

Human Rights Policy

MBK Public Company Limited and its affiliated companies (the Company Group) prioritize ethical business practices and are committed to taking responsibility for society and all stakeholders in accordance with good corporate governance principles. The Company Group recognizes that all human beings are equal in value and dignity, so it respects and honors everyone according to Human Rights, which are fundamental, inherent rights and freedoms. Relevant parties in Value Chain of the Company Group are required to comply with laws, rules, regulations, and good corporate governance to prevent and avoid Human Rights violations against Stakeholders from business operations. This includes protecting and respecting human rights and managing potential impacts effectively. To this end, a Human Rights policy has been established, considering legal provisions and international human rights principles to serve as a behavioral framework for Employees of the Company Group to ensure that they are in alignment.

1. Definition

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| 1.1 | Company Group | refers to | MBK Public Company Limited and its subsidiaries / associated companies controlled by MBK. |
| 1.2 | Employees | refers to | Employees of MBK GROUP. |
| 1.3 | Human Rights | refers to | Basic rights, freedoms and human dignity that everyone deserves equally by birth without discrimination based on race, religion, gender, language, age, skin color, ethnicity or any other status that dehumanizes such person. |
| 1.4 | Stakeholders | refers to | Persons or groups of persons who are related to or affected from the Company Group's business operations, whether positively or negatively and directly or indirectly. These include employees, shareholders, customers, partners and business alliances as well as society, communities and the environment. |
| 1.5 | Value Chain | refers to | Overview of organizational processes from the procurement of raw materials to the final process of delivering products and services to customers, with activities related to the creation of connected values and a balance between business growth and impact on internal and external stakeholders of MBK GROUP. |

2. Human Rights Practices towards Stakeholders

The Company Group upholds human rights principles, ensuring equality and fairness for all stakeholders without discrimination based on gender, skin color, race, religion, ethnicity, language, culture, differing opinions, social status, or any other distinguishing factor. Moreover, the Company Group actively discourages and opposes any actions that may directly or indirectly violate human rights. To maintain these commitments, the Company Group has established specific human rights practices towards stakeholders as follows:

2.1 Guidelines on Treatment of Employees

- 2.1.1 Strive for fair and equal employment from the recruitment, hiring, compensation, welfare management, potential development, and performance appraisal, as well as promoting career advancement opportunities for employees based on their knowledge, abilities, and performance authentically.
- 2.1.2 Ensure that employment and labor practices are in compliance with the applicable laws by not allowing illegal employment, unauthorized workers, or labor of children under the specified age and setting regular working hours, overtime, holidays and leave which are in accordance with criteria specified by law.
- 2.1.3 Ensure that wages, overtime pay, welfare, termination of employment, and compensation for Employees are fair and not less than the criteria specified by law.
- 2.1.4 Maintain safety, occupational health, and environmental management systems to prevent and reduce the risk of accidents, danger, and illness from work or work environment.
- 2.1.5 Provide opportunities for employees to express their opinions or suggestions on issues related to employment, welfare, and Human Rights to jointly find solutions effectively.
- 2.1.6 Encourage employees to accept and respect individual diversity by creating knowledge and understanding of Human Rights principles and the prevention of possible violence, harassment, or threats towards Employees on a regular basis to prevent and mitigate the risk of Human Rights violation.
- 2.1.7 Determine that personal data of employees must be processed in accordance with criteria specified by law and give importance to appropriate information security in order to prevent loss and unauthorized, unlawful access, destruction, use, modification or disclosure of personal data that may violate the privacy of employees.

2.2 Guidelines on Treatment of Customers

- 2.2.1 Serve customers with sincerity without taking advantage so that they receive services fairly and appropriately according to the customer service policy of MBK GROUP, Ror Bor MBK GROUP and Bor Kor 001/2558. To this end, the Quality Procedure, and the Service Way have been prepared so that customers receive complete, accurate and fair information of products and services.

2.2.2 Determine that personal data of customers must be processed in compliance with law and give importance to appropriate information security in order to prevent loss and unauthorized, unlawful access, destruction, use, modification or disclosure of personal data that may violate the privacy of customers. Furthermore, the Company Group has entitled customers to act regarding their personal data under legal requirements.

2.3 Guidelines on Treatment of Partners

2.3.1 Partners are expected to conduct business in compliance with legal requirements and business code of conduct to ensure that they conduct business appropriately and take into account social and environmental issues and respect Human Rights and fair treatment of labor. The Company Group has specified that Human Rights practices according to relevant laws, rules, or regulations shall be one of the criteria for consideration when selecting business partners.

2.3.2 Partners are encouraged to have employment and labor practices that are in compliance with law by not allowing illegal employment, unauthorized workers, or child labor under the specified age and setting regular working hours, overtime, holidays and leave which are in accordance with criteria specified by law.

2.3.3 Encourage partners to provide fair wages and provide welfare to employees fairly and without discrimination and have in place the safety, occupational health, and environment management to prevent and reduce the risk of accidents or illness from work.

2.3.4 Encourage partners to accept and respect individual diversity as well as discouraging or ignoring any violence, harassment, or threats in workplace. In the event of a violation of Human Rights, the Company Group expects that partners shall take appropriate actions and remedial measures for those affected by such issues.

2.4 Guidelines on Treatment of Society

2.4.1 Be committed to conducting business with responsibility towards communities and the environment and respect for social and community rights, community health and safety, environmental responsibility and energy conservation that corresponds to relevant laws and regulations.

2.4.2 Provide opportunities for stakeholders to express their opinions, provide clues, or file complaints through the Company Group complaint channels in case of Human Rights violation which is related to directors, executives, employees of the company, and its affiliated companies. The Company Group shall take actions to cure such complaints, as well as determining preventive measures for future recurrences.

3. Human Rights Verification Process

Conduct regular monitoring, verification, and assessment of Human Rights risks and impacts by assigning relevant agencies to follow up on cases of Human Rights violations in order to compile and prepare reports to resolve the issues. Business partners and alliances are encouraged to inspect and assess their operations to ensure that the same cover labor and Human Rights issues.

4. Whistleblowing, Complaint, and Remedy

Company Group commits to neither engage in nor support any action that may violate Human Rights. To this end, it gives employees and stakeholders an opportunity to provide clues or file complaints regarding Human Rights violations that involve directors, executives, and employees of the Company and its affiliated companies. The details regarding whistleblowing, complaint and remedy are as follows:

- 4.1 When employees or stakeholders have their Human Rights violated or witness any incidents or affected by any actions that violate Human Rights, they can report clues or complaints through one of the following channels:

Whistleblowing or Complaint Channels

Via E-mail

Audit Committee

E-mail address: ac@mbkgroup.co.th

Chief Executive Officer

E-mail address: ceo-mbkgroup@mbkgroup.co.th

Chief Executive Officer of Internal Audit Division

E-mail address: ia@mbkgroup.co.th

Via letter addressed to the person mentioned above

MBK Public Company Limited

444 MBK Center Building, 8th Floor, Phayathai Road, Wang Mai, Pathumwan, Bangkok 10330

Supervisors

Employees can report to their direct supervisors for further action.

- 4.2 When the whistleblowing or complaint handlers investigate the evidence and facts and have reasonable grounds to believe that Human Rights violation has occurred, they shall take action to solve or stop the incidents or report the clues or complaints to agencies/persons in charge who shall take an urgent action. In the event that the incidents are beyond their authority, they shall report to their immediate supervisors for further consideration and command. In the case where Human Rights violations are complicated or severe, there shall be an investigation by the assigned committee to ensure fairness for all involved parties.

- 4.3 The Company Group shall provide reasonable remedies to those injured or affected by Human Rights violations and take disciplinary action against offenders as specified in the work regulations of the Company Group. In addition, relevant agencies shall jointly establish preventive and mitigation measures to handle possible recurrence of Human Rights violations in the future.
- 4.4 The Company Group shall provide protection to the injured parties, affected parties or whistleblowers against danger, damage, or injustice incurred from their cooperation with the Company Group in the investigation of such Human Rights violations. Furthermore, we maintain strict confidentiality by limiting access to information about these individuals, ensuring that only authorized personnel involved in the investigation have access to it.