



## Discrimination and Harassment Policy

### Principles

True Corporation Plc or “True Group” recognizes and value difference in thinking, skill, experience of employees to create the power to move the company forward. Company encourages building “respect for people” working environment and be able to live together on individual differences with no discrimination and harassment. The company therefore determines Discrimination and Harassment Policy for smooth operations.

This policy is the supplement of Human Rights Policy, Diversity and Inclusion Policy which have been issued. It will conform to Code of Conduct and comply to the law including any declarations and standards which company adheres.

The company is committed to zero tolerance of any form of sexual harassment in the workplace. We shall protect employee at all level not to be discriminated and harassed in any form in order to build safe and happy workplace. The Company will do a fair investigation in any discrimination and harassment cases incurred. If the investigation confirmed allegation is true, disciplinary action, or legal action will be taken.

### Scope

This policy shall be applied to True Corporation Plc and its subsidiaries in Thailand and overseas.

### Definitions

The Company	means True Corporation Plc (True) and Subsidiaries
Employees	means all employees who work under an employment contract with True Group covering all positions
Discrimination	means any different treatment or discrimination or special treatment to an individual or group of people base on personal characteristic on race, nationality, color, ethic, religion, social status, gender, age, physical features or disability, political belief including marital status.
Harassment	means behavior which is considered unwelcome, offensive, discriminated, threatening and hostile (by the harassed employee) which unreasonably disrupts another person in his/her work. The behavior may not be intentionally done by harasser but it has impact on the harassed employee's physically and mentally. It also covers sexual harassment.

#### Form of Harassment

- Verbal: saying sarcastically, bully, joking, jesting, teasing, satirical, contemptuous, instigate, incite, slander, wrong accusation, verbally assaulting words, unwelcome courtship, the use of words which suggest sexual behaviours
- Non-Verbal / gesture: staring, leering, impolite hand gesturing, whistling
- Physical: bullying, unnecessarily patting / touching other's body, showing pornographic materials (picture, sound or any other things), sending threaten messages, any execution which the harassed employee is ashamed, lose face, discriminated.

#### Working Place means

- Office, Regional/Area office, Company Outlet, Retail Shop
- Company's activity site
- Assigned working place
- Meeting and Training place

#### It includes

- During business trip
- During business telephone conversation
- During using of electronic device for business , etc.

#### Guidelines

To prevent discrimination and harassment in organization, Company has set guideline as follows;

##### 1. Recruitment and Selection

- No discriminated wording in job vacancy advertisement.
- Recruitment and Selection shall not discriminate on age, gender, race, nationality, disability, religion and language. It should be only on qualification required by job vacancy.
- Salary, welfare and working condition offered must be fair to all candidates on the same standard of the position.
- Application and supporting document must be kept confidential, not disclosed to unrelated persons and the data controller and protection officer and user of documents must be identified. The control and protection shall be applied follow the related law requirement.
- Any psychometric test and pre-employment medical check-up must be related to working requirement.

##### 2. Human Resources Development

- Development program must be equally arranged and not discriminated for all staff depending on their training needs at current position and for career progression.
- Approval for training must be no discrimination.
- Discrimination and harassment issues are incorporated into corporate's code of conduct training course . All new employees must attend this training course and pass the test.

### 3. Performance Appraisal

- Performance appraisal guideline must be clear, transparent, based on actual performance including behaviour against company's value. The appraisal should be done face to face meeting in order to mutually understand the appraisal result.

### 4. Staff's Compensation

- Compensation and promotion must be based on policy; same standard, clear and transparent.

### 5. Transfer/Exit

- Transfer process must be equally fair in career progression and no discrimination.
- Dismissal from company must be on ground of poor performance or disciplinary action or health problems based on medical doctor diagnosis, or any other reason which are not viewed as discrimination.

## Guideline when encounter discrimination and harassment incident

1. The harassed employee speaks to harasser to stop the unwanted behaviour.
2. If the harasser continues, the harassed employee reports to his/her direct supervisor or supervisor's boss or Human Resources Manager.
3. Related Human Resources (DD level and above) investigates and gathers information from harasser and the harassed employee and witness (if any) within 7 days from report date.
4. Related Human Resources (DD level and above) sets up investigation committee follow the establishment of investigation committee announcement.

5. Impose disciplinary action to wrongdoer or false accusation reporter based on investigation committee's decision. This can include anything from a verbal warning, written warning, suspension, and/or termination of the employee's employment, depending on the situation and the severity of the issue.
6. If it is a criminal case and involves lawsuit, legal department must be involved.
7. The harassed employee who reports the incident will be protected and will not get negative impact due to the reporting.