



Unfair Trade Practices Policy

Legal Affairs

1. Why it matters

Fair Trade Practices are about dealing fairly with suppliers and other business operators¹, including but not limited to our suppliers of goods and services for resale and not for resale (our **Trading Partners**) and many of the behaviours it mandates are similar to those we use day to day within our company. We seeks to offer the best choice, price and service to caterers, retailers and small business. We also seeks to become the preferred route to market, whilst improving customer satisfaction and cash profit. This Policy is designed to ensure that we:

- work collaboratively and build great relationships with our Trading Partners;
- deliver the very best value for our customers; and
- are seen as a company which is fair, honest, knowledgeable and helpful.

It is important you comply with this policy and related guidance. Any breach of Fair Trade Practices may result in a formal investigation by the Trade Competition Commission who can impose binding orders and administrative fines up to 10% of turnover in the year of default. Directors, managers and persons responsible for the conduct may also be personally liable for the same penalties.

2. Purpose

Fair Trade Practices apply to our relationships with all Trading Partners where products² and services³ are provided in Thailand. This is regardless of where in the world the products were sourced.

This Policy sets out our minimum expectations for complying with fair trade practices required under the Trade Competition Laws in Thailand. All colleagues employed by Ek-Chai Distribution System "Ek-Chai" and its subsidiaries in Thailand (if any) must comply with this Policy.

3. Key Principles

¹ Business operators mean vendors, producer for sale, person who places an order or imports products into Thailand for sale, buyer for production or resale of products, or service provider in the business.

² Products mean objects used for commodity or consumption, including documents demonstrating rights in such objects.

³ Services mean management service, grant of any rights or permission to use or take benefits of any property or any operation in return of monetary remuneration or other benefit, but shall not include labour employment.

Fair Trade Practices govern the way in which we work with our Trading Partners. The key principles of Fair Trade Practices which form our ways of working at Ek-Chai, are as follows:

1. We deal fairly and lawfully with our Trading Partners.
2. We record all agreements with Trading Partners in writing.
3. We do not vary agreements with Trading Partners retrospectively.
4. We do not make major changes to agreements or processes without explicit acceptance, and will always give reasonable notice to our Trading Partners for minor changes.
5. We agree on fair payment terms and pay our Trading Partners on time and in accordance with our agreed payment terms.
6. We set or request fair purchase price to suppliers and manufacturers.
7. We fairly charge our Trading Partners in accordance with the below principles:
 - We only charge Trading Partners where they agree in writing in advance.
 - We do not require contribution or request unfair economic benefits from our Trading Partners.
8. We do not return ordered products or services unfairly.
9. We do not coerce our Trading Partners to purchase any of our products or services unfairly.
10. We do not require our Trading Partner's staff to carry out works unfairly outside their scope of work as agreed with the relevant Trading Partners.

4. Breaches

It is important that any colleague who suspects that Fair Trade Practices or this Policy might have been breached **speaks up** straight away. Breaches, whether confirmed or suspected, raised internally or by suppliers, competitors or other business operators, must be reported as soon as possible. In the first instance contact your line manager. Where this is not possible, contact Legal Director at Business.Integrity@lotuss.com, or Protector Line. Contact details are:

- Toll free 1800-019099 (Direct Line)

- Line ID: @Protectorline, or
- Email: Protectorline_TH@lotuss.com

Failure to comply with this Policy may result in disciplinary action being taken against any colleagues concerned or the termination of contracts with contractors working for the Company.

5. Contact

If you have any question about this Policy or if you have any other Fair Trade Practices related query (including if you receive any contact from regulators), please contact legal team at business.integrity@lotuss.com.