



Business Ethics and Code of Conduct

Work practices:

Rule of Law

Thai Hoover Industry Co., Ltd. adheres to the rule of law in conducting business. It is also the duty of the executives and employees to be aware of the company's regulations, relevant laws, and any future laws that may affect their management and work.

Guidelines

1. Executives and employees must study and understand their duties and responsibilities in complying with the rules and regulations that are the main principles for government operations and the regulations of related agencies, both those that are in effect and those that will be in effect in the near future.
2. Executives and employees must not seek competitors' trade secrets or inside information by illegal means, such as stealing, robbing or violating an agreement not to disclose competitors' information whether obtained from customers or other persons, including not damaging the reputation of competitors by making false accusations, slander, attacking competitors, and not making any agreements with competitors or any person that are in a manner that reduces or restricts trade competition.

Be transparent

The decision-making and operations of Thai Hoover Industry Co., Ltd. are transparent and can disclose information to all stakeholders for acknowledgement and inspection under the laws and regulations, procedures and practices of Thai Hoover Industry Co., Ltd. related to preventing the leakage of trade secrets to competitors.

Guidelines

1. Executives and employees must prepare financial accounting reports, business conditions, and operating results to show the financial position and operating results of Thai Hoover Industry Co., Ltd. in a true, accurate, and complete manner in accordance with accounting standards, that are reliable, and can be audited as determined by the Audit Committee.
2. Executives and employees must strictly comply with the purchasing/hiring process in accordance with the policies of Thai Hoover Industry Co., Ltd., with transparency, clarity, fairness to all parties, and through the inspection of the purchasing committee.



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55 Mu 3 Kingkaeo Rd., Rachathewa, Bangphli, Samutprakan 10540, Thailand.
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3. In the event that a business partner company has an executive, sales staff or shareholder who is a relative or a person living under the same roof as an executive or employee of Thai Hoover Industry Co., Ltd., that executive or employee of Thai Hoover Industry Co., Ltd. must immediately notify the supervisor and the Human Resources Department in writing and avoid being involved in that procurement transaction.
4. Executives and employees must strictly comply with the Delegation of Authority Manual of Thai Hoover Industry Co., Ltd.
5. Executives and employees involved in the purchasing/hiring process, including relatives and residents living under the same roof, should avoid participating in activities, including dining or playing sports with partner companies. If it is necessary and unavoidable, more than one representative of Thai Hoover Industry Co., Ltd. should participate and must notify the supervisor in writing in advance.

Adhere to justice and morality

Thai Hoover Industry Co., Ltd. is committed to fairness and ethics with all stakeholders in order to continuously build good relationships in business operations. We do not discriminate against anyone unfairly by using personal judgment or relationships to make decisions and provide equal opportunities.

Guidelines

1. Executives and employees must be fair and not discriminate against stakeholders in business operations.
Providing benefits to customers should adhere to the practices and policies of Thai Hoover Industry Co., Ltd.
2. Executives must manage their business with prudence in order to gain shareholders' trust and acceptance in making decisions that any action is carried out with fairness and takes into account the highest benefits of all shareholders.
3. Executives and employees must be fair and non-discriminatory in terms of employment, including recruitment, consideration of compensation and benefits from employment, promotion, transfer, performance evaluation, training, compliance with regulations, termination of employment, dismissal and re-employment, as well as participation in social and recreational activities. In addition, leaders at all levels must be ready to listen to the different opinions of others, create a working atmosphere and respect each other, encourage and motivate employees to dare to express themselves creatively, and praise employees as appropriate.
4. Executives and employees must always strive to provide services that exceed customers' expectations, including providing services to customers with honesty and fairness, without taking advantage of or cheating customers.



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5. Executives and employees should negotiate and make contracts with fairness, without taking advantage of business partners/creditors, and should take into account the reputation and image of Thai Hoover Industry Co., Ltd. and must comply with trade terms and conditions with business partners/creditors honestly and fairly. In the event that the terms and conditions cannot be complied with, the business partners/creditors must be notified to jointly find a solution.
6. Executives and employees must establish a manual of ethics and guidelines for business partners to serve as a guideline for developing potential, enhancing competitiveness, and fostering long-term growth together, as well as providing an opportunity for the company and business partners to participate in improving and developing society and the environment as a whole.

Focus on customers

The executives and employees of Thai Hoover Industry Co., Ltd. give importance and care to customers by controlling products and services to ensure quality that results in customer satisfaction.

Guidelines

1. Executives and employees must know and understand the products and services of Thai Hoover Industry Co., Ltd. very well, and must provide customers with complete and correct information to use in making decisions, without trying to force too much advertising information that aims to promote sales.
2. customer satisfaction.
3. Executives and employees must treat customers with politeness, respect, and polite language with customers.
4. Executives and employees must have a good attitude towards customer service work, give importance to service work and perform it to the fullest, which will result in valuable and efficient service work leading to service excellence.
5. Executives and employees must respect customers' decisions and opinions, not violate customers' privacy rights, and are willing to accept customer complaints and make timely corrections. In the event of limitations or time required to solve a problem, the information and status must be promptly informed to the customer in a timely manner and the progress of the correction must be reported periodically.

Have responsibility towards society, community and environment.

Thai Hoover Industry Co., Ltd. realizes its responsibility towards society, communities and the environment, and considers it as our main mission to create projects and activities that are beneficial to sustainable development. The company is committed to reducing the impacts of global warming and to limiting the rise in global temperature to no more than 2 degrees Celsius—preferably not exceeding 1.5 degrees Celsius—compared to pre-industrial levels, in



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line with the Paris Agreement and the Sustainable Development Goals (SDGs), particularly Goal 6: Ensure availability and sustainable management of water and sanitation for all.

In addition, the company intends to engage with external organizations that share a similar or greater level of commitment.

Guidelines

1. Executives and employees shall participate in or organize activities for public benefit in developing and providing social services, such as activities related to education and youth development, religion, arts and culture, environment, etc., as Thai Hoover Industry Co., Ltd. may organize from time to time.
2. Executives and employees must be aware of their participation in conserving natural resources and maintaining the environment for sustainability, as well as trying to enable Thai Hoover Industry Co., Ltd. to avoid actions that will cause harm or pollution to natural resources, the environment and related ecosystems.
3. Executives and employees must review, monitor and evaluate the implementation to reduce impacts on occupational health, safety, community and the environment.
4. Executives and employees should participate in reducing the amount of waste to a minimum and reprocessing it for reuse or finding appropriate alternatives to reduce waste materials.
5. All executives and employees must be committed to engaging in both internal and external participation activities, such as contributing to policy development or collaborating with other organizations and associations. These efforts should align with scientifically based, up-to-date, and widely recognized approaches to greenhouse gas reduction, as outlined in global environmental agreements and goals such as the Paris Agreement and the Sustainable Development Goals (SDGs).
6. The Enterprise Risk Management Committee is responsible for monitoring the alignment of the company's activities and its engagement with other organizations and associations with scientifically based, up-to-date, and widely recognized approaches to greenhouse gas reduction, in accordance with global environmental agreements and goals such as the Paris Agreement. The committee is also responsible for reporting related opportunities and risks to the management.

Not related to politics

Thai Hoover Industry Co., Ltd. respects and supports stakeholders in exercising their rights and freedoms under the Constitution. Thai Hoover Industry Co., Ltd. will remain neutral.

Guidelines



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1. Executives and employees shall not use their power to persuade, pressure or force co-workers, including subordinates, to support any political activities or political organizations or members of political organizations.
2. Executives and employees should not express or express political opinions in the workplace or during work hours that may cause conflicts at work.
3. Executives and employees should not express themselves in any way that would cause others to believe that Thai Hoover Industry Co., Ltd. is involved in, supports or promotes political actions, political parties, political allies, political figures or political candidates. They should also not dress in employee uniforms or use any symbols that would cause others to believe that they are employees of Thai Hoover Industry Co., Ltd. when attending political meetings or gatherings in public places of a political nature.

Anti-Corruption

Thai Hoover Industry Co., Ltd. supports and promotes personnel at all levels to recognize the importance and have awareness in resisting corruption, including providing an internal control system to prevent corruption, extortion, and accepting or giving bribes in all forms. This is specified in the anti-corruption policy and guidelines for resisting corruption.

Guidelines

1. Executives and employees must study the company's policies, regulations or practices related to anti-corruption, corruption risk management, the company's code of ethics, charitable donations, financial support and gift giving, and entertainment.
2. Executives and employees must understand their duties and responsibilities in managing their own fraud risk and must be careful in high-risk operations such as sales, marketing, procurement, investment, contracting, giving and receiving gifts, entertainment, giving donations or support, etc.
3. Executives and employees must not neglect or ignore any corruption activities related to Thai Hoover Industry Co., Ltd. They must report to their supervisor or responsible person and cooperate in the investigation of the facts.
4. Executives and employees must conduct their duties in giving or receiving donations or support funds transparently, in accordance with the regulations of Thai Hoover Industry Co., Ltd. and in accordance with the law, and must ensure that donations or support funds are not used for bribery.

Anti-money laundering



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Thai Hoover Industry Co., Ltd. is committed to preventing the company from becoming a money laundering center by preparing and maintaining its books and assets in accordance with the law in order to protect the business from being involved in any illegal activities, both intentional and unintentional.

Guidelines

1. Executives and employees must conduct legitimate business with reliable, reputable customers and use funds that can be verified.
2. Executives and employees must verify the facts about customers before initiating a transaction by understanding and complying with the Know Your Customer procedure.
3. Executives and employees identify warning signs that indicate potential money laundering behavior, such as requests from customers or business partners to pay funds to third parties, or to pay in multiple accounts, or to pay in cash or cash equivalents in suspicious amounts, or to pay more than the market price without justification, or to pay through intermediaries unnecessarily. If such behavior is found, it must be reported to the Corporate Legal & Compliance unit for consideration before taking further action.
4. Executives and employees must immediately notify the Corporate Legal & Compliance Unit when they encounter any behavior that is likely to fall under the anti-money laundering observation.

Trade competition

Thai Hoover Industry Co., Ltd. is committed to conducting business in compliance with the principles of the law. Trade competition and related announcements of the Trade Competition Commission, giving importance to business operations involving competitors, manufacturers, business partners, trading partners, other business operators, customers, which must come from a free and fair competition economic system, as well as trade practices that create benefits for consumers and society as a whole.

Guidelines

1. Executives and employees must study, train and understand the principles of trade competition law and related announcements of the Trade Competition Commission.
2. Executives and employees must comply with the principles of trade competition law, especially retail businesses must strictly comply with the announcement of the Trade Competition Commission on the guidelines for considering unfair trade practices between wholesale and retail business operators and manufacturers or distributors.



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3. In the event that a business operator with market power is included, executives and employees must not perform any acts that are prohibited by a business operator with market power as stipulated in the Trade Competition Act.
4. Executives and employees must be careful and cautious when joining associations so as not to violate trade competition laws, and must adhere to the principles of participation in various associations in accordance with trade practices related to trade competition.
5. In the event of any business merger or any legal transaction or contract with a foreign business operator, executives and employees must take into account compliance with the principles of trade competition law and consult the Business Group Law Office for further advice.

Ethical practices:

Thai Hoover Industry Co., Ltd. has established the following code of conduct for executives and employees as guidelines for their work:

1. Have leadership

Executives should be ethical and perform appropriate leadership roles and behave in a way that is acceptable of society and is useful for the management of Thai Hoover Industry Co., Ltd.

Guidelines

- 1.1. Executives must demonstrate a vision for management, as well as a sense of duty and responsibility towards the results of their work in a way that is credible and accepted by society.
- 1.2. Executives must provide and implement a quality management system to reduce procedures and increase work efficiency, and strive to seek appropriate innovations, including training and developing employees in line with innovations and quality management systems in order to manage Thai Hoover Industry Co., Ltd. into a sustainable business and a business leader.
- 1.3. The executives must investigate the complaints/grievances of stakeholders or other persons in order to obtain the facts and solve the problems that arise quickly and fairly. However, the executives may not take any action in the complaints/grievances by the method of the informant card. The complainant can provide information through the channels specified by Thai Hoover Industry Co., Ltd.

Channel 1: By e-mail sent to the person receiving the tip, the factory manager. HR Manager E-mail: watchayan@thaihoover.com, persornal@thaihoover.com



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Channel 2: By mail, by addressing the Factory Manager on the envelope. Human Resources Manager, Thai Hoover Industry Co., Ltd., No. 55, Village No. 3, KingKaeo Road, Rachathewa Subdistrict, Bangphli District, Samutprakan Province 10540, Channel 3 via Information Center, Public Relations Department, Tel. 02-3124660-4 Fax 02-3124287

Channel 4: Through the company's online media Website: www.thaihoover.com

In this regard, Thai Hoover Industry Co., Ltd. has designated a responsible person to collect complaints or various tips for consideration of action according to the anti-corruption practices and to keep such information confidential so that the informants do not suffer any inconvenience and to consider measures to compensate for any damages that the complainants or informants may suffer.

1.4 Executives promote and support leadership among employees and encourage employees at all levels to participate in the development of Thai Hoover Industry Co., Ltd.

1.5 The executives must participate and encourage employees to participate in public welfare activities in the community and society in order for Thai Hoover Industry Co., Ltd. to be a part of the community in developing and building good relationships with community members and society as a whole.

2. Be honest and sincere.

Executives and employees must perform their duties with honesty and integrity and be careful to protect the interests of Thai Hoover Industry Co., Ltd.

Guidelines

1. Executives and employees must perform their duties with honesty, integrity, and without bias. They must not use their power to seek personal benefits for themselves or others.
2. Executives and employees must not intentionally make false or erroneous reports or records, and must not intentionally conceal or present false or erroneous information to Thai Hoover Industry Co., Ltd. When a report or record containing incorrect or erroneous information is found, it must be immediately reported to the supervisor.
3. Executives and employees must use time to perform their duties efficiently and effectively as specified in the rules, regulations or guidelines, and must not act or induce co-workers or subordinates to use work time for other activities that are not related to the benefits of Thai Hoover Industry Co., Ltd. or its shareholders.
4. Executives and employees must perform assigned tasks to the best of their ability, and must be aware of their duties and take responsibility for the results of their duties.

3. Comply with laws and regulations.



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Executives and employees must perform their duties in strict compliance with the laws related to the business of Thai Hoover Industry Co., Ltd. and the work regulations of Thai Hoover Industry Co., Ltd. and avoid any actions that may have a negative effect on the reputation of Thai Hoover Industry Co., Ltd.'s business operations.

Guidelines

1. Executives and employees shall not violate, avoid, resist or ignore the regulations, announcements or orders of Thai Hoover Industry Co., Ltd., including the lawful and dutiful orders of supervisors.
2. Executives and employees must not produce or possess illegal items, whether for personal use, for sale, or for others.
3. Executives and employees must use communication systems and computer systems responsibly and must not cause division, damage others, demoralize or promote hostility in the workplace.
4. Executives and employees must not use the communication system and computer system for illegal activities or activities that violate the policies of Thai Hoover Industry Co., Ltd. and must not use the Internet or similar services in a way that will cause damage, embarrassment, loss of credibility or damage the reputation of the company.
5. Executives and employees must strictly comply with the Company's announcement regarding computer crimes.

4. Maintain assets

Executives and employees shall have the duty to maintain and use the property of Hoover Industry (Thailand) Co., Ltd. to the fullest benefit of Thai Hoover Industry Co., Ltd.'s business and shall not use it for their own benefit or that of others inappropriately.

Guidelines

Executives and employees shall have the duty to maintain and use the property of Hoover Industry (Thailand) Co., Ltd. to the fullest benefit of Thai Hoover Industry Co., Ltd.'s business and shall not use it for their own benefit or that of others inappropriately.

1. Executives and employees must comply with safety regulations of Thai Hoover Industry Co., Ltd. in using tools, equipment and working environment.
2. Executives and employees must not take, use, sell, give, borrow, lend or distribute the property of Thai Hoover Industry Co., Ltd. without permission, regardless of the value or condition of the property.
3. Executives and employees must not intentionally damage, sabotage or destroy the property of Thai Hoover Industry Co., Ltd.



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4. Executives and employees must not use the property of Thai Hoover Industry Co., Ltd. for personal gain or external business, unless permitted by their supervisor.
5. Executives and employees have a duty to assist or attempt to obtain patents, copyrights, protect, maintain and defend the rights that Thai Hoover Industry Co., Ltd. has to intellectual property such as patents, copyrights, trademarks, trade secrets, which are necessary for maintaining a competitive advantage in business and must exercise those rights responsibly, including respecting the rights of the owners.

5. Promoting respectful and fair treatment of one another.

Thai Hoover Industry Co., Ltd. realizes the importance of respecting individual human rights by treating them equally, without discrimination, supporting and promoting human rights, and avoiding actions that violate human rights. In addition, Thai Hoover Industry Co., Ltd. realizes the importance of labor by treating employees fairly in accordance with labor laws and regulations related to labor. Executives and employees should promote a diverse work environment, not discriminate or allow discrimination based on gender, race, religion, age, disability, sexual orientation, national origin, or any other characteristics protected by law, avoid actions that violate personal rights, respect each other, and cooperate, assist, offer opinions and solve problems together at work by treating employees fairly in accordance with labor laws and various practices related to labor.

Guidelines

1. Executives and employees must not commit any acts that constitute sexual harassment towards co-workers. If sexual harassment is found or known between co-workers, it must be reported to the supervisor immediately.
2. Executives and employees must not incite, slander or ridicule others in a way that causes disunity, and must refrain from claiming the work of others as their own.
3. Executives and employees must be disciplined, not perform any acts that are disrespectful to superiors, and treat co-workers and subordinates with politeness, kindness, and good human relations.
4. Executives and employees must respect the privacy of other executives and employees by not disclosing personal information such as salary, medical history, family information to outsiders or unrelated persons, except for information that must be disclosed to outsiders in accordance with the provisions of the law.

6. Be a good citizen.

Executives and employees should act as good citizens who can live with others in society with pride.

Guidelines

1. Executives and employees must develop themselves to have morality and ethics, as well as study and seek additional knowledge in order to perform their duties effectively and efficiently.



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2. Executives and employees must not behave in a way that is detestable to others, speak or act in a sexually harassing manner, act like a hooligan, be in debt beyond one's means, gamble, use drugs, drink alcoholic beverages while working, or perform any action that may be seen as immoral.
3. Executives and employees must not carry weapons to work unless permitted by a senior supervisor.

7. Do not give and/or accept compensation that is beyond normal circumstances.

Executives, employees and close relatives must not give or receive money, benefits or things from people involved in business with Thai Hoover Industry Co., Ltd. if such giving or receiving may lead to the understanding that the giver or recipient is biased or has a special business relationship with the giver or recipient, which may cause damage to Thai Hoover Industry Co., Ltd.

Guidelines

1. Executives, employees and close relatives must not request or accept social activities, sports activities, receptions, gifts, presents or gratuities for themselves or for others from persons with whom they do business.
2. In case it is unavoidable, executives and employees may accept benefits or gifts for business advertising or according to customs and traditions if the benefit or gift is worth no more than 3,000 baht. In case it is worth more than 3,000 baht, executives and employees must notify their supervisor in writing and bring the benefit or gift to Thai Hoover Industry Co., Ltd.
3. In the event that executives and employees are representatives of Thai Hoover Industry Co., Ltd., attending a business partner's party or traveling to attend training/observation outside the company and receive benefits or gifts worth more than 3,000 baht, whether from a lucky draw, raffle, or receiving souvenirs, the same procedure as in Section 2 shall apply.
4. Giving benefits or gifts can be done in accordance with tradition, in a transparent manner, according to relevant laws and in accordance with the Company's relevant policies, but must not affect the Company's operations and business decisions, without expecting benefits or anything else in return and without the Company's personnel requesting or requesting.
5. Giving benefits or gifts must be done in the name of the company only and must be reasonable, with a value not exceeding 3,000 baht. If the value of giving benefits or gifts exceeds 3,000 baht, it must be notified to the office level executive and the working group for managing benefits or gifts with a value exceeding 3,000 baht. and has been approved as specified by the company.

8. No conflict of interest



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Executives and employees shall not act in a manner that may cause a conflict of interest with Thai Hoover Industry Co., Ltd.

Guidelines

1. Executives, employees and close relatives must not conduct any business/activities that may cause the general public to perceive that it is a business/activity that has a conflict of interest with Thai Hoover Industry Co., Ltd., either directly or indirectly. Consideration of approval of transactions must take into account the best interests of the company as the main consideration.
2. Executives, employees and close relatives must not conduct any business/activities that may cause a conflict of interest with Thai Hoover Industry Co., Ltd., either directly or indirectly. To avoid such potential inappropriateness, any relationship of close relatives that may cause a conflict of interest should be disclosed by reporting to the supervisor and the Human Resources Department in writing.

9. Do not use inside information for improper gain.

Executives and employees shall not use inside information of Thai Hoover Industry Co., Ltd. for any improper benefit.

Guidelines

1. Executives and employees who are responsible for using inside information must be careful not to let others overhear, eavesdrop, wiretap or record it. They should not talk in public through communication devices or talk with family members and close people that could lead to disclosure to others.
2. Executives and employees must manage, store and separate the details of internal data in strict accordance with the regulations of Thai Hoover Industry Co., Ltd.
3. Executives and employees must not disclose inside information of Thai Hoover Industry Co., Ltd. to those who are not entitled to know under regulations or business agreements, including close relatives and friends, unless receiving written approval from the authorized person and responsible agency and/or the owner of the information.
4. Executives and employees must not use any non-public inside information for securities trading or forward such information to others for securities trading at any time.
5. Executives and employees should not give advice or give opinions on the trading of securities of Thai Hoover Industry Co., Ltd., except in matters related to the duties assigned by Thai Hoover Industry Co., Ltd.
6. Executives and employees in units involved in the preparation of financial statement information, including family members, must not trade in securities of Thai Hoover Industry Co., Ltd. during the period of 30 days



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- prior to the disclosure of the financial statements and 1 day after the disclosure of the financial statements or disclosure of other information that may affect the price of securities of Thai Hoover Industry Co., Ltd.
7. Keep important information that has not yet been disclosed as a secret by limiting it to only executives and related employees as necessary. Inform those involved that it is confidential information and there are restrictions on its use, including a prohibition on trading in securities of Thai Hoover Industry Co., Ltd. using such information. The period for keeping confidential information after executives and related employees have left their positions shall be in accordance with the period specified by Thai Hoover Industry Co., Ltd.
 8. Executives and employees must destroy unused data in strict accordance with the regulations of Thai Hoover Industry Co., Ltd. to prevent data leakage.

sign

(Mr. Voravit Damrongvatanapokin)

Managing Director

January 4, 2024