



จรรยาบรรณธุรกิจและ แนวทางปฏิบัติสำหรับคู่ค้า

Supplier Code of Conduct and Guideline

.....

บริษัท ซีพี ออลล์ จำกัด (มหาชน)
CP ALL Public Company Limited

Corporate Philosophy

.....

Through happy employees, we desire to see smiles from customers

Vision

.....

We serve convenience to all communities

Mission

.....

To create customer engagement with innovative product and service and to enhance
good relations with community and society

Dear all stakeholders,

2021 was a challenging year for the Company and its stakeholders. Together, we have swiftly and effectively cooperated under prevention measures for the coronavirus disease (COVID-19), which restricted social activities. The Company has launched the new 7Delivery service which safely deliver products to consumers' homes under the strictest health standards. This is coupled with procurement of products in order to mitigate the spread of COVID-19 such as medical masks, antigen test kits of quality at affordable price. These initiatives have been regarded as a success in alleviating the effects of the pandemic on the society.

Additionally, the Company's resolute dedication to becoming a leader in sustainability has resulted in the recognition from international agencies. The Company has been evaluated and accepted as a member of the Dow Jones Sustainability Indices (DJSI), ranking first in Food & Staples Retailing Industry. Furthermore, we have retained our membership for the fifth consecutive year. This highlights our commitment in promoting sustainability across the consumer chain as well as advocating for sustainability strategies that would translate into real practices, which we have sufficiently achieved in our goals.

The Company's achievements in sustainability, as reflected in our membership in the DJSI, gave us the conviction that sustainable growth in business give weight to environmental preservation, the society, and good governance whilst also thoroughly taking all stakeholders into account. The Company's successful role in sustainability, in tandem with the analysis of financial information to generate long-term continuous returns, have been a key factor in boosting investor confidence in Environmental, Social, and Corporate Governance (ESG). Furthermore, the Company have also continuously focused on environmental promotion activities such as plastic and food waste management as well as climate change mitigation preparedness. The Company has also focused on human rights promotion in accordance with international standards for the purpose of reducing inequality and building equal opportunities in the Company. At the same time, the Company recognizes the importance of management under the values of "honesty, transparency, while being conscientious of the community, society and the environment" in order to build confidence with all concerned parties through adherence with its "Three Benefits" principle, aspiring to address needs of the nation, people and the Company. The Company is also deeply committed to doing business in consideration of stakeholders in all dimensions, as we strive to become a sustainable organization with an aspiration to "giving and sharing opportunities for all" for more than 34 years. By integrating the concept of sustainability as part of our operations, we are wholly confident in our next step towards in conducting business sustainably in the new era.

Mr. Korsak Chairasmisak

Vice Chairman and Chairman of Executive Committee

CP ALL Public Company Limited

Vision Sustainability

“An organization that provides convenience to the community
and well-being and happiness to society”

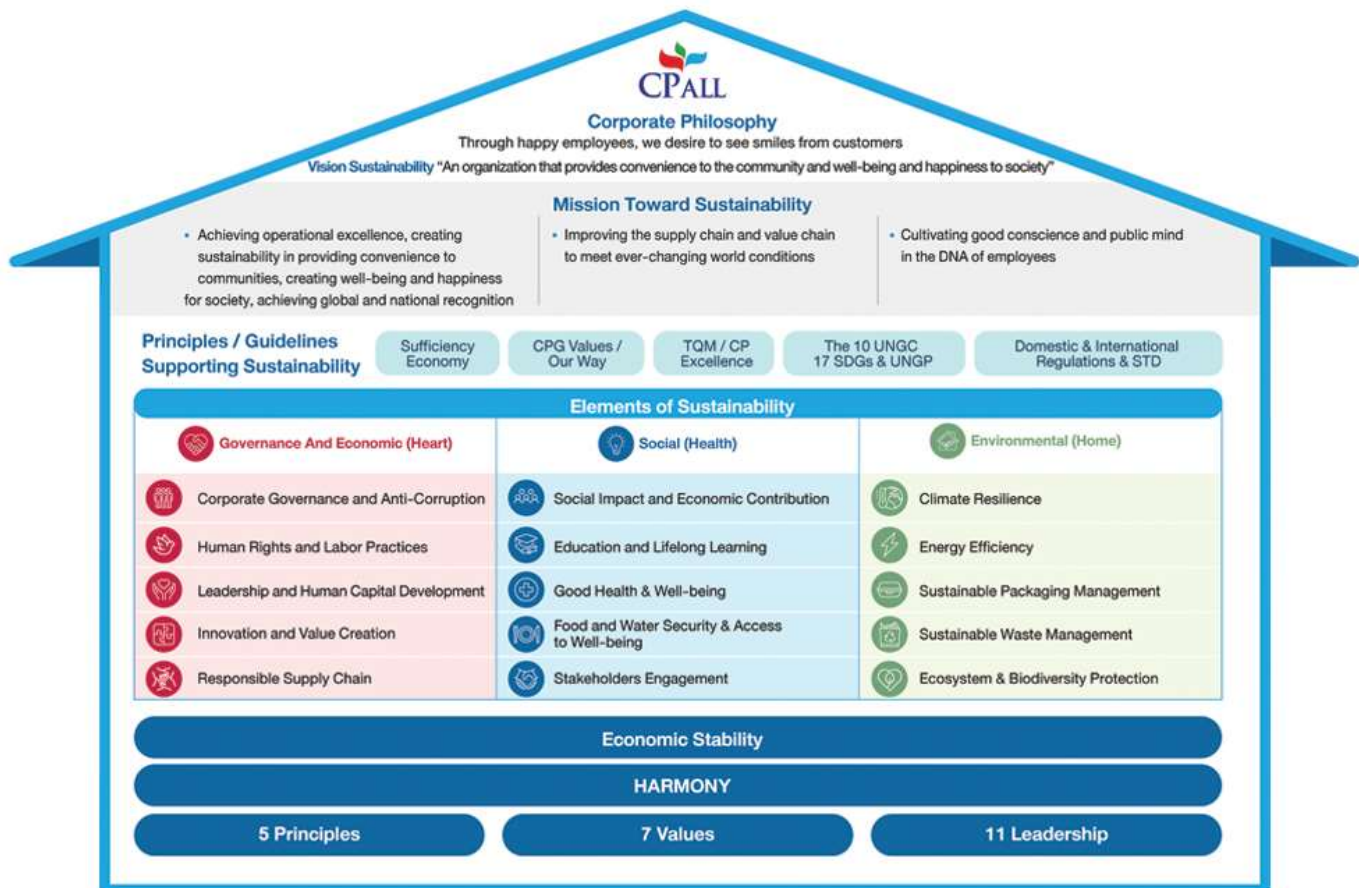


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Introduction

CP All Public Company Limited and its subsidiaries (hereinafter referred to as the “Company”) firmly believes that its suppliers (the “Suppliers”) are a crucial component to its success as a whole and that its sustainable development must be based on responsible operations at all levels in the supply chain, which includes aspects such as human rights, corporate governance, and environmental conservation. In view of this, the Company has prepared this Supplier Code of Conduct and Guideline (the “Code of Conduct”) in line with international practice guidelines, e.g. the UN Global Compact, and the guidelines for responsible business conduct at all levels in the supply chain of companies recommended by the Organization for Economic Co-operation and Development (OECD); and duly respects and complies with the provisions of the applicable law, rules, and regulations as a guideline for joint implementation by the Company and its suppliers in the interests of fostering responsible business conduct in the supply chain.

In order to ensure that the business processes of the Company and its suppliers are in line with one another, particularly in terms of the Company's expectations in relation to sustainable and responsible business conduct, and compliance with the applicable laws, regulations and rules, the Company has prepared a Supplier Code of Conduct and Guideline in the interests of promoting its potential, competitiveness, and growth in the long term, which also serves as an opportunity for the Company and its Suppliers to contribute to their social and environmental development overall.

Supplier Ethics

Practices for prospective suppliers expecting to conduct business with CP ALL PCL, as well as guideline to monitor suppliers' compliance performance according to business ethics, can be divided into 6 major categories and 16 sub-points, as follows.

Business Ethics

1. Compliance with laws, regulations, and fair competition

1.1 Suppliers must conduct business ethically, in compliance with the business-related laws and regulations, as well as promoting for competitive and free market. The trading conditions and pricing must be just, bases on the foundation of trust and mutual respect.

Guidelines

- The Supplier has in place procedures for ensuring its compliance with applicable laws, rules and regulations (whether at the national or international level), e. g. requirements on financial information disclosure and payment of taxes.
- The Supplier has in place a system for monitoring or must assign a person whose duty is to regularly monitor changes in the laws, regulations, and rules applicable to its business operations.
- The Supplier has obtained the relevant permits, such as those relating to the criteria on hygiene, safety, and environment management.
- The Supplier has established channels for receiving complaints in respect of non-compliance and human rights violations, as well as procedures for monitoring and rectifying such events.

2. Data Protection and Intellectual Property Rights

2.1 Protect and safeguard personal data in the Company's care, as well as confidential data of the Company and relevant suppliers; no data of business partners is utilized without prior permission.

Guidelines

- The Supplier has in place a process for filtering, safekeeping, and disclosing the confidential information of the Company.
- The Supplier stores and restricts access to the confidential information or information that the Supplier receives from the Company to relevant parties strictly on a need-to-know basis.
- The Supplier has in place procedures to be followed in the event that a person is found to have disclosed sensitive or confidential information.

2. 2 The Supplier implements concrete measures to ensure compliance with all enforceable provisions of domestic law, international law and treaties on intellectual property, including trademarks and patents. The Supplier shall not falsify or give to a third party/use the intellectual property ,trademarks and patents of another party without its consent.

Guidelines

- The Supplier has in place a process for receiving complaints in connection with intellectual property,trademarks and patents rights infringements.
- The Supplier has in place procedures to be followed in the event that a person is found to have committed an infringement on the intellectual property right, trademark, or patent of another party.
- The Supplier shall avoid installing and using a computer program for which the Company has not obtained a license.

2.3 Protect and safeguard data, networks, and online systems in use to ensure secure and stable business operations in accordance with cybersecurity laws and regulations.

Guidelines

- Raise employees' awareness regarding data security, online security, and how to protect one's self from cyber crimes

- Set up a system against access to the Company's network without permission
- Develop a cybersecurity management plan to ensure employees can handle data violation and to report potential threats

3. Financial Credibility and Data Disclosure

3.1 Suppliers must accurately make accounting and business records, as well as comprehensive financial disclosure, one that is sufficient and traceable per accounting principles.

Guidelines

- The Supplier prepares a statement of income and expenses correctly in compliance with the law.
- The information shown in the financial reports of the Supplier is correct and in compliance with generally-accepted accounting standards, and must be reviewed by an independent auditor in line with generally-accepted financial reporting standards.
- The financial reports of the Supplier must be correct and reviewed by an approved competent organization prior to their disclosure. They must be sent to the relevant organizations correctly and completely in compliance with the law.

3.2 Suppliers and employees must not be complicit in any financial fraud, as well as organize for internal data usage protection practice

Guidelines

- The Supplier implements the "Know Your Supplier" principle by means of conducting a review of the financial aspects and business practices of its suppliers.

- The Supplier records all payments and transactions in accordance with its policies and work procedures, and complies with internationally accepted financial standards in respect of the preparation of payment forms.
- The Supplier does not transfer funds to accounts of unknown recipients or accept unusual funds transfers, especially those originating from a country being unrelated to that particular transaction.
- The Supplier keeps a record of all business transactions, whereby such records shall be correct, complete, and up-to-date.
- The Supplier and its employees shall not be involved with money laundering.
- The Supplier has in place mechanisms to ensure that confidential or inside information is stored, and that access thereto is restricted to relevant parties on a need-to-know basis only.

3.3 The Supplier must comply with the standards on economic boycotts and export controls.

Guidelines

- The Supplier has channels for monitoring the list of countries subject to economic boycotts and export controls.

4. Conflicts of Interest

4.1 Suppliers do not have stakes in business operations that could result in conflicts of interests with the Company, if the suppliers' personnel disclosed information to the Company and result in conflicts of interests.

Guidelines

- The Supplier discloses information on potential conflicts of interest with the Company.

- The Supplier discloses information in the case of the entering into of transactions with the Company via a person who is related to the Supplier, e.g. a family member.

5. Anti-Corruption

5.1 Suppliers must not be complicity in all forms of corruptions, such as extortion, embezzlement, fraud and bribery

Guidelines

- The Supplier prepares a code of conduct and general practice guidelines on the prevention of fraud risks and monitors, conducts inspections, and provides training on such topics in order to foster anti-corruption awareness among employees at all level.
- The Supplier establishes policies and work procedures on anti-fraud and all forms of corruption (including welcome gifts/ hospitality/ entertainment) , extortion, embezzlement, and conflicts of interest.

5.2 Gifts, clients' welcomes, meals and entertainment must be within reasonable boundaries, without anticipating reciprocation

Guidelines

- The Supplier determines the purpose and maximum limit for gift giving and receiving, or for remittance to any government organization, business partner, and customer.

5.3 The Supplier must implement its policies and work procedures in the interests of preventing fraud among employees. The Supplier must regularly monitor and revise the implementation of those policies and work procedures, as well as organize anti-corruption training for its employees at all level.

Guidelines

- The Supplier management procedures in place to be followed in the case of fraud.
- The Supplier creates awareness of all forms of anti-corruption among its employees (including the giving and acceptance of gifts/ hospitality/ entertainment), extortion, embezzlement, or conflicts of interest.

Qualities and Standards of the Products and Services

6. Product Quality and Safety

6.1 Suppliers must maintain product and service quality, product design, quality monitoring and product safety per the standards and requirement stipulated in the contract

Guidelines

- The products and services comply with the standards and specifications agreed upon with the Company.
- The Supplier has in place a basic standards system, e.g. a good manufacturing practice system for industrial factories; a good agricultural practice system for agricultural businesses; and a good aquaculture practice system for aquatic farms or fisheries businesses.

7. Traceability

7.1 Suppliers must have traceability and disclose sources of raw materials, products, services, as well as certifying for products' and services' standards, globally- and locally-recognized, ready to demonstrate to the Company upon requests.

Guidelines

- The Supplier is able to produce evidence or other documents to certify the source of its products and services, as well as the primary source of the raw materials used by the Supplier, to the Company at its request.
- The Supplier has in place a product and services tracing system, and must regularly review such system. The tracing system must be efficient, practical, and

able to check information within an appropriate period of time in case problems arise with products and/or services.

8. Responsible Procurement

8.1 Suppliers must source and delivery quality and safe products, with no impacts to the community, society, and the environment, without regulatory trade control. There is a monitoring procedure in supplier and contractor selection, as well as raw material sourcing. This intends to screen out organizations or individuals complicit in illegal acts, or human right violation into the system.

Guidelines

- The Supplier has in place procedures for selecting its suppliers and subcontractors, which covers human rights protection, environmental conservation, and corporate governance.
- The Supplier has in place procedures for monitoring its suppliers and subcontractors in respect of human rights protection, environmental conservation, and corporate governance.

Adhering to Human Right Principle

9. Adherence to Human Right Principle and Labor Protection

9.1 Suppliers must provide equal opportunities, employment, and jobs without discrimination based on ethnicity, nationality, religion, disability, sexes, genders, sexual orientation, family status or social class. There must be support provided for the right to live, the right for freedom of expression and political expression, the right to religion, the right to be a member of unions. Treatment to different worker groups must be conducted courteously and fairly, such as youth workers, female and pregnant workers,

elderly workers, workers with disabilities and migrant workers, per regulations within the country of business operations.

Guidelines

- The Supplier has a policy on respecting differences, equitable treatment towards all workers, and respecting human dignity.
- The Supplier shall not engage in or support discrimination in respect of the following areas: hiring; payment of the wages and remuneration for work performance; granting of benefits; opportunities for receiving training and career development; promotions or advancement; termination of employment; retirement, etc. on the basis of an employee's ethnicity, race, nationality, religion, age, disability, political views, association membership, gender, sexual identity, sexual preference, family status or social class, and other accepted grounds under the law of the country in which the Supplier is based or operates its business.

10. Freedom of Association and collective bargaining

10.1 Suppliers must respect employees' rights in participation or founding associations, peaceful gathering, political activities, and collective bargaining per legal procedure. Suppliers cannot discriminate against employee representatives, and must let representatives continue performing as the workplace representative.

Guidelines

- The Supplier must respect the right of the employees to form and join associations or other boards in the workplace, and accept negotiations, selections or appointments of representatives without taking any unlawful action to impede upon or intervene in the rights exercised by employees.
- The Supplier has in place measures for facilitating the representatives of the employees in performing various duties. The treatment towards the employees' representatives is the same as the treatment towards all other employees. The

Supplier does not victimize, transfer, terminate, or take any unfair act towards those representatives.

- The Supplier promotes the efficient resolution of complaints filed by its employees and has in place preliminary remediation measures for its employees. The Supplier has a clear policy on addressing disputes and gives its full cooperation to receiving complaints and being understanding of the disputes among and complaints filed by its employees.

11. Rights to Lands and Natural Resource Access

11.1 Suppliers 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.

Guidelines

- If the Supplier engages in any activity that may have significant or large-scale impact, the Supplier should consider other options or alternatives with minimal impact, or those which involve a balance between the environment, society, and investment costs.
- The Supplier 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.).
- The Supplier provides training on “voluntariness, prior notice, and adequate information” to all related parties.
- The Supplier has channels for communicating with the local communities and those who were originally in possession of the land, and mechanisms for receiving complaints and rectifying the issues in the complaints.

- The Supplier should respect the right of local communities and indigenous peoples to gain access to the land and natural resources.

Fair Labor Practice

12. Child Labor

12.1 The Company expects that the Supplier will not employ: (a) any person under the age of 15, or children under the minimum working age in compliance with the domestic law in the country where the Supplier's operations are located, or children under the age upon completion of the compulsory education in that particular country, whichever is higher; or (b) persons under the age of 18; for work that, given its nature or condition, is likely to be harmful to the safety, health, or morality of such persons.

Guidelines

- The Supplier has an employment policy that covers the minimum working age as prescribed by law, as well as efficient Work Rules for checking the age of applicants.
- The Supplier does not employ or promote the hiring of children less than 15 years of age (Thai law).
- In the case that the Supplier employs minors (15-18 years of age), such employment shall not obstruct or affect the compulsory education of such persons.
- The Supplier does not allow or support minor labor (15-18 years of age) to perform work that is harmful to the health, hygiene, or in working conditions that may be harmful to the health, hygiene, and safety of such persons.

- The Supplier keeps a register of and records the work hours of minor laborers as evidence and is able to produce the same for inspection by officials or relevant persons. The Supplier must modify the register to be in line with the actual nature of the work performance and the Work Rules.
- All relevant supervisors have received training relating to and respect the provisions of the law applicable to minors engaged for employment and work training, particularly the number of hours of night-shift work or work on holidays, performance of hard-work or work in dangerous working environments.

13. Forced Labor and Violation of Labor Law

13.1 Suppliers must respect and treat workers fairly, with zero forced labors or inhuman treatment, as well as not complicity in modern slavery or human trafficking.

Guidelines

- The Supplier has policies and practice guidelines in place, and provides training on practices relating to forced labor to its employees.
- In accepting applications from applicants who are foreign nationals, the Supplier must check the age of each applicant, and evidence or permits demonstrating that the applicant is able to legally work in the country.
- If the Supplier engages a recruitment company to recruit employees, it must acknowledge the benefits and conditions agreed upon by and between the recruitment company and the employee to ensure that the employee receives the same benefits and conditions during the entire term of the employment.
- The Supplier has measures in place to ensure that employees are not charged a work procurement service fee or expense by the recruitment company at a rate higher than the rate prescribed by the law.

- The Supplier does not charge the employee any monies prior to the commencement of employment or pays an advance amount for the employee and requires the employee to subsequently compensate such amount as a term of the employment.
- The Supplier does not collect and withhold the original identification documents of the employee, e.g. identification card, migrant worker registration document, passport, or work permit, as a term of the employment and as a means of confining or detaining the employee to perform work for the Supplier.
- Employees of the Supplier shall have the right to leave the work premises after work hours without being confined or detained.

13.2 The Supplier shall not engage in any physical, sexual or verbal abuse, and any other form of threat or violation against its employees in the workplace.

Guidelines

- The Supplier communicates its policy on the prohibition of torture or threats, including sexual harassment; sexual, mental or physical abuse; verbal or any other form of intimidation.
- The Supplier has in place channels for receiving and managing complaints from employees on being compelled to do something against their will, whether mentally or physically.

14. Employment, Wages and Benefits

14.1 Suppliers must ensure ethical, transparent and traceable recruitment and employment, with work contracts provided in the languages comprehensible by workers. This includes providing workers' freedom to mobilize, and no tariffs collected from helping workers identify work opportunities.

Guidelines

- The Supplier executes written employment agreements in accordance with the format of employment agreements prescribed by the Ministry of Labor, in a language which its employees understand.
- The Supplier prepares evidence of payments in writing, whereby such evidence contains information on the wages, and other remuneration, and the details on any deductions made, in a language which its employees understand.

14.2 Compensation stipulated by suppliers should be sufficient for employees' living wage, able to address employees' fundamental needs and cover the necessary basic cost of living. The working hours and other employment conditions should not be lower than the current conditions in status quo.

Guidelines

- The Supplier has in place an evaluation system to ensure, at appropriate intervals, that the remuneration is the same rate as that applicable to work of a similar nature in the same industry, sufficient for workers to respond to employees' fundamental needs and address the necessary basic cost of living; and in compliance with the relevant laws, rules, or regulations, and the agreement between the employer and the employee.

14.3 The Company expects that the Supplier pays wages in compliance with the law and at regular intervals of a maximum of one month. Such payment of wages shall be made in full and directly to the employees. The Supplier keeps evidence of all payments of and deductions from the wages as permitted, subject to the terms and conditions prescribed by the law, rules, and regulations, and the agreement between the employer and the employees. The Supplier should notify employees each time a deduction is made from his/her wages. Notwithstanding the foregoing, the amount remaining from all deductions shall be in accordance with the standards applicable to a person performing such work and shall be sufficient for the payment for the basic necessities.

Guidelines

- The Supplier pays wages and remuneration for work and overtime work to its employees at a rate no less than the rate as required by law.
- The hourly rate of remuneration for normal working hours and overtime work shall not be less than the rate prescribed by the law.
- Employees are entitled to receive wages for holidays such as traditional holidays, annual leave holidays, weekends, and sick leave days, in compliance with the law and the agreement between the employer and employees.
- Daily employees are not entitled to receive wages for weekends but are entitled to receive wages for the traditional holidays announced by the employer and the annual leave days.
- A written approval is required for any remittance of funds by a migrant/foreign laborer.
- Wages are paid at regular intervals of a maximum of one month, and are paid in full and directly to the employees.
- The Supplier keeps records of the evidence of payment to its employees.
- The employees receive information on the wages and remuneration for the work performed in each period (each “period” shall be a maximum of one month) in writing, and must be able to understand the details and components thereof.
- The Supplier does not deduct from the wages, remuneration or other monies that the labor protection law requires an employer to pay its employees in any case whatsoever, unless the law otherwise grants an exemption, such as lawful taxes and social insurance or other amounts as permitted by the relevant organizations and provisions of law.
- If the Supplier makes any other deduction beyond that which is permitted under the lawful orders from the wages of an employee, it shall first obtain the express and written consent of the said employee.

14.4 The Supplier must determine the normal working hours and overtime work hours in compliance with the relevant laws, and must check the number of overtime work hours. The Supplier must ensure that its employees are given at least an average of one holiday for every seven-day period.

Guidelines

- The Supplier has a clear policy on the normal working hours and overtime work hours, which shall be in compliance with the law.
- The Supplier determines rest periods for employees in each day in compliance with the law.
- The Supplier establishes practice guidelines for overtime work, whereby any performance of overtime work requires the consent of the employee. In this regard, the Supplier must take measures to ensure the safety of the employees during the period of the overtime work performance.
- The Supplier records the number of work hours, overtime work hours, and holidays of the employees for use in calculating the remuneration in compliance with the law.
- The Supplier arranges that employees are given at least one holiday for every seven-day period.

Occupational health, safety and working environment

15. Occupational health, safety and working environment

15.1 Suppliers must ensure the working environment provided for employees is safe, with maintenance and monitoring according to the laws, standards for safety, occupational health and workplace, to ensure operators' safety. There should be insurance with coverage encompasses occupational illness and occupational injuries, as well as development of business management approach to ensure continuity in case of emergency or natural disasters. Such disasters comprise those affecting safety, occupational health, and the environment, such as fires, floods,

earthquakes, epidemic, nation-wide emergencies and political instability. There should be plans to manage and drills regularly conducted to ensure readiness in handling emergencies or natural disasters.

Guidelines

- The Supplier has clear and efficient policies, work procedures, and measures relating to the safety, hygiene, and work environment of the employees. All such policies, work procedures and measures must be modified on a regular basis, as appropriate, to be in line with the changing business context and the law.
- The Supplier communicates its policies and work processes to all related persons to ensure safety.
- The Supplier arranges for a safe and orderly workplace, for example, clear entry and exit pathways; equipment storage; fire escapes; and appropriate lighting and ventilation systems on the premises, in the interests of preventing dangers and reducing risks in compliance with the law and safety standards.
- The Supplier ensures that all employees:
 - 1) Participate in initiatives relating to safety, hygiene, and work environment;
 - 2) Attend training on safety, hygiene, and the work environment in relating to the work which they perform, particularly new joiners, and employees whose scope of duties have changed. Such training must also be recorded.
 - 3) Use safety equipment that complies with the applicable standards and is appropriate considering the nature of the risks.
- The Supplier arranges for security guards to be stationed on-site in compliance with the law.
- The Supplier must adequately inform the persons performing the work and the related parties of the hazards relating to their workplace. The Supplier must conduct an assessment of the risks and health of the persons performing work in areas or engaging in activities of a hazardous or high-risk nature. The Supplier must also arrange that appropriate safety equipment are used.

- The Supplier arranges for health checkups for the employees based on relevant risk factors.
- The Supplier conducts investigations on accidents to find the root cause(s) thereof, and establishes measures for rectifying the issues to prevent any reoccurrence. The Supplier communicates the findings of the investigations and the said preventive measures to the employees and prepares a report for acknowledgment by its Management.
- The Supplier prepares contingency plans in the case of emergencies, such as by installing a system for preventing and extinguishing fires, establishing channels for reporting emergencies, providing training on fires and organizing fire drills to employees regularly, and prepares a business recovery plan.

15.2 The Supplier shall arrange that the employees have access to clean toilets, washing and cleaning facilities, drinking water, as well as sanitary facilities for storing food. All living quarters must be clean, safe, and meet the basic needs of the employees.

Guidelines

- There are clean and sanitary toilets, washing and cleaning facilities, and sufficient drinking water considering the number of employees.
- If food storage facilities are available, such facilities shall be clean and sanitary.
- If living quarters are available, they must be clean, safe, and meet the basic needs of the employees.

15.3 The Supplier should participate in prevention activities and initiatives on maintaining hygiene and safety organized by the communities which are affected by the products, at any stage in the life cycle of such product, or business operations of the Supplier.

Guidelines

- The Supplier must assess the potential impacts or risks that may occur during the entire life cycle of the products or business operations of the Supplier.

- The Supplier participates in the prevention or promotion activities on hygiene and safety organized by communities at risk as appropriate, and establishes plans and measures for the prevention of potential impact.
- The Supplier remedies and rehabilitates the communities that are affected by its operations in order to restore the same to normal conditions, as well as establishes plans and measures for preventing any recurrence.

Responsibilities to Community, Society, and the Environment

16. Responsibilities towards the Community, Society, and the Environment

16. 1 Suppliers must comply with environmental laws and regulations, supporting preventative measures against environmental issues, promoting environmentally- friendly technology, enhancing efficiency of energy and water consumption at operation sites. This includes refuse collection, waste collection and other environmental management system relating to efficient business operations. There must be control or minimization of operation-induced environmental impacts to communities in the vicinity of operation site, such as biodiversity, to air, soil, water and forests.

Guidelines

- The Supplier operates its business in compliance with the environmental requirements and laws at the national and regional level.
- The Supplier regularly makes adjustments in respect of its environmental efficiency, which includes the regulation of impact on the air, soil, land, water, forestry, biological diversity, and greenhouse gas emissions.
- The Supplier has in place systems for wastewater management, air pollution management, waste and hazardous waste management, as well as management of other environmental factors relating to its business operations. The Supplier rehabilitates the environment and conducts inspections and collects data on the environment correctly in compliance with the environmental requirements and laws

at the national and regional level. If the Supplier is an operator of factory/ business establishment that is required to:

- ☐ Provide training on the necessary environmental laws to the persons performing the work.
- ☐ Establish procedures for rectifying environmental issues.
- ☐ Promote the use of environmentally-friendly technologies, maximizing energy usage efficiency, and re-using.
- Support the efficient use of energy and water at its business establishment.
- Avoid actions that create hazardous waste and other waste, including food waste, endeavor to replace any toxic components, and use appropriate waste elimination methods.
- Participate with and gives full cooperation to the competent government agencies or relevant and appropriate third party organizations in promoting good environmental management.

16.2 Suppliers must have the mindset of a good citizen, conducting business while being mindful to the communities and society, while maintaining respect for cultural diversity, local traditions, while collaborate with communities and society.

Guidelines

- Conduct business with considerations of the impacts to the communities and society, as well as respecting cultural diversity and local traditions
- Engage and support relevant, responsible, and appropriate governmental agencies or third parties, as well as communities, in community and societal development

Implementing Business Ethics

Suppliers must promote and encourage realization of business ethics, ensuring tangible impacts, for employees/workers, and contractors, in order to ensure ethical operations throughout the supply chain

Communication and Training

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

Supplier's Business Ethics Management and Guideline Suppliers must operate as follows

- Study, sign in acknowledgement and follow suppliers' business ethics and guideline
- Set for supplier's management system to be in alignment with supplier's business ethics and guideline
- Consent to the Company for the right to audit and make improvement per the auditor's recommendations
- For failure to make improvement according to feedback within the designated timeframe, the Company may consider taking actions as the Company deemed an appropriate measure

Grievance and Whistleblowing

Suppliers must arrange for a grievance mechanism and whistleblowing for stakeholders, as well as arrange for non-reciprocal policies and management process on grievance and whistleblowing that is transparent, easy to understand, with measures to protect the complainants and whistleblowers

- Supplier may complain or be a whistleblower upon witnessing an action believed to be violating supplier's business ethics and guideline, by following the Company's whistleblowing policies and practice guideline
- Suppliers must report to the Company regarding situations of impacts which may arise from failure to comply with this supplier's business ethics and guideline



“SUPPLIER ACKNOWLEDGEMENT FORM”

We, the undersigned, hereby confirm that we have received CP ALL Public Company Limited and its subsidiaries' Supplier Code of Conduct and Guideline and will read the requirements outlined in the Guiding Principle to apply in our work.

Supplier's Name :

.....

Full Name of Authorized Person (s) :

.....

Title :

.....

Seal (If Any)

.....

Signature :

Date ://

Remark :

This form must be signed by business partners' representative with authority. Kindly return the signed form back to CP ALL Group's Procurement unit of which you conduct business transaction with.

CPALL Group

Against Corruption

.....

There are processing of non-being intimidated whistleblowers'
protection for preventing the attack.



information center

Telephone : 02-071-2770, 02-711-7744

Fax : 02-071-8623



Internal Audit Division

CP ALL Public Company Limited

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