

Human Rights Policy

Symphony Communication Public Company Limited

(Revised Edition 2025)

(Approved by the resolution of the Board of Directors' Meeting No. 6/2025 held on 14 November 2025 and takes effect from 14 November 2025 onwards.)

Human Rights Policy

1. Significance

Symphony Communication Public Company Limited (hereinafter referred to as “**the Company**”) is committed to conducting its business responsibly toward society and all stakeholders and places the utmost importance on the respect for and protection of human rights, which constitute a fundamental principle of the Company’s business operations. The Company firmly believes that all human beings are born free and equal in dignity and are therefore entitled to freedom of expression and equal treatment, without any conditions or justifications arising from differences of any kind.

The Company has established its Human Rights Policy and Practices in alignment with applicable laws, as well as key international human rights standards and principles, including the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the Universal Declaration of Human Rights (UDHR), together with recognized best practices for the business sector. This reflects the Company’s commitment and pledge to uphold, implement, promote, and support the respect for and protection of human rights and human dignity for all individuals involved in or affected by the operations of the Company, its subsidiaries, and entities under the Company’s management control.

2. Objective

This Human Rights Policy has been established to serve as a framework for the governance, management, and implementation of human rights practices of the Company, its subsidiaries, and entities under the Company’s management control. The Policy aims to promote, respect, and protect human rights, as well as to prevent human rights violations throughout all operational processes across the Company’s entire value chain.

3. Scope

This Human Rights Policy shall apply to all operations of the Company, its subsidiaries, and entities under the Company’s management control, as well as to suppliers, business partners, and relevant stakeholders throughout the entire value chain. This Policy is also applicable to all personnel of the Company, its subsidiaries, and entities under the Company’s management control.

4. Definitions

Human rights	refer to	human dignity, as well as the natural rights and fundamental freedoms inherent in all human beings from birth, including equality and non-discrimination on the grounds of differences in physical or mental condition, race, nationality, gender identity, sexual orientation, skin color, language, ethnicity, or any other status as recognized under the laws of each
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		country and the international treaties to which they are bound.
		These rights include, among others, the right to life and liberty; freedom from slavery and torture; freedom of opinion, expression, and association; the right to education; the right to work and to receive fair and adequate remuneration conducive to a decent standard of living; and other related rights.
Personnel	refer to	the Company's directors, executives, and employees, including consultants, representatives, authorized persons, workers, or any other individuals who perform work on behalf of or act in the name of the Company.
Subsidiary	refers to	<p>a company having any of the following characteristics:</p> <ol style="list-style-type: none"> (1) a limited company or a public limited company in which the Company owns or holds, directly or indirectly, more than fifty percent (50%) of the voting shares; or (2) A limited company or a public limited company over which the Company has the power to control the financial and operating policies in order to obtain benefits from the activities of such company or legal entity.
Stakeholder	refers to	any person, group of persons, or legal entity that is directly or indirectly affected by the Company's or its subsidiaries' business operations, or that has any interest in the business operations of the Company or its subsidiaries, or that has influence over person or entity in a manner that may impact the business operations of the Company or its subsidiaries. Stakeholders include, but are not limited to, employees, customers, suppliers, business partners, shareholders, investors, creditors, competitors, government agencies, regulatory authorities, as well as communities and society at large.
Supplier	refers to	any supplier or vendor of goods and services to the Company, including professional consultants, designers, contractors, subcontractors, service providers, lessors, or leasing providers.
Business partner	refers to	any business organization or legal entity that collaborates with the Company by leveraging each party's strengths in resources, expertise, or customer

		<p>base in order to achieve shared business objectives. Such collaboration may include, but is not limited to, the development of products and services, innovation creation, sales growth, risk and cost reduction, market expansion, capability enhancement, or the creation of competitive advantage.</p>
Vulnerable groups	refer to	<p>individuals who lack the capacity to fully protect their own rights and interests due to limitations in power, education, resources, resilience, or other factors, and who are therefore at greater risk of human rights impacts. Such groups include, but are not limited to, children, women, pregnant women, persons with disabilities, the elderly, indigenous peoples, ethnic minorities, migrants, individuals of diverse sexual orientations and gender identities (LGBTQI+), workers employed through third parties, workers of business partners or affiliates, and communities.</p>
Value chain	refers to	<p>the full range of processes and activities undertaken by an organization to create and deliver products or services to customers or end consumers, encompassing stages from design, sourcing of raw materials, and production to sales and marketing, after-sales services, and end-of-life management. Each stage of the value chain contributes to value creation for products or services and enables the organization to identify strengths and areas for improvement, thereby enhancing competitive advantage.</p>
Discrimination	refers to	<p>unequal, unfair, and prejudiced treatment of an individual or group of people based on personal characteristics protected by law, such as race, gender, religion, disability, age, sexual orientation, or ethnicity. It involves the denial or restriction of opportunities and benefits, or the imposition of unfavorable treatment, despite individuals being in comparable situations or possessing equivalent abilities.</p>
Abuse	refers to	<p>behavior that exerts power and control over another person without their consent, with the intent to degrade, intimidate, or violate the dignity of the victim. Abuse may take various forms, including:</p>

- physical abuse - such as acts of physical assault or harm,
- verbal abuse - such as insults, threats, condemnation, defamation, public humiliation, or the distortion of facts to exert control,
- psychological or emotional abuse - such as inducing fear, social isolation, or obstructing one's work or activities,
- sexual abuse - involving unwelcome sexual advances, verbal or physical conduct of a sexual nature, molestation, or coercion into sexual acts without consent,
- financial abuse - restricting or exploiting financial resources to control another person,
- bullying and aggressive behavior, and
- neglect - the failure to provide basic care such as food, shelter, medical treatment, or necessary medication.

Harassment	refers to	the use of power, behavior, or speech intended to threaten, oppress, or instill fear in another person. It typically involves repeated and unwelcome conduct that creates an intimidating, hostile, or unsafe environment, with the purpose or effect of causing humiliation, discomfort, or endangering the victim.
Human Rights Due Diligence (HRDD)	refers to	a systematic and ongoing process to identify, prevent, mitigate, and address actual or potential human rights impacts that may arise from business operations or throughout the business supply chain.

5. Practical Guidelines

- 5.1 The Company places the utmost importance on respecting and protecting human rights and is firmly committed to complying with international and domestic laws, as well as all applicable rules, regulations, and requirements relating to human rights.
- 5.2 The Company conducts its business with responsibility, due care, and diligence in order to prevent and mitigate risks that may lead to human rights violations, and refrains from any actions or activities that could result in adverse human rights impacts.
- 5.3 The Company does not support any activities or business operations that violate or may potentially violate human rights, nor does it engage with any

entities, organizations, or individuals involved in human rights violations or that cause adverse human rights impacts in any form.

- 5.4 The Company is firmly opposed to human trafficking in all forms and does not engage in or support any activities related thereto. The Company does not tolerate the use of underage child labor, prison labor, slave labor, forced labor, or any form of illegal labor.
- 5.5 The Company places great importance on respecting and protecting the rights of children in all dimensions, beyond the prohibition of child labor below the legal minimum age. The Company promotes and supports children's rights in accordance with the Children's Rights and Business Principles (CRBP), including the protection of children's welfare and safety, and refrains from any form of exploitation or actions that may result in adverse impacts on children in the course of business operations, marketing activities, or social initiatives in which the Company is involved.
- 5.6 The Company respects the rights of all stakeholders and vulnerable groups and treats all individuals and groups with equality, fairness, and impartiality, without discrimination on the basis of physical or mental condition, place of origin, race, nationality, religion, language, skin color, age, gender identity, sexual orientation, educational level, disability, social status, culture, customs, beliefs, political expression, or any other grounds. The Company strictly prohibits any acts of abuse, harassment, intimidation, or violence in any form. In this regard, the Company has established appropriate guidelines for engagement and treatment of each stakeholder group as follows:

Employees

- The Company maintains fair employment conditions and equitable labor practices by establishing appropriate terms and working hours in strict compliance with labor laws. The Company also promotes diversity and equality within the organization, including providing employment opportunities for persons with disabilities.
- The Company provides fair and equal wages and remuneration without discrimination on the basis of gender identity or age, in compliance with minimum wage laws. Employees are granted leave and benefits no less favorable than those prescribed by law, and the Company supports adequate and reasonable compensation conducive to a decent standard of living, taking into account economic conditions and the cost of living.
- The Company promotes and supports comprehensive occupational health and safety operation and management covering both personnel and property, with the aim of creating a safe working environment. This is undertaken in parallel with initiatives to enhance organizational well-being, thereby supporting employees' quality of life and work-life balance.
- The Company places significant importance on gender equality in accordance with the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW). The Company does not assign

work that may be hazardous to the health or physical condition of female employees as prohibited by law and ensures that pregnant employees work in a safe environment that poses no risk to their health or pregnancy. Appropriate facilities are provided for pregnant employees and those who are breastfeeding. The Company shall not terminate employment, demote, or reduce the benefits of female employees on the grounds of pregnancy.

- The Company respects the rights and freedoms of employees to voluntarily decide whether to participate in any activities, as well as their freedom of opinion and expression, provided that such actions do not violate human rights principles, applicable laws, or public morals, and do not adversely affect the Company's reputation or business operations.
- The Company respects employees' rights to establish, join, or refrain from joining associations, labor unions, or other organizations, including the right to collective bargaining and to promote common interests freely and without fear of retaliation, intimidation, harassment, or dismissal. The Company also respects the freedom to elect representatives for collective bargaining processes independently.

Suppliers and Business Partners

- The Company expects its suppliers and business partners to conduct their business with transparency, respect for human rights, and responsibility toward society and the environment. The Company promotes and supports compliance with the principles and guidelines set forth in its Supplier and Business Partner Code of Conduct.
- The Company treats its suppliers and business partners fairly and establishes transparent procurement processes to promote fair competition, prevent discrimination, and respect the rights to privacy and personal data protection of its suppliers and business partners.
- The Company incorporates human rights considerations into its supplier and business partner selection process, including labor rights, children's rights, and community rights, as part of its evaluation criteria to ensure responsible business practices throughout the value chain.

Customers

- The Company is committed to developing and delivering high-quality, standardized, and environmentally friendly products and services at fair prices and under fair terms and conditions, in order to meet customer expectations and satisfaction.
- The Company places great importance on respecting and protecting customer privacy and personal data by implementing appropriate data protection policies and measures, and treats all customers with equality, fairness, and impartiality.

Communities and Society

- The Company is committed to being a good neighbor to surrounding communities and a trusted partner to society. The Company promotes and protects the rights of communities that may be directly or indirectly affected by its business operations.
- The Company respects, recognizes, and supports local customs, traditions, ways of life, indigenous knowledge, and cultural heritage, which constitute the inherent rights of communities.
- The Company supports the strengthening of local economies to enhance community self-reliance, while also supporting and implementing initiatives aimed at improving quality of life, fostering social well-being, and promoting sustainable community and societal development.

Environment

- The Company is committed to environmental stewardship and to preventing and mitigating environmental impacts arising from its business operations. The Company conducts its activities in compliance with applicable laws, regulations, standards, and best practices.
- The Company promotes environmental awareness among employees at all levels, supports appropriate environmental management practices for stakeholders, and discloses information on its environmental performance transparently through appropriate communication channels, in order to reinforce accountability and environmental responsibility.

- 5.7 The Company respects the rights and privacy of all stakeholders throughout its business value chain. Personal data of stakeholders shall be treated as confidential and shall not be disclosed, transferred, shared, or distributed to any unauthorized parties without the consent of the data owner. The Company implements appropriate information security measures and strictly complies with applicable data protection and related laws.
- 5.8 The Company requires all personnel to acknowledge, understand, and strictly comply with applicable laws, policies, measures, and procedures relating to human rights. Supervisors at all levels are responsible for overseeing, promoting, and ensuring that employees under their supervision are adequately informed, understand, and comply with the Company's human rights policies and practices.
- 5.9 All personnel shall treat one another with respect and dignity and shall not tolerate or engage in any acts of abuse, harassment, intimidation, or violence in any form. This includes, but is not limited to, mocking, inappropriate remarks regarding personal differences, unwelcome advances, indecent conduct, possession or dissemination of pornographic materials, or any inappropriate behavior that may cause physical or psychological distress, humiliation, or compromise human dignity and personal safety.

- 5.10 Personnel shall perform their duties with due care and diligence to prevent risks of human rights violations. They shall not ignore or overlook any actions that may constitute human rights violations and are required to report such incidents to their supervisors or responsible persons. Personnel are also expected to cooperate fully in any fact-finding or investigation processes. In the event of any concerns or inquiries, personnel should promptly consult their supervisors or designated responsible persons.
- 5.11 The Company provides appropriate and secure channels for personnel and stakeholders to submit complaints or report incidents of human rights violations arising from business activities of the Company, its subsidiaries, and entities under the Company's management control, or any actions inconsistent with the Company's human rights policy, as well as applicable laws, regulations, and standards. Such reporting shall be handled confidentially through the Company's designated grievance and whistleblowing channels, such as email submission to the Audit Committee at ac@symphony.net.th.
In addition, the Company establishes fair and transparent processes for reviewing and investigating reported matters, ensures protection for complainants and whistleblowers, maintains anonymity, and treats all information as strictly confidential. The Company also provides appropriate, fair, and timely remedies for any adverse human rights impacts identified.
- 5.12 The Company develops and implements Human Rights Impact Assessments (HRIA) and comprehensive Human Rights Due Diligence (HRDD) processes covering its business operations and business operations of subsidiaries and entities under the Company's management control, and entire value chain. These processes aim to identify risks, assess impacts, establish preventive and corrective measures, mitigate adverse impacts, and determine appropriate remediation and mitigation actions.
- 5.13 The Company provides remedies to individuals affected by human rights impacts arising from its business activities and activities of subsidiaries and entities under the Company's management control, prioritizing cases with a high level of risk and severity of impact. This includes situations where timely remediation is critical to prevent irreversible harm. Remedies for other affected groups shall be addressed subsequently, based on the level of priority and severity of the impacts identified.
- 5.14 The Company regularly monitors, reviews, and evaluates compliance with its human rights policy to ensure the effectiveness and appropriateness of existing measures for the prevention, control, and mitigation of human rights risks and impacts.
- 5.15 The Company discloses and reports its human rights performance in a transparent manner as part of its sustainability reporting in the Annual Registration Statement/Annual Report (Form 56-1 One Report), as well as

through the Company's website, to ensure appropriate access to information for stakeholders.

- 5.16 The Company is committed to fostering and maintaining an organizational culture that upholds respect for human rights. The Company remains vigilant and does not ignore or overlook any actions that may constitute human rights violations. It communicates, disseminates, and provides education to build awareness and understanding of human rights principles and practices among personnel, as well as suppliers, business partners, and all relevant stakeholders. Furthermore, the Company encourages and supports all parties throughout its value chain to adhere to applicable laws, policies, and international human rights principles and standards.

6. Policy Violation and Penalties

The Company shall take disciplinary action, in accordance with its internal regulations, against any personnel who violate or fail to comply with this Policy. This also applies to supervisors who neglect to address misconduct or are aware of such violations but fail to take appropriate corrective action. Disciplinary measures may range from verbal warnings, suspension, and termination of employment to legal proceedings, should misconduct constitute a violation of law. Ignorance of this Policy and/or applicable laws shall not be accepted as a justification for non-compliance.

In cases where suppliers or business partners fail to comply with the Company's Human Rights policy and measures, the Company reserves the right to suspend or terminate any transactions and/or business relationships with such suppliers or business partners as deemed appropriate.

7. Other Related Policies and Regulations

The Company's personnel are encouraged to study and understand this Policy in conjunction with the Company's other policies as follows:

- Corporate Governance Policy
- Business Code of Conduct
- Sustainable Development Policy
- Human Capital Management Policy
- Safety, Occupational Health and Work Environment Policy
- Procurement Policy
- Supplier and Business Partner Code of Conduct

8. Policy Communication and Dissemination

The Company communicates and disseminates knowledge regarding its Human Rights policy, measures, and guidelines, as well as relevant legal information and key considerations, to all personnel at every level through orientations, seminars, training

sessions, meetings, and other appropriate activities to enhance understanding and enable proper and effective implementation in accordance with human rights principles.

In addition, the Company communicates and disseminates this policy, along with its related measures and practices, to suppliers, business partners, and stakeholders across its value chain, as well as to the general public through various communication channels. This aims to foster awareness, cooperation, and participation in conducting business ethically, with respect for human rights, and with fairness and equality toward all individuals.

9. Policy Review and Revision

The Company regularly monitors, evaluates, and reviews its Human Rights Policy, including its management systems and implementation plans, on a regular basis. Amendments and revisions shall be made as necessary to ensure alignment with applicable laws, regulations, and international human rights principles and standards. This process aims to maintain the effectiveness and appropriateness of the Company's operations in response to evolving business and social contexts.