



People Management Policy

BTS Group Holdings Public Company Limited

At BTS Group Holdings Public Company Limited, we believe that "human capital is the driving force of our organization's own operations." Caring for our people is fundamental to our sustainability. We are committed to promote diversity & equality, fair treatment (including compensation practices), work-life balance, and continuous learning and development. Our goal is to enhance employees' well-being in all aspects (physically, mentally).

1. Promoting Diversity & Equality

At BTS Group, we are committed to upholding fair, inclusive, and non-discriminatory employment practices in every aspect of our operations. We embrace diversity in all its forms—across age, gender, race, ethnicity, religion, disability, and other identities—and strive to create a workplace where everyone feels valued, respected, and empowered.

2. Fair Compensation and Quality of Life

2.1 Compensation Management:

We determine employee's compensation (paying a living wage) based on qualifications, experience, and skillsets to ensure the alignment with industry standards. Compensation is benchmarked against leading companies and exceeds minimum legal requirements, under principles of fairness, non-discrimination and equal remuneration for men and women.

2.2 Employee Welfare & Quality of Life:

In addition to statutory benefits, the Company provides comprehensive welfare programs including group health, accident and life insurance, retirement fund contributions, and access to occupational health support.

2.3 Retirement Preparedness:

We support retirement readiness through a provident fund and BTS Group Savings Cooperative. Retirees may retain their membership for continued savings and benefits. Financial literacy and investment knowledge are also promoted through structured employee programs.

3. Promoting Continuous Learning and Employee Development

We are committed to unlock the full potential of employees. We invest in continuous development across both behavioral competencies—such as leadership, coaching and mentoring, team management, and communication—and technical skills specific to each role. These approaches empower our people to adapt to change, drive organizational success, and progress confidently in their careers. Embedding with a growth mindset, we enable sustainable development for both individuals and the organization.

4. Managing Appropriate Working Hours

4.1 Flexible Working Hours:

To support employees' work styles and enhance work-life integration, we offer a flexible working hours arrangement. Employees can choose their preferred start time within a designated timeframe which supports time management, convenience, and alignment with individual productivity work style. This approach reflects our commitment to employee well-being and performance.



4.2 Standard Working Hours:

We stipulate that working hours shall not exceed 8 hours per day, or 48 hours per week in total. Overtime is limited to no more than 36 hours per week in compliance with labor regulations.

4.3 Overtime Compensation:

We are committed to promoting healthy work-life integration by avoiding or reducing overtime and excessive working hours. We encourage efficient work practices to help employees complete their responsibilities within standard working hours. In case the work beyond regular hours or on official holidays is assigned, overtime compensation will be processed via HRIS system in accordance with applicable labor laws.

5. Promoting Work-Life Balance

We are committed to supporting employee well-being through comprehensive leave benefits. We provide a minimum of 12 days of paid annual leave per year (pro-rate), at least 13 paid public holidays annually, and additional paid leave for family care responsibilities. Employees are also entitled to other paid leave in accordance with applicable labor laws.

6. Employee Engagement and Complaint Resolution

We are committed to promoting open communication and a respectful workplace. Employee feedback is gathered through regular engagement surveys and quarterly Welfare Committee meetings with elected employee representatives regarding their working conditions. We also provide a confidential reporting channel available for employees to voice concerns, offer suggestions, or report misconduct without fear of retaliation. Clear procedures are in place to handle complaints promptly, with safeguards to protect whistleblowers and all parties involved.

This policy has been effective since 1 June 2025.

People Management Department