



Supplier Code of Conduct

Revision no.	0
Effective Date	30 September 2024
Approved by	President

Introduction

Bangkok Airways Public Company Limited operates business under sustainable development guideline to create both short term and long-term value for stakeholders and committed to be an organization with strong growth, good governance, take care and promote opportunities for stakeholders and reduce negative impact on the environment from operation of the business.

For “the supplier”, the Company has the intention to support operation of business by supplier - one of the important groups of the Company’s stakeholders - on sustainable development guideline as well. For this reason, the Company produced Supplier Code of Conduct with content that complies with international practices, including legal responsibilities and related rules/regulations to be sure that principles to operate business by the Company and supplier are consistent. Supplier Code of Conduct is also a tool to promote competency development, raise the level of competitive abilities and participate in taking social and environmental care of suppliers.

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Supplier Code of Conduct

The Supplier Code of Conduct of Bangkok Airways Public Company Limited can be divided into 10 items as follows.

1. Supplier Code of Conduct
2. Quality and Standard of Goods and Services
3. Labor and Human Rights
4. Occupational Health, Safety and Working Environment
5. The Environment
6. The Community and Society
7. Business Continuity Management
8. Supply Chain Collaboration
9. Supplier Performance Assessment and Monitoring
10. Whistle Blowing and Complaints

The supplier is required to be consistent with the Supplier Code of Conduct, as detailed in this document, to foster a business environment where the code of conduct serves as a mutual agreement throughout the supply chain.

1. Code of Business Ethics

1.1. Good Governance

Operation of business with consideration of stakeholders, the society and the environment based on good corporate governance principles such as honesty (adhere to correctness), justice (fair), transparency (accountable), responsibility (compliance to roles and duties), responsibility (responsible for result of performance).

1.2. Anti-Corruption

1.2.1 Do not act or support corruption in any form.

1.2.2 Promote open and fair relationships with suppliers.

1.2.3 Establish internal control process to check and prevent corruption, such as formulating an Anti-corruption Policy and a Policy for Receiving or Giving Gifts.

1.2.4 Cooperate with the Company to protect and suppress corruption.

1.3 Data Protection and Respect Intellectual Property

1.3.1 Safe keeping of confidential data of the Company and all groups of stakeholders.

1.3.2 Do not take advantage by using stakeholder's data without consent.

1.3.3 Protection of data in compliance with the requirement in Personal Data Protection Act and laws of related countries.

1.3.4 Respect and do not violate other people's intellectual property and also provide measures to prevent violation of Intellectual Property.

1.4 Compliance with Commercial Laws, Rules and Competition

- 1.4.1 Strictly comply with the law and regulations related to operation of business determined by each country.
- 1.4.2 Comply with Business Competition Law, determined by each country.
- 1.4.3 Do not act or participate in actions which violate laws related to Business Competition.

1.5. Conflict of interest

Do not take any action to create conflict of interest or have a vested interest between supplier and employees of the Company.

1.6. Cyber Security

Supplier shall safely keep and protect data, network and communication systems used in business operation, in accordance with Cyber Security rules.

2. Quality and Standard of Goods and Services

Control and deliver goods and services with quality and standard according to agreed terms or requirements specified in the agreement.

3. Labor and Human Rights

3.1 Treatment of Labor, Foreign Labor and Immigrant Labor

Treat labor strictly according to Labor law and Immigration law of each country where there is a joint business operation.

3.2 Compliance with Human Rights Principles

- 3.2.1 Respect and comply with Human Rights Principles such as respect dignity and treat individuals fairly and equally despite differences in age, gender, education, race, religion and beliefs etc.
- 3.2.2 Consider setting Human Rights Policy, as clear guideline to be practiced by the organization.
- 3.2.3 Accept and respect various rights of employees within legal framework such as the right to join in a group to negotiate.

3.3 Protection and Not to Force Labor

- 3.3.1 Do not employ under-aged children as defined by the law.
- 3.3.2 Do not use or take advantage of forced labor with inhumane treatments such as physical harm, coercion, detention, threat, harassment, human trafficking.

3.4 Employment, wages, welfare and benefits

- 3.4.1 Do not allow STAFF or hired workers to exceed the legally established work hour limits, except in cases where overtime or holiday work is necessary and voluntarily agreed upon by the staff or hired workers.
- 3.4.2 Provide holidays or leave of absence not less than the limitation set by The law.
- 3.4.3 Accurate management of wages, compensation, overtime payment, work on holiday payment, welfare and benefits of employees according to the law of the country. Payment to be made on time and without any discrimination.

3.5 Termination of Employment

Cases on Termination of Employment shall follow procedures specified by Labor law.

4. Occupational Health, Safety and Working Environment

4.1 Safety and Working Environment

- 4.1.1 Strictly comply with the law and measures regarding Occupational Health, Safety and Working Environment.
- 4.1.2 Take care of workplace environment to ensure safety and hygiene, including communicating knowledge with employees to mitigate risks of accident.
- 4.1.3 Provide Management System according to safety standards.
- 4.1.4 Provide Risk Assessment and Monitoring System and report information related to Occupational Health, Safety and Working Environment with transparency.

4.2 Personal Safety Equipment

Provide personal safety equipment for staff, ensure they are sufficient, ready to use and suitable.

4.3 Emergency Preparedness

- 4.3.1 Assess the risks of potential emergency situations and develop an Emergency Response Plan, including a Recovery Plan after the incident.
- 4.3.2 Provide regular training or training according to an established plan to staff on relevant knowledge to mitigate risks associated with incorrect practices in such situations, which could cause significant damage.
- 4.3.3 Continuously promote Safety Culture throughout the organization through various forms of activities.

- 4.3.4 In the event of an emergency that may impact the Company during supplier performance and/or at a location under the Company's responsibility, the supplier shall inform the Company as quickly as possible.

5. The Environment

5.1. Operate business with responsibilities towards the environment

- 5.1.1 Make worthwhile use of resources and consider using environmentally friendly goods or services.
- 5.1.2 Be cautious of operations that have negative impact on the community/the environment e.g. leakage of chemical substances.
- 5.1.3 Provide Protection and Mitigation measures of impact on the environment arising from production, storage, transportation and destruction processes.
- 5.1.4 Promote efficient separation of waste from starting points within the Company, increase rate of recycle/up-cycle to reduce volume of waste sent to landfill pits.
- 5.1.5 Support adaptation or various operations both inside and outside the Company that can help to reduce impact arising from climate change e.g. planning and producing accounting record of the Company greenhouse gas emissions.
- 5.1.6 Promote and communicate awareness of responsibility towards the environment to all employees.

5.2 Compliance with Environmental Law

Strictly comply with environmental laws, such as rules and regulations related to air, water, and soil pollution. Ensure full compliance with the conditions specified in the Business Operation Permit and other relevant permits.

5.3 Assessment and Monitoring

Provide Risk Assessment and Monitoring System and report data related to the environment with transparency.

6. The Community and Society

Operate business with consideration of possible impact on the community and society, take part in development Quality of Life of the community and support creative participation by employees e.g. support knowledge needed by the community, design on innovation with social and/or environmental value for the community.

7. Business Continuity Management

7.1 Preparedness for an emergency

7.1.1 Identify and assess risks that could affect the ability to deliver goods and services.

7.1.2. Provide exercises on Emergency Response Plan and consistently provide training for employees to gain related knowledge.

8. Supply Chain Collaboration

The supplier shall promote to its supplier, compliance with the principles specified in this Supplier Code of Conduct, as if it were a standard for mutual operation of business.

9. Supplier Performance Assessment and monitoring

The Company shall conduct assessment and monitoring performance by supplier to ensure supplier performs work in consistent with Supplier Code of Conduct details stated in this document, a total of 10 items:

- 1) Supplier Code of Conduct;
- 2) Quality and Standard of Goods and Services;
- 3) Labor and Human Rights;
- 4) Occupational Health, Safety and Working Environment;
- 5) The Environment;
- 6) The Community and Society;
- 7) Business Continuity Management;
- 8) Supply Chain Collaboration;
- 9) Monitoring and Check of Supplier Performance;
- 10) Whistle Blowing and Complaints, to be strictly observed by the supplier. Details of the assessment and monitoring will be in accordance with the Company's criteria for consideration.

The supplier shall give consent and cooperate with the Company in all areas related to assessment and monitoring of performance.

Procedures for assessment and monitoring performance

1. Dissemination of Supplier Code of Business Conduct to the supplier, to be acknowledged and signed

The relevant division sends the Supplier Code of Conduct to current suppliers and new suppliers to acknowledge and sign the form. (Refer to Appendix 11.2 Acknowledgement and Compliance Form)

2. Request cooperation from supplier to be assessed

The relevant division sends the Supplier Self-Assessment Form and/or conducts On-Site Visit Assessments, including details of the Assessment Plan such as the number of suppliers, the period, and the frequency, to ensure compliance with the Company's evaluation criteria.

3. Processing Assessment Result

The relevant division compiles and analyzes data.

4. Summarize and inform result of assessment to the supplier, including monitoring

The relevant division contacts the supplier to appropriately inform them of the assessment results. If there are any issues that the supplier needs to address or develop, the Company will set a timeline to monitor these issues and ensure implementation within the mutually agreed timeframe. However, if the supplier fails to make the necessary improvements or developments as indicated by the Company, the Company reserves the right to take suitable measures to solve the problem.

10. Whistle Blowing and Complaints

The Company provides opportunities for suppliers to report instances of wrongdoing and complaints as follows:

1. When the supplier finds and/or is affected by wrongdoings

Suppliers can report issues through the channels specified by the Company and will receive fairness and protection from the Company. The Company will handle the matter confidentially, with a primary focus on the safety of the whistleblower and individuals related to the source of information.

2. Channels for reporting clues of wrong doings and complaints to the Company

1) By e-mail to

- Audit Committee

Chairman Audit Committee (Mr. Sripop Sarasas)

Email: s.sripop@yahoo.com

Audit Committee member (Mr. Somboon Kittiyansub)

Email: somboon@prowesslaw.com

Audit Committee member (Mr. Saharatna Benyakul)

Email: saharatna.b@gmail.com

2) By post addressed to

The Company Secretary, Bangkok Airways Public Company Limited, Floor 19, No. 99, Moo 14, Vibhavadi Rangsit Road, Chom Phon, Chatuchak, Bangkok 10900

In this case, the supplier should also provide channels for reporting clues and complaints to its own suppliers including cases when the supplier is unable to comply by Supplier Code of Conduct, the supplier shall inform the Company immediately.

11. Appendix

11.1. Revision Record

Revision No.	Effective date	Details of revision
0	30/ 09/ 2024	First edition

11.2 Acknowledgement and Compliance Form

Acknowledged and Compliance Form

I confirm acknowledgement of the Supplier Code of Conduct of Bangkok Airways Public Company Limited, having studied it with a clear understanding of all details. At the same time, I confirm that the company/legal entity/I, as the representative, shall observe and develop the implementation in accordance to the requirement stated in this Code of Conduct to the best of my ability in order to promote operation of business under Sustainability Development guideline as well as to maintain sound mutual business relationship.

I therefore sign this document as evidence.

Company Name/ Legal Entity/ Name of Supplier: _____

Address: _____

Telephone: _____ Email: _____

Signature and Company Seal (if any)



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(.....)

Authorized signatory

Position:

.....
Date://

Note

Please send a copy of the acknowledgment form back to the Procurement Department of Bangkok Airways Public Company Limited via email at source_plan@bangkokair.com.