

# Corporate Governance

The Board of Directors has delegated authority to the Risk Management, Corporate Governance and Sustainability Committee to review, oversee, promote, and monitor risk management, corporate governance, and sustainability practices. The Committee places emphasis on Environmental, Social, and Governance (ESG) factors, in addition to economic performance, across the organization's end-to-end business processes, from internal operations to external engagement, to achieve its strategic objectives and ensure sustainable business growth. The Company regularly reviews and updates its corporate governance policies to ensure they remain current and aligned with international standards, applicable laws, regulations, rules, and relevant regulatory requirements. These practices are consistent with the Principles of Good Corporate Governance for Listed Companies 2017 (CG Code 2017) issued by the Securities and Exchange Commission (SEC), the Corporate Governance Report of Thai Listed Companies (CGR) by the Thai Institute of Directors (IOD), the ASEAN Corporate Governance Scorecard, and relevant guidelines of the Stock Exchange of Thailand (SET).

## Policy

The Board of Directors recognizes the importance of good corporate governance and has established a written Corporate Governance Policy to serve as a guiding framework for directors, executives, and employees. The policy ensures fair, transparent, accountable, and efficient management and operations across the organization.

## Corporate Governance Policy

The details are disclosed on the Company's website.

<https://www.ttwplc.com/en/governance/corporate-governance-policy>

## Business Code of Conduct

The details are disclosed on the Company's website.

<https://www.ttwplc.com/en/governance/business-code-of-conduct-and-employee-ethics>

## Whistleblowing and Complaint Policy

The details are disclosed on the Company's website.

<https://www.ttwplc.com/en/governance/whistleblowing-and-complaints>

## Policy on Securities Trading and Changes in Shareholding by Directors and Executives

The details are disclosed on the Company's website.

<https://www.ttwplc.com/en/governance/policies-and-guidelines-related-to-the-board-of-directors#scrollspy-6>

## Insider Information Usage Policy

The details are disclosed on the Company's website.

<https://www.ttwp.com/en/governance/policies-and-practices-related-to-shareholders-and-stakeholders#scrollspy-4>

## Privacy Policy

The details are disclosed on the Company's website.

<https://www.ttwp.com/en/about-ttw/company-policy#tab-governance-6>

## Targets for 2025

| Targets  | Key Performance Indicator (KPI) |
|--|---------------------------------|
| 1. All employees and executives are informed of and acknowledge the Corporate Governance and Business Conduct policies | 100%                            |
| 2. All employees and executives receive training on Corporate Governance and Business Conduct                          | 100%                            |
| 3. Employees are assessed on their knowledge of Business Conduct   | 100%                            |
| 4. No violations of Business Conduct have been reported by stakeholders  | 0 cases                         |
| 5. No complaints regarding violations of Business Conduct have been received from stakeholders                         | 0 cases                         |
| 6. No incidents of discrimination or harassment have been reported   | 0 cases                         |
| 7. No conflict of Interest   | 0 cases                         |
| 8. No commercial competition or monopoly   | 0 cases                         |
| 9. No securities trading using insider information has occurred  | 0 cases                         |
| 10. No violation or leakage of the organization's business information   | 0 cases                         |
| 11. No violation or breach of stakeholders' personal data  | 0 cases                         |
| 12. No complaints regarding the violation of stakeholders' personal data   | 0 cases                         |

**Note:** Stakeholders include employees, shareholders/investors, customers, business partners/suppliers/contractors, communities, and government agencies/environmental authorities.

## Long-Term Targets

| Targets  | Key Performance Indicator (KPI) |
|--|---------------------------------|
| 1. All employees and executives receive training on Corporate Governance and Business Conduct  | 100%                            |
| 2. No violations of Business Conduct have been reported by stakeholders                        | 0 cases                         |
| 3. No complaints regarding violations of Business Conduct have been received from stakeholders | 0 cases                         |
| 4. No incidents of discrimination or harassment have been reported                             | 0 cases                         |

| Targets  | Key Performance Indicator (KPI) |
|--|---------------------------------|
| 5. No conflict of Interest   | 0 cases                         |
| 6. No commercial competition or monopoly                                 | 0 cases                         |
| 7. No securities trading using insider information has occurred          | 0 cases                         |
| 8. No violation or leakage of the organization's business information    | 0 cases                         |
| 9. No violation or breach of stakeholders' personal data                 | 0 cases                         |
| 10. No complaints regarding the violation of stakeholders' personal data | 0 cases                         |

**Note:** Stakeholders include employees, shareholders/investors, customers, business partners/suppliers/contractors, communities, and government agencies/environmental authorities.

## Performance Results

| Operations   | Results |         |         |
|--|---------|---------|---------|
|  | 2023    | 2024    | 2025    |
| 1. All employees and executives are informed of and acknowledge the Corporate Governance and Business Conduct policies | 100%    | 100%    | 100%    |
| 2. All employees and executives receive training on Corporate Governance and Business Conduct                          | 100%    | 100%    | 100%    |
| 3. Employees are assessed on their knowledge of Business Conduct   | 100%    | 100%    | 100%    |
| 4. Violations of Business Conduct have been reported by stakeholders   | 0 cases | 0 cases | 0 cases |
| 5. Complaints regarding violations of Business Conduct have been received from stakeholders                            | 0 cases | 0 cases | 0 cases |
| 6. Incidents of discrimination or harassment have been reported  | 0 cases | 0 cases | 0 cases |
| 7. Conflict of Interest  | 0 cases | 0 cases | 0 cases |
| 8. Commercial competition or monopoly  | 0 cases | 0 cases | 0 cases |
| 9. Securities trading using insider information has occurred   | 0 cases | 0 cases | 0 cases |
| 10. Violation or leakage of the organization's business information  | 0 cases | 0 cases | 0 cases |
| 11. Violation or breach of stakeholders' personal data   | 0 cases | 0 cases | 0 cases |
| 12. Complaints regarding the violation of stakeholders' personal data  | 0 cases | 0 cases | 0 cases |

**Note:** Stakeholders include employees, shareholders/investors, customers, business partners/suppliers/contractors, communities, and government agencies/environmental authorities.

## Complaint Report for 2025

| Types of Complaints                                | Total Complaints | Complaints Verified as Valid | Disciplinary Measures |                 |            |                           | Remediation Value (if any) |
|--|------------------|------------------------------|-----------------------|-----------------|------------|---------------------------|----------------------------|
|  |                  |                              | Verbal Warning        | Written Warning | Suspension | Termination of Employment |                            |
| 1.Discrimination or Harassment                     | -                | -                            | -                     | -               | -          | -                         | -                          |
| 2.Conflict of interest                             | -                | -                            | -                     | -               | -          | -                         | -                          |
| 3.Anti-competitive behavior and monopoly practices | -                | -                            | -                     | -               | -          | -                         | -                          |
| 4. Insider trading                                 | -                | -                            | -                     | -               | -          | -                         | -                          |
| 5. Organizational Business Information Leakage     | -                | -                            | -                     | -               | -          | -                         | -                          |
| 6. Personal data breaches by stakeholders          | -                | -                            | -                     | -               | -          | -                         | -                          |
| <b>Total</b>                                       | -                | -                            | -                     | -               | -          | -                         | -                          |

## Significant Changes and Developments in the Review of Policies, Practices, and Corporate Governance Over the Past Year.

In 2025, the Board of Directors approved the renaming of the Risk Management and Corporate Governance Committee to the “Risk Management, Corporate Governance, and Sustainability Committee” to better reflect its roles and responsibilities as defined in the Committee Charter. In addition, the Committee reviewed the Corporate Governance Policy and submitted it to the Board of Directors for consideration and approval, as follows:

- 1.Update of the Sub-Committee Charter to ensure alignment with current circumstances and relevance.
- 2.Revision of the Corporate Governance Handbook and Business Code of Conduct.
- 3.Communication of corporate governance policies to the Board of Directors, executives, and employees.

The Company has received awards and recognition for its adherence to good corporate governance principles, as follows:

- 1.The Corporate Governance Survey of Listed Companies for the year 2025, in which the Company was rated “Excellent.”
- 2.The Annual General Meeting (AGM) Assessment for the year 2025, in which the Company achieved a full score of 100 points.
- 3.The ASEAN Asset Class PLCs Award, based on the ASEAN Corporate Governance Scorecard assessment for listed companies in ASEAN for the year 2024.

The Company provides an onboarding program for new employees to enhance their understanding of good corporate governance, the Code of Business Conduct, and the Company’s Anti-Corruption Policy. In addition, employee knowledge assessments were conducted in 2025, including a review of compliance with the Code of Conduct and an evaluation of ethical conduct and behavior. Further information is available in the 2025 Form 56-1 One Report.

<https://www.ttwplc.com/en/investor-relations/document/annual-reports>

## Corporate Governance Structure

The corporate governance structure comprises the Board of Directors and four Board Committees, namely: the Executive Committee, the Audit Committee, the Risk Management, Corporate Governance and Sustainability Committee, and the Nomination and Remuneration Committee.

## Board of Directors Structure and Board Committees

The structure of the Board of Directors and Board Committees is detailed on the Company's website.

### Board of Directors

<https://www.ttwplc.com/en/leadership/board-of-directors>

### Sub-Committee

<https://www.ttwplc.com/en/leadership/sub-committees/executive-committee>

## Report of the Risk Management, Corporate Governance, and Sustainability Committee

Report of the Risk Management, Corporate Governance, and Sustainability Committee, with details available on the Company's website.

<https://www.ttwplc.com/en/about-ttw/report-from-committee/risk-management-corporate-governance-and-sustainability-committee-report>

## Board of Directors

The Board of Directors consists of 12 members, including 4 independent directors. The Board demonstrates diversity in gender, professional skills, and specialized expertise, as well as knowledge and experience relevant to the Company's business operations (Board Diversity). The Board includes at least five directors as required by the Company's Articles of Association. All directors meet the qualifications prescribed by law. The Board is chaired by the Chairman and comprises directors with at least one member having experience in the water utility sector and at least one member with expertise in accounting and finance.

## Board Diversity

The Board of Directors is composed predominantly of independent and non-executive directors, with independent directors representing at least one-third of the total Board membership and no fewer than three individuals. This composition ensures balance and the ability to provide independent opinions. The Board also embraces diversity in terms of gender, race/ethnicity, nationality, and cultural background. The Board of Directors has clearly defined the separation of roles and responsibilities between the Board and management. The Company's policy requires that the Chairman of the Board and the Chief Executive Officer (CEO) be different individuals to ensure a balance of power and transparency, effectively separating oversight from management functions. As of 31 December 2025, the Board, as stated in the Company's Certificate of Incorporation, comprises 12 directors. The Board demonstrates diversity in roles and responsibilities, gender, race/ethnicity, nationality, professional expertise, and experience, all of which are relevant and beneficial to the Company's business operations. The Board also maintains an appropriate balance of authority among its members.

### 1. Board Diversity in Roles and Responsibilities

- The Chairman of the Board is separate from executive management and the Chief Executive Officer (CEO).
- The Chairman of the Board is an independent director.
- Non-executive directors account for 11 members (91.66% of the total Board), comprising:
  - Independent directors: 4 members (33.33% of the total Board).
  - Appointed/representative directors: 7 members (58.33% of the total Board).
- There is 1 executive director, the Chief Executive Officer (CEO), representing 8.33% of the total Board.

### 2. Board Diversity in Terms of Race/Ethnicity and Nationality

- Thai ethnicity: 10 members (83.33% of the total Board).
- Japanese ethnicity: 2 members (16.66% of the total Board).

### 3. Board Gender Diversity

- Male: 10 members (83.33% of the total Board).
- Female: 2 members (16.66% of the total Board).

### 4. Board Diversity in Terms of Professional Background and Expertise

- Water utility / Energy / Engineering: 12 members (100% of the total Board).
- Accounting / Finance / Economics / Business Administration: 9 members (75% of the total Board).
- Law / Political Science: 4 members (33.33% of the total Board).
- Strategy and Business Planning: 12 members (100% of the total Board).
- Corporate Governance / Internal Control / Risk Management: 12 members (100% of the total Board).
- Human Resource Development: 12 members (100% of the total Board).

### 5. Financial Expertise within the Audit Committee

- Independent financial expert in the Audit Committee: 1 member (33.33% of the Audit Committee), namely Mr. Pairat Mekaporn.

### 6. Female members of the Executive Committee (or equivalent committee)

- Female director in the Executive Committee (or equivalent committee): 1 member (20% of the Executive Committee).

The 12-member Board of Directors demonstrates diversity in roles and responsibilities, as well as in gender, race/ethnicity, nationality, professional background, and areas of expertise. Further details are disclosed in the 2025 Form 56-1 One Report (Annual Report) published on the Company's website. <https://www.ttwplc.com/en/investor-relations/document/annual-reports>

## Performance of Directors

To enable the Board of Directors to effectively discharge its duties and responsibilities, the Company holds regular Board meetings based on the following principles:

- An official annual meeting schedule is established in advance and communicated to each director during the final meeting of the year to facilitate proper time allocation and attendance planning.
- The Company has established a quorum policy requiring that, at the time of resolution, at least two-thirds (66.66%) of the total number of directors must be present at Board meetings. Directors who may have any potential conflict of interest or vested interest in any agenda item are required to abstain from participating in discussions and voting on such matters.
- The Board of Directors provides for meetings of non-executive directors as appropriate, without the presence of executive directors or management, to enable open discussion on business-related matters and key management issues. Executive directors are subsequently invited to be informed of the discussions and to consider and implement the relevant matters as appropriate.
- In 2025, the Board of Directors held a total of five meetings (excluding meetings of Board Committees).
- The Risk Management, Corporate Governance, and Sustainability Committee performs its duties in accordance with the scope of responsibilities defined in its Charter. The Committee reports its performance to the Board of Directors on a quarterly basis. Key matters can be summarized as follows:

### Risk Management Aspect

1. Reviewed and approved the Company's annual risk management policies and plans, covering various types of risks arising from both internal and external factors that may affect the Company's operations.
2. Considered and developed strategic plans in alignment with the risk management policy, enabling the assessment, monitoring, and control of the Company's overall risks to remain within an acceptable level.
3. Monitored and controlled risk management performance on a quarterly basis, based on reports received from the Company's management, and reported the results of risk management activities to the Board of Directors on a quarterly basis.

### Corporate Governance Aspect

1. Oversight of the Board of Directors' Operations and management to ensure compliance with corporate governance principles, the Code of Conduct, and business ethics. The Committee also promoted the regular quarterly reporting of securities trading and changes in shareholdings by directors and executives.
2. Reviewed the Company's corporate governance practices against international corporate governance standards and the principles prescribed by the Stock Exchange of Thailand, and proposed updates to the Board of Directors for consideration to ensure that the Company's practices and disclosures remain accurate and up to date.
3. Reported corporate governance and governance performance results to the Board of Directors on a quarterly basis.

## Sustainability Aspect

1. Oversee operations and provide advice and recommendations on economic, social, environmental, and corporate governance matters to support sustainable business operations.
2. Monitor performance against relevant indicators and provide guidance on sustainability-related reporting.
3. Report sustainability performance to the Board of Directors on a quarterly basis, including any violations of the Code of Business Conduct, for the Board's acknowledgment each quarter.

## Board Performance Evaluation

The Company has established in its Corporate Governance Policy and Good Corporate Governance Principles that the Board of Directors shall conduct an annual performance evaluation. This process is intended to enhance the effectiveness of corporate governance, serve as a framework for reviewing directors' duties, and facilitate collective assessment of performance for further improvement. The evaluation is divided into three types, as follows:

- 1) Self-Assessment of the Full Board of Directors
- 2) Self-Assessment of Board Committees
- 3) Individual Director Self-Assessment

At the Board of Directors Meeting No. 4/2025 held on 11 December 2025, the Board acknowledged the results of the 2025 self-assessment of the Board of Directors and Board Committees, as follows:

| Assessment of Full Board | Assessment of Board Committees | Self-Assessment of Individual Directors |
|--------------------------|--------------------------------|---|
| Overall rating: 4.9/5    | Overall score: 4.9/5           | Overall score: 4.9/5                    |

## Annual General Meeting 2025

The notice period for the 2025 Annual General Meeting of Shareholders was 43 days. The meeting was held on 10 March 2025.

| Shareholder Rights  | Details   | Operates in accordance with the disclosed information at   |
|---|---|--|
| 1. Shareholders' right to vote on executive remuneration.                   | 1.1 Shareholders' voting at the Annual General Meeting (AGM).   | <b>Applicable</b><br><a href="https://www.ttwplc.com/en/governance/policies-and-practices-related-to-shareholders-and-stakeholders#scrollspy-1">https://www.ttwplc.com/en/governance/policies-and-practices-related-to-shareholders-and-stakeholders#scrollspy-1</a> |
|   | 1.2 The annual voting rights are clearly defined in the Company's policy.   | <b>Applicable</b><br><a href="https://www.ttwplc.com/en/governance/policies-and-practices-related-to-shareholders-and-stakeholders#scrollspy-1">https://www.ttwplc.com/en/governance/policies-and-practices-related-to-shareholders-and-stakeholders#scrollspy-1</a> |
| 2. Shareholders' right to vote on the appointment and removal of directors. | 2.1 Shareholders' voting at the Annual General Meeting (AGM).   | <b>Applicable</b><br><a href="https://www.ttwplc.com/en/governance/policies-and-practices-related-to-shareholders-and-stakeholders#scrollspy-1">https://www.ttwplc.com/en/governance/policies-and-practices-related-to-shareholders-and-stakeholders#scrollspy-1</a> |
|   | 2.2 The annual voting rights for the election/re-election of all directors are clearly defined in the Company's policy. | <b>Applicable</b><br><a href="https://www.ttwplc.com/en/governance/policies-and-practices-related-to-shareholders-and-stakeholders#scrollspy-1">https://www.ttwplc.com/en/governance/policies-and-practices-related-to-shareholders-and-stakeholders#scrollspy-1</a> |

## Criteria for the Selection of the Chief Executive Officer (CEO) / Managing Director

The Board of Directors has delegated the Nomination and Remuneration Committee to consider, select, and screen nominated candidates for appointment as the Managing Director (Chief Executive Officer), in accordance with the succession plan. The selection process is based on candidates' suitability for executive leadership positions, taking into account their knowledge, competencies, skills, experience, and vision relevant to the Company's operations. Candidates must demonstrate a strong understanding of the business and the ability to manage and achieve the Company's objectives and goals. The key selection criteria are as follows:

- Diversity in terms of gender, age, knowledge, competencies, experience, and expertise in relevant fields is considered, using a Director Qualifications and Skills Matrix as a key assessment tool. Candidates must meet legal requirements, as well as the rules and regulations of the Stock Exchange of Thailand (SET), the Securities and Exchange Commission (SEC), and the Company's Articles of Association. Director qualifications must align with the Company's strategic plan and comply with good corporate governance principles to support the sustainable development of the Company's business.
- A transparent and unblemished work history, demonstrating integrity, accountability, sound judgment, and professionalism.

## Skills and Expertise of the Managing Director

| Energy and Environmental Sector | Management Expertise | Strategic Expertise | Expertise in Corporate Governance, Risk Management, and Internal Control | Sustainability Expertise |
|---------------------------------|----------------------|---------------------|--|--------------------------|
| ✓                               | ✓                    | ✓                   | ✓  | ✓                        |

## Managing Director Performance Evaluation

In accordance with good corporate governance principles, the Company conducts an annual performance evaluation of the Managing Director (Chief Executive Officer). Key performance indicators (KPIs) are established for the assessment, as follows:

### 1. Performance Results

- Maintain an average annual revenue growth rate of not less than 15%.
- Achieve a return on equity (ROE) of not less than 15%.
- Achieve a return on assets (ROA) of not less than 15%.

### 2. Risk Management

- Manage and control risks within an acceptable level.

### 3. Stakeholder, Social/Community, and Environmental Management

- Maintain the corporate governance assessment at an “Excellent” level.
- Employees receive average compensation at the 75th percentile compared to companies in the utilities sector listed on the Stock Exchange of Thailand.
- Customer satisfaction with the Company’s services and/or products is not less than 91%.
- Maintain the complaint rate from business partners at no more than 1 complaint per THB 500 million in procurement value.
- Support community, social, environmental, and public benefit activities with a budget ranging from 0.75% to 1.00% of the Company’s expenses.
- Dividend payment to shareholders in accordance with the Company’s dividend policy.
- Manage climate change at the organizational level, including setting targets and implementing measures to reduce greenhouse gas emissions and electricity consumption from business operations, among others.

In 2025, the Board of Directors’ Meeting No. 5/2025, held on 11 December 2025, acknowledged the results of the Managing Director’s performance evaluation, which was conducted by non-executive directors and included a discussion session held without management participation. The overall performance evaluation of the Managing Director was 4.7 out of 5.

## Disclosure of Executive Remuneration

| Items   | Details   | Details        |
|---|---|----------------|
| 1. Compensation for senior executives included in the Company's remuneration disclosure.                                      | 1.1 Long-term incentive mechanisms.   | Not applicable |
|   | 1.2 ESG performance, including the linkage of environmental objectives such as greenhouse gas emissions management and water resource usage to relevant executive compensation. | Not applicable |
| 2. Provisions relating to clawback or forfeiture of incentive compensation included in the Company's remuneration disclosure. | 2.1 Applied to the Managing Director.   | Not applicable |
|   | 2.2 Applied to the Managing Director and one or more senior executives.   | Not applicable |

## Amendment of the Subcommittee Charter

The Board has reviewed the charters of all subcommittees including the Executive Committee, Audit Committee, Nomination and Remuneration Committee, and Risk, Corporate Governance, and Sustainability Committee to ensure alignment with current corporate governance practices.

## Communication of Corporate Governance Policy

The Company has prepared a written Corporate Governance and Business Ethics Manual, which includes key contents such as corporate governance principles, policies, business conduct guidelines, and employee ethics. This manual is used to communicate standards to the Board of Directors, executives, and employees, serving as a reference for good practices in carrying out their responsibilities. Employees are required to acknowledge and comply with the Corporate Governance Policy and the Ethics Manual. Additionally, new employees receive the manual upon joining, are required to read and understand it, and formally acknowledge their compliance.

In 2025, the Company reviewed its practices on good corporate governance, related risk management, and anti-corruption measures. It also monitored, evaluated, and reported on compliance with good corporate governance guidelines. The Company communicated and disseminated its corporate governance policies to directors, executives, employees at all levels, and stakeholders through the Company's website at [www.ttwplc.com](http://www.ttwplc.com), aiming to raise awareness, understanding, and proper adherence. This approach helps build confidence among all stakeholders. Additionally, various materials and activities were organized to enhance employees' understanding of good corporate governance. The following key activities were carried out during the year:

- Updating and preparing the Good Corporate Governance and Business Ethics Manual for employees to read and acknowledge their commitment to comply with the Company's code of conduct. New employees also receive the manual upon joining, read and understand its contents, and formally acknowledge their compliance with the Company's code of conduct.
  - New employee orientation to provide guidance and familiarize them with the organizational culture, as well as the Company's good corporate governance, business ethics, and anti-corruption policies.
  - Requiring all directors, executives, and employees to report their own, their family's, and related entities' interests, and promptly update any changes. This promotes transparency, reasonableness, and the best interests of the Company in all group transactions.
  - Sharing information on business ethics, good corporate governance practices, and anti-corruption measures with directors, executives, and employees to promote awareness of proper conduct in their roles, through various channels and activities, such as:
    - Internal communication through the Company's intranet, such as distributing emails to request cooperation in refraining from trading or altering security holdings.
    - Corporate communications through OMD Corner, PR News, and CSR News via email and departmental notice boards.
    - Quarterly meet-and-greet activities between employees, executives, and the Managing Director.
    - Quarterly meetings and interaction sessions between employees, executives, and the Managing Director.
    - Organizing internal lectures and training sessions to educate employees, including pre- and post-training assessments to test their understanding.
    - Implementing a code of conduct self-assessment for employees to review and reflect on their compliance with the Company's ethics.

## Business Code of Conduct

The Board of Directors has established the Company's Business Code of Conduct and the ethical standards for all directors, executives, and employees. This provides a guideline for performing duties with honesty and fairness toward the Company, all stakeholders, shareholders, investors, society, communities, government authorities, and the public. It ensures clarity and convenience for directors, executives, and employees in understanding the Company's expected business ethics, covering the following key areas:

- Incentivizing, motivating, and encouraging executives and employees to collaborate in creating value for the Company.
- Ensuring that stakeholders' legal rights are protected.
- Treating all stakeholders and related parties with honesty, transparency, and fairness.
- Promoting responsibility among all individuals to familiarize themselves with and adhere to the Company's Business Code of Conduct, ethics, and related policies, including any future updates.
- Implementing a code of conduct self-assessment for employees to review and reflect on their compliance with the Company's Business Code of Conduct.

## Monitoring Process to Ensure Compliance with the Good Corporate Governance Manual and Business Code of Conduct

If any violations or non-compliance with the Good Corporate Governance Manual and Business Code of Conduct are identified, the Company has established the following procedures for action:

1. Recording reports of non-compliance with the Good Corporate Governance Manual and Business Code of Conduct.
2. Submitting to the executives of each department for review.
3. Taking action in accordance with the Company's regulations.
4. Reporting the results to the Risk, Corporate Governance, and Sustainability Committee for acknowledgment, to be further reported to the Board of Directors.

## Reporting of Code of Conduct Violations

Directors, executives, and employees are required to report any actions that may violate the Code of Conduct. If they witness or are pressured/forced to act against the Code of Conduct, they should report it to their supervisor, senior management, the Internal Audit Department, or the Audit Committee, as appropriate. Reports can also be submitted through the Company's complaint channel on the website at <https://www.ttwplc.com/en/governance/whistleblowing-and-complaints>.

The information will be sent directly to the Company Secretary and the Audit Committee, or can be emailed to [cg@ttwplc.com](mailto:cg@ttwplc.com)

The Company has a policy to protect whistleblowers and related parties, ensuring appropriate and fair protection. All information regarding complaints will be kept confidential and will not be disclosed to unauthorized persons, except where disclosure is required by law.

## Corrective and Preventive Processes to Avoid Recurrence of Code of Conduct Violations

1. Corporate governance policies are regularly communicated to the board, management, and employees.
2. A Code of Ethics compliance survey was conducted.
3. A process is established to review and assess internal controls and monitor risk management to prevent breaches of the code of conduct.

## Personal Data Protection

The company recognizes its responsibilities under the Personal Data Protection Act B.E. 2562, respects privacy rights, and is committed to ensuring the security of personal data of employees and stakeholders.

The Privacy Policy covers six stakeholder groups: employees, shareholders/investors, customers, partners/suppliers/contractors, communities/society, and environmental agencies.

The Board of Directors has approved the appointment of a Data Protection Officer (DPO) to handle related matters. The company's Privacy Policy has been published on the corporate website and communicated to employees through various channels and activities, such as email notifications, the OMD Corner corporate bulletin, departmental notice boards, and training sessions, to ensure compliance with the law.