

Bangkok Lab and Cosmetic Public Company Limited  
48/1 Moo 5, Nongshaesao Road, Tumbon Namphu, Ampur Meung,  
Ratchaburi 70000, Thailand

(Translation)

Thai Labor Standard System Manual  
TLSR 10-001

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Revision No. 2 Effective Date: 17/01/2023

## (Translation)

### Introduction

This Thai Labor Standards System Manual is an extension of the Quality Manual, created to ensure operations comply with the Thai Labor Standards to serve as a guideline for practices, including improving the Company's safety operations, with the goal of

- ensuring employees understand the guidelines for compliance with the Thai Labor Standards
- complying with labor laws and other relevant laws, and
- enhancing the Company's operational efficiency.

## (Translation)

### Company History

Bangkok Lab & Cosmetic Public Company Limited was established by a group of pharmacists, with three founding members: Mr. Suvit Ngampoopun, Mr. Somchai Phisphahutharn, and Mr. Subhachai Saibour, to engage in the production of medicines and health products, committed to conducting business according to professional principles under a universal management system, guided by the Company's philosophy, which is

**“Quality means value for life.”**

The Company began constructing the factory in November 1993 and completed it in May 1994 with a start of manufacturing Paracetamol, which was the first product to receive approval from the Ministry of Public Health in June 1994. Subsequently, it received Good Manufacturing Practice (GMP) certification from the Ministry of Public Health on October 10, 1994, and has continued to receive it every year since then.

Currently, the Company has expanded its production significantly, with a clear policy to maintain product standards through careful selection of raw materials, production inspections, and product analysis, along with other management measures to ensure products meet various accepted standards, are reliable in safety, and provide maximum consumer satisfaction.

The Company is located at No. 48/1 Village No. 5, Nongshaesao Road, Namphu Subdistrict, Meung Ratchaburi District, Ratchaburi Province 70000, Thailand.

### Vision

**To be a leader in innovation  
Integrating Thai wisdom,**

**To be a business with good governance,  
Creating benefits for consumers.**

### Employee Commitment

We, the members of Bangkok Lab and Cosmetic, have used this place as our residence to engage in our livelihood activities, spending nearly half of our working lives under this roof. Therefore, we are committed and dedicated to preserving the following:

- The pride of creating quality.**
- The lushness and vibrancy of nature and the environment.**
- The efficiency and safety in the workplace.**
- The steady and solid progress of the company**
- The foundation of the nation's sustainable development.**

### The Thai Labor Standards System

#### 1. Scope

- 1.1 The scope of labor standards preparation at Bangkok Lab and Cosmetic Public Company Limited covers all departments within the Company's management structure. Operations must take into account Thai labor standards requirements, relevant legal provisions, and the responsibility of executives to employees and other individuals involved in Thai labor standards in order to enhance the Company's operational efficiency.
- 1.2 Organizational structure diagram  
According to the REFERENCE DOCUMENT under the title of: Organizational Structure Diagram

## (Translation)

### 2. Reference Documents

- 2.1 Labor Protection Act B.E 2541 (1998) and its amendments
- 2.2 Labor Relations Act B.E 2518 (1975) and its amendments
- 2.3 Anti-Trafficking in Persons Act B.E 2551 (2008) and its amendments
- 2.4 Occupational Safety, Health and Environment Act B.E. 2554 (2011)
- 2.5 Conventions of the International Labour Organization No. 29, 87, 98, 100, 105, 111, 135, 138, 155, 177, 182, and 187, Protocol Supplementing the Convention on Forced Labor B.E. 2557 (2014), including recommendations of the International Labour Organization No. 146 and 164
- 2.6 Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy (MNE Declaration) (2000)
- 2.7 ILO Declaration on Social Justice for a Fair Globalization (2008)
- 2.8 ILO Code of Practice on HIV/AIDS and the World of Work (2001)
- 2.9 Universal Declaration of Human Rights (UDHR) (1948)
- 2.10 Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) (1979)
- 2.11 United Nations Convention on the Rights of the Child (1989)
- 2.12 ISO 9001:2015 Quality Management Systems
- 2.13 ISO 26000 Guidance on Social Responsibility
- 2.14 Social Accountability 8000 (SA 8000)
- 2.15 ILO-OSH 2001 Guidelines on Occupational Safety and Health Management Systems
- 2.16 ISO 45001:2018 Occupational Health and Safety Management Systems **Terminology and Definitions**
- 2.17 **Company** refers to Bangkok Lab and Cosmetic Public Company Limited, which acts as the “employer.”
- 2.18 **Quality of life** refers to the well-being of employees, enabling them to achieve physical, emotional, and mental completeness, as well as to live in society peacefully.
- 2.19 **Labor law** refers to laws concerning labor protection, safety, occupational health, and working environment; labor welfare, labor relations, and other related laws or regulations.
- 2.20 **Social responsibility in labor** refers to the obligation to consider the effects of labor issues on society, which includes complying with laws, respecting international practices, acknowledging stakeholders and their opinions, upholding fundamental human rights, valuing diversity, and ensuring ethical practices, transparency, and accountability.
- 2.21 **Management system** refers to policies, plans, procedures, work regulations, processes, operations, and controls, whose elements include personnel and various resources within the Company that are interconnected to ensure compliance with the requirements of this standard.
- 2.22 **Suppliers, subcontractors, or contractors** refer to natural persons or legal entities who have agreed to supply goods or services, or to undertake part or all of the work, as the case may be, to the Company for use in the production of the Company’s goods or services, or for performing other work within the Company, regardless of how many subcontracting stages there are.
- 2.23 **Forced labor** refers to any actions by the Company or any other individuals to compel employees to work or provide services involuntarily or to place employees in a situation where they must work without the ability to resist.
- 2.24 **Employment and occupation** refer to the processes of hiring, payment of wages and compensation, provision of benefits, opportunities for training and development, consideration for promotions or positions, termination or retirement, and others.
- 2.25 **Employment conditions** refer to the terms of hiring or working, including the specified days and hours of work, wages, benefits, social security, termination, or other benefits related to employment or work.
- 2.26 **Child labor** refers to individuals aged 15 years old but not yet 18 years old.
- 2.27 **Labor protection** refers to the protection of employees in workplaces regarding employment conditions, working conditions, benefits, safety, occupational health, and the work environment.
- 2.28 **Labor standards** refer to the rules or various requirements regarding labor use within the scope of international standards, labor laws, and the provisions of these standards.
- 2.29 **Continuous improvement** refers to the process of analyzing, planning, implementing, and reviewing to achieve better

## (Translation)

and more modern changes.

- 2.30 **Employees** refer to the workers of Bangkok Lab and Cosmetic Public Company Limited at all levels, from the Chief Executive Officer down, who are compensated on a monthly, daily, or performance basis and categorized into three types: probationary employees, project employees, and permanent employees, who are considered “employees.”
- 2.31 **Association** refers to the gathering of individuals to engage in a joint activity.
- 2.32 **Wages** refer to the money that the Company and employees agree to pay as compensation for work according to the employment contract.
- 2.33 **Minimum wage** refers to the wage rate set by the Wage Committee according to the Labor Protection Act.
- 2.34 **Overtime pay** refers to the money that the Company pays to employees as compensation for working overtime on workdays.
  
- 2.35 **Holiday pay** refers to the money that the Company pays to employees as compensation for working on holidays.
- 2.36 **Holiday overtime pay** refers to the money that the Company pays to employees as compensation for working overtime on holidays.
- 2.37 **The Safety Committee** refers to the committee on safety, occupational health, and the work environment.
- 2.38 **The Welfare Committee** refers to the welfare committee in the establishment.

### 3. Requirements

#### 3.1 General Requirements

- 3.1.1 The Company has established a Thai labor standards system and has implemented, maintained, and continuously improved it by documenting it across five levels: policies, manuals, procedures, work processes, and records.
- 3.1.2 The Company has established and maintained procedures regarding document control and electronic document control for use in approval, review, amendment, identification, distribution, and storage.
- 3.1.3 The Company has established and maintained procedures for record control, including identification, storage, prevention, access, retention periods, and destruction. Records specified by law must be created and maintained according to legal requirements.
- 3.1.4 The Company has provided the necessary information in the form of a reference document controlling data and various records to support and monitor compliance with the standard requirements.
- 3.1.5 The Company is ready to provide access to information and documents for those involved to ensure compliance with standard requirements.
- 3.1.6 The Company collects and identifies labor laws and takes action to ensure compliance with legal requirements.

#### 3.2 Management System

##### 3.2.1 Commitment of Management

The Chief Operating Officer establishes a written policy on social responsibility regarding labor and officially announces it, including communicating it to those involved. The policy reflects the following commitments:

- 1) Complying with the requirements of standards, labor laws, and other relevant regulations.
- 2) Continuously improving practices, including regularly reviewing and updating policies as appropriate.

##### 3.2.2 Management Representatives

The Chief Operating Officer appoints management representatives to oversee compliance with standards. The management representatives have the authority to make decisions and take actions to ensure coordination or directives are fully in accordance with these standard requirements.

##### 3.2.3 Cooperation in Implementation

3.2.3.1 The Chief Operating Officer appoints a committee for the Thai Labor Standards System to be

## (Translation)

responsible for compliance with standard requirements, with a management representative as the committee chair and employee representatives as members, along with at least three other members.

3.2.3.2 The Company provides one employee representative, who is not a management member, appointed by the Chief Operating Officer from employee representatives nominated by either the Safety Committee or the Welfare Committee to communicate with senior executives and carry out activities related to compliance with standard requirements.

### 3.2.4 Planning and Implementation

4.2.4.1 The Thai Labor Standards Committee develops an action plan that specifies procedures; assigns clear responsibilities, which are easy to understand and cover the content that must comply with standard requirements; and sufficiently allocates necessary resources to ensure that the standards can be implemented without hindrance or obstacles and for continuous improvement.

4.2.4.2 The Thai Labor Standards Committee implements the action plan to ensure that the standard requirements are understood and applied at all levels of the organization.

4.2.4.3 The Thai Labor Standards Committee trains all employees from the start of employment on policies and standards to ensure compliance and ongoing awareness.

4.2.4.4 The Internal Audit Committee monitors compliance with internal audit procedures at least twice a year to assess effectiveness and efficiency, leading to continuous improvement. It also uses the complaint process to prioritize employee and stakeholder feedback regarding non-compliance with standards by conducting investigations, analyzing causes, and reporting results. There must be no discrimination against employees who provide such information.

4.2.4.5 The Company establishes procedures for correction and prevention and takes appropriate steps when non-compliance with standard requirements is identified by allocating sufficient supporting resources.

### 4.2.5 Suppliers or Subcontractors

4.2.5.1 The Company establishes and maintains procedures for registering suppliers to ensure that capable suppliers comply with standard requirements.

4.2.5.2 The Company maintains records that demonstrate the commitment of suppliers or subcontractors to comply with standard requirements.

4.2.5.3 The Company encourages suppliers or subcontractors to implement the Thai labor standards system in accordance with the law.

### 4.2.6 Communication

The Company establishes and maintains procedures regarding communication about information and news related to various activities and the results of compliance with standard requirements.

### 4.2.7 Management's Review

The Company schedules management system review meetings at least twice a year to ensure that the management system is appropriate, sufficient, and effective. Each review must assess the feasibility of improvements and the necessity for changes to the management system, including policies and operational plans.

## 4.3 Labor Enforcement

4.3.1 The Company does not engage in or support any form of forced labor and does not participate in the use of illegal labor, whether directly or indirectly, such as being conscripted or bound by various obligations that compel individuals to work involuntarily, unilaterally setting employment conditions without employee consent, but are forced to accept them under other circumstances, whether through punitive measures, debt deductions, or threats.

4.3.2 The Company will not demand or accept any work guarantees or damage guarantees, whether in the form of

## (Translation)

money, identification cards, or any other personal documents, other properties, or guarantees from employees, whether they are already employed or as a condition for employment, except as permitted by law in specific cases.

### 4.4 Compensation for Work

- 4.4.1 The Company has set wages in accordance with the Ministry's announcement on "Minimum Wage Rates" and as agreed with employees and has established compensation for overtime work, work on holidays, and overtime on holidays for employees that is not less than what the law requires.
- 4.4.2 The Company pays wages and compensation for work within the scheduled payment each period in Thai currency at the workplace or as agreed with employees for payment through banks. Payments made through alternative methods, in foreign currency, or at different payment locations must be accompanied by a clear memorandum of agreement with employees. Additionally, these payments must be processed immediately when each payment period is due.
- 4.4.3 The Company provides employees with documentation detailing the various components involved in the payment of wages and compensation for each period. Documents related to wage payments are kept for no less than 3 years.
- 4.4.4 When employees have performed work for the Company and have the right to receive wages, the Company will not deduct wages, compensation for work, or any other money that labor protection laws require to be paid to employees under any circumstances, unless permitted by law to do so.

### 4.5 Working Hours and Breaks

- 4.5.1 The Company has set working hours in accordance with relevant laws, with normal working hours not exceeding 8 hours per day or 48 hours per week.
- 4.5.2 The Company grants employees the right to work overtime and on holidays for general work and provides evidence of employee consent, unless the nature or conditions of the work are exempted by law. The Company sets the hours for overtime and holiday work for employees as required by law or not exceeding 24 hours per week, or 18 hours, or 12 hours, depending on the Company's management capabilities.
- 4.5.3 The Company provides employees with a break of 1 hour after working continuously for no more than 5 hours, and in cases of overtime work on regular workdays exceeding 2 hours, a break of 30 minutes is required, which is not less than what the law stipulates.

### 4.6 Holidays and Leave

- 4.6.1 The Company has established that employees have at least 1 day off per week or as required by law, which the Company can adjust as appropriate and will notify employees in advance. The Company may designate more than 1 day off per week as deemed appropriate, but it does not obligate the Company to provide additional days off indefinitely. The Company establishes traditional holidays of no less than 13 days and annual leave according to the rights employees receive based on their length of service, which is not less than what the law requires.
- 4.6.2 The Company allows employees to take leave according to their rights, which is not less than what is stipulated by law.

### 4.7 Discrimination

- 4.7.1 The Company does not engage in or support any unfair discrimination in employment or occupation due to differences in nationality, race, skin color, gender, age, religion, political opinions, place of origin, family background, social status, language, marital status, personal attitudes regarding gender, disability, HIV infection, AIDS, pregnancy, labor union membership, being a labor committee member, personal beliefs, or any other reason.
- 4.7.2 The Company does not obstruct, interfere with, or take any actions that would affect employees' rights without harming the business in activities related to race, national traditions, religion, gender, disability, being

## (Translation)

a labor committee member, labor union membership, or political parties and expressing personal beliefs.

4.7.3 The Company pays wages and compensation for work, considering the abilities, experience, and qualifications appropriate for each position, treating male and female employees equally in all aspects.

### 4.8 Discipline and Punishment

4.8.1 The Company does not impose disciplinary punishment by deducting or reducing wages, work compensation, or any other payments that labor protection laws require to be paid to employees.

4.8.1.1 The Company has established discipline and work guidelines that employees must follow to ensure orderliness, smoothness, and efficiency of the Company, which must take care of a large number of people, and has set penalties for employees who violate orders, discipline, or work or wrongdoing regulations as follows:

- 1) Verbal warning
- 2) Written warning
- 3) Suspension without pay for no more than 7 days
- 4) Termination of employment

The Company reserves the right to punish employees according to the severity of the misconduct or at the Company's discretion without following the above order.

4.8.1.2 The Company has established guidelines for investigation and punishment as follows:

In investigating employees accused of wrongdoing, the Company may suspend them during the investigation by issuing a written notice specifying the offense and setting the suspension period for no more than 7 days, notifying the employee before the suspension. In this regard, the Company will pay at least 50% of the wages for the working days the employee received before being suspended.

If there is no misconduct, the Company will pay the employee an amount equal to the wages for the working days from the date the employee was suspended, considering the previously paid amount as part of the wages.

4.8.2 The Company does not engage in or support any form of physical or psychological punishment, coercion, or harm to employees.

### 4.9 Sexual Harassment and Violence

4.9.1 The Company has measures to prevent and address issues to ensure that employees are not harassed, molested, or disturbed sexually through verbal expressions, gestures, physical contact, or any other means.

4.9.2 The Company has measures to prevent and eliminate violence within the Company.

### 4.10 The Use of Child Labor

The Company does not employ or support the employment of children under 18 years old, except as required by law.

### 4.11 The Use of Female Labor

4.11.1 The Company provides female employees with work that is not harmful to their health or body as required by law.

4.11.2 The Company ensures that pregnant employees or those who are breastfeeding work in an environment that is safe for their health and safety during pregnancy or breastfeeding.

4.11.3 The Company allows female employees to take breaks to express breast milk during breastfeeding, and this time is counted as working hours.

4.11.4 The Company will not terminate, demote, or reduce benefits because of pregnancy.

### 4.12 Freedom of Association and Collective Bargaining

4.12.1 The Company respects the rights and freedoms to establish an organization or join an employee organization

## (Translation)

to promote and protect work-related rights and benefits, and there is no lawful interference or obstruction. Any actions in this regard must be conducted peacefully and not cause any disturbance to employees and the Company, with a sincere intention to cooperate with the Company in improving various matters in a peaceful manner.

4.12.2 The Company has measures to facilitate employee representatives in performing their duties equally with other employees, free from harassment, transfer, termination, or any unfair actions.

4.12.3 The Company does not engage in any unfair actions against employees due to their exercise of the freedom to establish an organization or join a labor organization, or any lawful activities of employees or labor organizations.

### 4.13 Safety, Occupational Health, and Working Environment

The Company manages safety, occupational health, and the working environment across all types of work, especially those that may pose risks to the health and safety of employees and related parties. It also promotes employee training, awareness of regulations, information and news, and participation in safety, occupational health, and working environment activities. This management aligns with the Company's management system policy and the occupational health and safety management system (ISO 45001), including an announcement to employees regarding their right to refuse work that lacks safety measures.

### 4.14 Labor Welfare

The Company ensures compliance with basic welfare laws and provides various facilities to ensure that all employees receive welfare conveniently and sufficiently, which includes

- 1) Clean and hygienic restrooms
- 2) Clean drinking water according to drinking water standards
- 3) Medical supplies and medications for first aid and medical treatment
- 4) Annual health check-ups
- 5) Benefits related to social security
- 6) Clean and sanitary dining areas and food storage locations
- 7) The Company provides accommodation for employees that is appropriate for their work, ensuring basic necessities are available, clean, safe, and always ready for use
- 8) Employee uniforms
- 9) Life insurance
- 10) Recreational activities, such as promoting sports and competitions
- 11) The savings cooperative must operate appropriately and not adversely affect the business
- 12) Financial assistance for events such as funerals, weddings, and ordinations
- 13) Leave for ordination
- 14) Leave for further education
- 15) Annual bonuses based on the Company's business performance
- 16) Get well soon baskets
- 17) Financial assistance for special room costs
- 18) Provident fund.

The Company also organizes activities to promote careers and labor welfare for the better quality of life of employees.