest of CP ALL.

#### Guidelines

- 3.2.1 Executives and employees must perform their duties with honesty, without bias, and do not exercise their power in seeking for the benefit of oneself or others.
- 3.2.2 Executives and employees must not intentionally make reports or records with untrue or inaccurate information and must not intentionally conceal or present untrue or inaccurate information to CP ALL. Whenever untrue or inaccurate information is found, such persons must report their superior immediately.
- 3.2.3 Executives and employees must utilize their work time efficiently to generate effective outcome as stipulated in the regulations and must not commit any act or persuade colleagues and subordinates to use their work time to do any activities which are not for the interest of CP ALL or its shareholders.
- 3.2.4 Executives and employees must perform their designated duties with full capability, knowledge, conscientiousness for duties and accountability.

### 3.3 Abide by Law, Rules, and Regulations

Executives and employees must perform their duties strictly in compliance with laws relevant to the business of CP ALL and work regulations of CP ALL, and avoid any acts that might cause negative impact on CP ALL's reputation.

#### Guidelines

- 3.3.1 Executives and employees must not violate, avoid, disobey or neglect CP ALL's rules, regulations or notifications including legitimate and authorized orders from the superior.
- 3.3.2 Executives and employees must not produce or possess illegal materials, either for their own usage, dispense or give to others.
- 3.3.3 Executives and employees must utilize the communication and computer systems with full responsibility and must not cause disharmony, damage others' reputation, discourage others' morale, or discourage amity in workplace.
- 3.3.4 Executives and employees must not utilize the communication and computer systems to conduct any activities that are illegal or against CP ALL's policy or utilize the Internet or similar services in the manner that could cause damages, disgrace, lack of trust or discredit.
- 3.3.5 Executives and employees must strictly conform to the Company's rules and regulations regarding computers.

### 3.4 Protecting the Company Assets

Executives and employees shall keep CP ALL's assets in a good condition and utilize them to fully generate benefits for CP ALL's business and must not use them for their own or others' benefit in a misconduct way.

#### Guidelines

- 3.4.1 Executives and employees must conform to CP ALL's safety regulations when using tools, equipment and work environment.
- 3.4.2 Executives and employees must not take, utilize, sell, give, borrow, owe, distribute or transfer CP ALL's assets without permission, regardless of their value or condition.
- 3.4.3 Executives and employees must not have an intention to damage, sabotage or destroy CP ALL's properties.
- 3.4.4 Executives and employees must not use CP ALL's assets for their own interest or external business, except for permission granted by their superior.
- 3.4.5 Executives and employees are responsible for helping or attempting to gain patent and copyright, and protect, save and preserve the rights that CP ALL owns towards intellectual properties such as patent, copyright, trademark and commercial confidentiality necessary to the business competitiveness. Such rights must be exercised with full responsibility and respect in the rights of the intellectual property's owner such as prohibition of installing illegal software, system or work system, movie files, music, games or other programs onto CP ALL's computers, etc.

### 3.5 Treat Superiors, Colleagues and Subordinates

CP ALL recognizes the importance of respecting human rights, treat everyone equally without discrimination, support, promote human rights, and avoid activity that violates human rights. In addition, CP ALL also recognizes the importance of labor, treat employees fairly in accordance with labor laws and related regulations.

Executives and employees shall encourage diverse working environment, without discrimination or allow discrimination regarding sex, nationality, religion, age, disability, sexual orientation, native or other characteristics protected by law, avoid activity that violates the privacy, respect each other, collaboration, suggest and solve problem together, and treat employees fairly in accordance with labor laws and related regulations.

#### Guidelines

- 3.5.1 Executives and employees must not provoke, slander or imitate others causing disharmony and shall omit claiming others' work as one's own.
- 3.5.2 Executives and employees must not commit any acts causing sexual harassment among colleagues. If sexual harassment among employees is found, such matter shall be reported to the superior immediately.
- 3.5.3 Executives and employees must be disciplined, must not commit any acts that are disrespect against their superior, and must treat their colleagues and subordinates with politeness, morale and amity.
- 3.5.4 Executives and employees must respect the privacy of other executives and employees by not revealing personal information such as salary, medical treatment history or family detail to external or irrelevant parties, except the information which must be disclosed in accordance with the Acts or laws as regulated.

### 3.6 Be a Good Citizen

Executives and employees shall perform their duties as a good citizen who could live harmoniously with others in the society with pride.

#### Guidelines

- 3.6.1 Executives and employees must develop themselves to adopt morality and ethics, as well as learn additionally in order to perform their duties efficiently and effectively.
- 3.6.2 Executives and employees must not be have in the way that marks dislike, molest people in the opposite sex, bully others, be in debt, addict gambling, take drugs, consume alcohol drinks while performing work, or commit any acts deemed ethically disgraceful.
- 3.6.3 Executives and employees must not bring weapons to the workplace except for permission granted by senior superior.

### 3.7 Not to Get Beyond Normal Remuneration

Executives, employees and close relatives shall not receive money, benefits or items from others related to the business of CP ALL if such receiving causes misunderstanding in the way that the receiver is inclined or specially related in business with the giver, causing damages to CP ALL.

#### Guidelines

- 3.7.1 Executives, employees and close relatives must not request, receive or join social activities, sports, reception, gratuity, gift or commission for oneself or others from any individuals that jointly do business.
- 3.7.2 In an undeniable case, executives and employees may accept benefits or gifts with a commercial or traditional purpose if the value of such benefits or gifts do not exceed Baht 3,000. In case of over Baht 3,000, the executives and employees must report their superior in writing and submit such benefits or gifts to CP ALL.
- 3.7.3 As CP ALL's representatives, in the case of joining business partners' reception or travelling outside for training/visit and receiving benefits or gifts with a value exceeding Baht 3,000 either through lucky draws or gift acceptance, executives and employees must act in the same way as 3.7.2.

### 3.8 No Conflict of Interest

Executives and employees shall not act in any way that may create conflict of interest with CP All.

#### Guidelines

- 3.8.1 Executives, employees and close relatives shall not engage in any business/activity that may cause other persons to consider that the business/activity has conflict of interest with CP All, whether directly or indirectly. To approve the transaction, it should be done by taking into account the company's greatest interests and should be done as an arm's length basis.
- 3.8.2 Executives, employees and close relatives shall not join in any business/activity that may create conflict of interest with CP All, whether directly or indirectly. In order to avoid any inappropriateness that may arise, relations with family members or other persons that may create conflict of interest should be reported to your supervisor in writing.

### 3.9 Not Using Inside Information for Unlawful Benefits

Executives and employees shall not use CP All's inside information for wrongful gains.

#### Guidelines

- 3.9.1 Executives and employees who are responsible for using the Company's inside information must be careful not to let others overhear, eavesdrop, wiretap, or audio record the inside information. In addition, they should not converse in public through mobile phones or converse with family members

- and close persons which may lead to dissemination of inside information to others.
- 3.9.2 Executives and employees must strictly manage, store and classify inside information according to CP All's rules and regulations.
  - 3.9.3 Executives and employees shall not disclose CP All's inside information to unauthorized persons, including their own family members, relatives, and friends, unless having received written approval from authorized persons and the responsible unit and/or owner of the information.
  - 3.9.4 Executives and employees shall not use inside information that has not yet been disclosed to the public for securities trading or providing this information to others for securities trading at any time.
  - 3.9.5 Executives and employees should not give advice or opinions on trading of CP All shares unless the Company has assigned such advice-giving as a part of your work.
  - 3.9.6 Executives and employees in the unit related to preparing financial reports, including their family members, shall not trade CP All shares in the period 30 days before disclosure and 1 day after disclosure of financial reports or other information that may affect the share price of CP All.
  - 3.9.7 Keeping important information that has not yet been disclosed as secret; limiting those who know the information only to related executives and employees as necessary; and informing the related persons that the information is secret, its limitations for use, and prohibition of trading of CP All shares by using the said information. The period for keeping the information confidential after the related executives and employees are no longer in position is according to the period determined by CP All.
  - 3.9.8 Executives and employees must destroy information that is no longer in use in strict compliance with CP All rules and regulations to prevent information leak.

#### 4. Example Questions – Answers

As guidelines to comply with CP ALL's "Ethics in Conducting Business and Ethical Bounden Duties", example questions – answers are posted as follows:

##### **Adherence to the Rule of Law**

- 1) **Question** The Company has a policy to improve work process of market research by procuring an instant program, which is sold at a high price and whose rights are preserved by law. As one of your subordinates has a friend working in the Marketing Department of a partner's company and using such program, in order to get the achievement, such person requests to copy such program for a trial in order to save the expenditures. What should you do when you are informed of this matter?

**Answer** Taking lawful rights preserved programs to use in an improper manner is risk at lawsuit cases and is an unlawful act, which might later impact the Company's reputation. Even though it is a trial, such act is improper. What you should do is to

order to delete and uninstall such program from the Company's computer immediately and to emphasize to prevent from utilizing legally procured computer program with the Company's computers.

### **Transparency**

**2) Question** A new employee in the Procurement Department is in charge of receiving the information concerning the construction bidding and branch renovation. On a bidding day, an executive receives a complaint from a business partner (bidder) that a company has received the information before opening the bidding envelopes and won the bidding competition. Moreover, such procurement staff was found having a meal with an employee of the company that won the bidding competition. What should be done by the executive?

**Answer** The Company's policy states that there should be transparency, clarity and fairness in the procurement/hiring process. The executive should investigate in order to retrieve fact. If misconduct is found, punishment should be enacted according to rules and regulation and improvement measures should be improved clear and fair. Related parties of the procurement/hiring process should be advised/warned to conduct in a proper manner as bounded by duties. Joining meals with more than one staff of business partners' company must be reported to the superior for acknowledgement.

### **Adherence to Fairness and Integrity**

**3) Question** I work for the Company as General Manager, Operation in my own region where I live and my sister, working as a branch manager, has requested to transfer and been assigned to work in my department. Is this situation concerned as a conflict against the Company's policy?

**Answer** Yes, it is because your sister has to report indirectly to you via her line manager. Thus, you could influence the assessment of your sister, for example, performance evaluation, salary raise, etc. Such act could be tainted with bias. When considering such personal relationship as being members of the same family, job transfer of your sister is inappropriate.

### **Giving Importance to Customers**

- 4) **Question** The Customer Relations Department received a complaint from a customer that, after eating chicken pie bought from 7-Eleven store, he had a diarrhea and was admitted at a hospital. What action should be done by the Company?

**Answer** The Company highlights the importance of the quality of products and services provided to customers. If there are complaints regarding the product quality, despite the fact that the Company already has stringent measures to reassure the product quality, the Quality Control Committee will immediately investigate the matter in order to retrieve fact, for instance, production process during such period, other products made in the same period that are sold at other stores, food product management at the store, and reasons that cause the customers having a diarrhea from examining doctor, and present such fact to the executives to further prevent and solve the problem.

### **Have Honesty and Integrity**

- 5) **Question** I found that one of my colleagues makes a false OT working time record. What should I do?

**Answer** False or untrue working time is considered a serious disciplinary wrongful act. Such act causes the Company expenses and is considered as a fraud to the Company. You must report such matter to your superior to further inform the Human Resources Department to undertake necessary measures in compliance with the rules and regulation.

### **Abide by Law, Rules, and Regulations**

- 6) **Question** One of my colleagues usually talks impolitely or sexual harassment which irritate other colleagues. How can I stop this situation?

**Answer** The Company has the regulations that prohibit such behavior. You can tell directly to that person about your unsatisfied feeling or report the superior or related department.

**7) Question** One of my colleagues likes to bet illegal lottery, be a money chain leader and loan shark, convince me to join the chain and talk about the lottery. What should I do?

**Answer** You should not join any activities that are against the Company's rules and regulation. Rather, you should warn your friend or report the superior or related department to further proceed.

**8) Question** One of my colleagues do extra job by selling MLM products in working hour and using office's telephone and e-mail. I am one of those who are convinced to buy the products. What should I do?

**Answer** According to the Company's rules and regulation, it is prohibited that employees utilize the Company's time, tools and equipment for the benefit of oneself or others. You should warn your colleague or report the superior or inform related department to further proceed.

#### **Protecting Company Assets**

**9) Question** I have developed a program that enhances the efficiency of sales and customer service, and had a chance to present such program to other company's executives. Later he request me to send the program detail to him. Should I submit the detail?

**Answer** Any work that performed under the Company is considered the Company's Intellectual property. You cannot send to others but should submit all details of the program to the superior and the Company's Legal Department to protect of rights and benefits.

**10) Question** My department receives new computers in replacement of old ones. Can I donate the old computers on behalf of the Company to schools in my responsible area?

**Answer** Even though the office computers are obsolete, donation must be in line with the Company's regulation and must be approved by the authorized superior.

#### **Not to Get Beyond Normal Remuneration**

**11) Question** I am travelling to attend a meeting with the business partner's company for the first time and traditionally there must be a souvenir exchange. Does the Company have a policy of accepting souvenirs?

**Answer** Exchanging souvenirs can be done in order to strengthen business relationship. However, the present should not have high value, if it is; you must receive such items on behalf of the Company, then report to the superior and give them to the Company.

### **No Conflict of Interests**

**12) Question** I am a computer programming, while a computer consultant company needs a lot of expertise programmer. Can I accept the job offer from them and work for this company after working hour?

**Answer** The Company prohibits employees to involve with working in a similar field with the Company. However, there may be an exception, such as educating in academic institutions. To avoid the conflict of interest with the Company, you should inform or consult your superiors.

**13) Question** I am selecting the consulting firm to organize a special marketing event. My brother is conducting the marketing consultancy. I have considered and found that my brother is qualified with the job I need. Can I hire my brother?

**Answer** No. Even though your brother has appropriate qualifications, hiring him will become a conflict of interest with the Company. Your brother can be selected as the Company's consultant but you must not involve in the process of selecting, decision making and hire offering.

### **Not to Use Inside Information for Unlawful Benefits**

**14) Question** I have an extra job as a teacher and want to use the information obtained from the Company as a part of my lecture. Is such act concerned as conflicts against the Company's policy?

**Answer** It might be the conflict against the Company's policy because the information produced while you work for the Company and it can be the internal information or intellectual property. You should consult your superior before using the information.

**15) Question** I knew that the Company plan to invest in a bit project. If it is successful, it will bring largely benefit and the price of the Company's stocks will be higher. Can I trade the Company's stock?

**Answer** You must not trade the Company's stock during such period because insider trading is prohibited in accordance with the Section 241 of the Securities and Exchange Act B.E. 2535 (1992).

**16) Question** The Company has planned to invest or take over in others company which is under listing application company (target). If it is successful, it will benefit the business largely and may increase the price of the Company's securities. I have involved with the information disclosure. Can I trade the Company's securities I am holding?

**Answer** You must not trade the Company's securities during such period because insider trading is prohibited in accordance with the Section 241 of the Securities and Exchange Act B.E. 2535 (1992).

**17) Question** I have employees name list and salary from my job function. My friend from other company asks to have that information. Can I send it to my friend?

**Answer** No. The Company is prohibited employees to disclose internal information of CP ALL to anyone who have no rights to know, according to the rules and the Article of Associations of the Company or business agreement. Personal information must be limited access and must not disclose before permission from authorized persons or information owners. Personal information must be conducted with the purpose of collecting, using or revealing information as stipulated in the rules and Article of Associations of the Company or business agreement. If the purpose is changed, information controller must inform or request for consent from the information owner.

**18) Question** The Company has planned to take over others listed company. If it is successful, it will largely benefit to the business and may increase the stock price of both parties. I have involved with the information disclosure. Can I trade my Company's securities or the target's securities?

**Answer** You must not trade the Company's securities or the target's securities during such period because insider trading is prohibited in accordance with the Section 241 of the Securities and Exchange Act B.E. 2535 (1992).

## 5. Postscript

Ethics in Conducting Business and Ethical Bounden Duties are regarded as disciplines which must be understood and uphold by executives and employees and do not allow executives and employees to commit any acts that are against the will of the Ethics in Conducting Business and Ethical Bounden Duties. In case of violation against the Ethics in Conducting Business and Ethical Bounden Duties, CP ALL has stipulated the punishment scheme based on working regulation. Hereby, if it is unclear or there are any other problems apart from stipulation in practice, executives and employees should consult or discuss with lie superiors to jointly consider and solve the problem or further find the most suitable practice.

---

---

**6. Letter of Consent**

Date ..... Month ..... Year .....

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

Employee No. .... Position .....

Section ..... Department .....

Office ..... Company .....

has been acknowledged and agreed to comply with the guidelines of the executives and/or employees as stipulated in the Ethics in Conducting Business and Ethical Bounden Duties of CP ALL.

Hereby, I recognize that if I commit any acts that violate the Ethics in Conducting Business and Ethical Bounden Duties of CP ALL, I shall be punished in a discipline manner where appropriate.

.....

(.....) Executive/Employee

Date .....