

Code of Conduct: Company Code of Conduct and Ethics

Document Number: MG-C-001

Effective Date: August 11, 2022

Company Code of Conduct and Ethics
(Code of Conduct)

1. Introduction

In accordance with the resolution of the Board of Directors of Medeze Group Public Company Limited (the "Company"), this announcement establishes the principles of the Company's Code of Conduct and Ethics. These principles serve as a fundamental basis for enhancing good corporate governance, providing essential support for stability and sustainable growth, and helping the Company achieve established objectives.

2. Persons Required to Comply

The individuals required to comply with this Code of Conduct and Business Ethics include directors, executives, employees, staff, consultants, and those authorized to act on behalf of the Company, including its subsidiaries and associated companies. These individuals are collectively referred to as "Persons Required to Comply."

3. Scope of Enforcement

The Company has established this Code of Conduct as a standard to be enforced within the Company and its subsidiaries. Compliance with this code is mandatory to ensure efficient internal operations that are transparent, open, and considerate of the Company's best interests while maintaining fairness to all relevant stakeholders.

4. Fundamental Principles

The fundamental principles of the Code of Conduct and Business Ethics aimed at fostering mutual benefits are as follows:

4.1 Perform your duties with honesty, integrity, morality, and responsibility.

4.2 Maintain confidentiality and refrain from using internal or confidential information for personal gain or to benefit others.

4.3 Prevent or avoid any actions that could lead to conflicts of interest.

4.4 Conduct yourself as a professional, demonstrating knowledge, expertise, and prudence.

5. Code of Conduct and Business Ethics Policy

The Company is committed to upholding the following Code of Conduct and Business Ethics:

5.1 Honesty and Integrity

The Company should prioritize honesty and integrity as essential principles in all business dealings.

5.2 Compliance with Laws and Regulations

The Company will conduct its business in compliance with all applicable laws and regulatory requirements. It will refrain from engaging in, assisting with, promoting, or supporting any unlawful activities or transactions.

5.3 Application of Knowledge, Capability, and Expertise

The Company will apply its knowledge, skills, and expertise with care and attention to provide high-quality services to customers in a professional manner.

5.4 Good Management and Effective Internal Control

The Company will implement strong management and risk management systems, as well as effective and robust internal control processes.

5.5 Industry Standards for Operators

The Company will adhere to industry standards relevant to its business operations, which are generally recognized and accepted by similar businesses or industries.

5.6 Treatment of Various Stakeholder Groups

The Company is committed to treating various stakeholders with fairness and by fostering cooperation and benefits. This commitment includes the following principles:

1. The Company shall treat customers, business partners, and competitors with respect, encouraging cooperation and engaging in fair competition.
2. The Company shall provide quality products to customers, emphasizing friendliness and generosity in all interactions.
3. The Company is dedicated to protecting and maintaining the interests of its shareholders.
4. The Company shall support and promote employees in harnessing their potential, knowledge, and skills while facilitating their professional development.
5. The Company shall actively participate in social missions, including public service activities, educational initiatives, and efforts that contribute to national progress.
6. The Company recognizes the importance of the resources necessary for its business operations and understands that each resource type has interconnected impacts.

5.7 Control of Conflicts of Interest

The Company shall effectively manage or prevent situations where conflicts of interest related to its business operations may arise. The Company will not seek any benefits that are unlawful or contrary to regulatory requirements.

5.8 Customer Confidentiality

The Company shall securely store and maintain customers' confidential information by establishing robust information security systems. The Company will not disclose this confidential information to third parties unless consent is obtained from the customers, or disclosure is mandated by law.

5.9 Communication of Product or Service Information to Customers

The Company shall provide sufficient information about its products or services to ensure customers understand clearly and accurately.

5.10 Providing Advice or Acting on Behalf of Customers

The Company shall exercise reasonable care when providing advice or making decisions on behalf of customers, ensuring that such actions are appropriate for each case.

5.11 Maintaining Good Relationships with Authorities

The Company shall consistently promote and maintain positive relationships with authorities by cooperating fully with them according to relevant laws and regulations and following their recommendations.

5.12 Data Recording and Reporting

The Company shall accurately and reliably record data and prepare reports.

5.13 Service and Operations

(1) The Company shall prioritize the creation of an organizational culture that fosters development and utilize this culture as part of strategy review and development planning.

(2) The Company shall monitor developments and changes in the environment, initiate innovations that add value to the business, and dedicate operational capabilities to enhance customer satisfaction.

5.14 Accepting Gifts or Incentives from Customers or Others

The Company shall not request or accept money, gifts, prizes, or other forms of compensation from customers or others, except for items given according to traditional customs and of a value deemed appropriate by accepted standards.

5.15 Maintaining a Good Reputation*

The Company shall maintain its good reputation and refrain from any actions that may bring disrepute to the organization.

5.16 Individual Rights and External Activities

The Company acknowledges and respects individual rights as outlined by law and encourages participation in external activities. However, these activities must meet the following criteria:

1. They must not negatively impact the Company's reputation or image.
2. They must not significantly interfere with or hinder one's ability to fulfill their job responsibilities.
3. They must not contradict the Company's Code of Conduct and Business Ethics policies.
4. They must not create any conflicts of interest.
5. They must comply with all applicable laws and ethical standards.