

Policy: Corporate Social Responsibility

Document Number: MG-E-012

Effective Date: August 11, 2022

## Company Policy

### Corporate Social Responsibilities: CSR

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#### 1. Introduction

Medeze Group Public Company Limited (the "Company") recognizes the importance of sustainable business growth based on Corporate Social Responsibility principles. The Company prioritizes conducting its operations with consideration for stakeholders, the economy, society, and the environment, guided by morality, ethics, and a code of conduct. The Company believes that socially responsible business operations will benefit society while supporting its growth.

#### 2. Fair Business Operations

The Company is committed to conducting business with honesty, fairness, and integrity. It strives to compete according to ethical trade principles, relevant laws, and standards of fair competition. The Company rejects practices that hinder fair competition, such as seeking confidential information from competitors or exchanging dishonest trade benefits. Moreover, it respects intellectual property rights and implements policies to ensure that all personnel comply with laws and regulations regarding intellectual property, including using legally licensed software. The Company also conducts campaigns to promote awareness of social responsibility among its staff at all levels.

#### 3. Respect for Human Rights

The Company is dedicated to upholding and respecting human rights for all stakeholders, employees, communities, and society. It is committed to treating everyone with dignity and promoting equality and freedom. The Company does not tolerate violations of basic rights or discrimination based on race, nationality, religion, language, color, gender, age, education, physical ability, or social status. It ensures that its operations, including those of its subsidiaries and associates, are free from human rights violations such as child labor and sexual harassment. Additionally, the Company promotes monitoring human rights compliance by providing channels for feedback and complaints from individuals affected by rights violations related to its operations and offers appropriate remedies.

Therefore, to ensure effective human rights respect, the Company has established human rights knowledge development and cultivates consciousness among its personnel to follow human rights principles.

#### 4. Fair Labor Practices

The Company recognizes that human resource development and fair labor treatment are essential for enhancing business value and strengthening competitive capabilities, which are vital for the sustainable growth of the Company, its subsidiaries, and associates. To support this, the Company has established the following policies and practices:

- 4.1 Respect employee rights in accordance with human rights principles and labor laws.
- 4.2 Ensure fair employment processes and conditions, including equitable compensation and performance evaluation based on a just assessment system.
- 4.3 Promote personnel development through training sessions, seminars, and workshops. This includes participation in relevant technical training to enhance employees' knowledge, skills, and potential while fostering positive attitudes, ethics, and teamwork.
- 4.4 Provide various employee benefits as mandated by law, such as social security, along with additional benefits that exceed legal requirements, including accident insurance, annual health check-ups, and educational allowances for children.
- 4.5 Ensure employees can work safely with proper workplace hygiene by implementing accident prevention measures and fostering safety awareness among all staff. This includes training and promoting healthy practices while maintaining workplace safety and hygiene.
- 4.6 Provide employees with opportunities to express their opinions or file complaints about unfair treatment or misconduct within the Company, ensuring protection for those who report such issues.

#### 5. Customer Responsibility

The Company is dedicated to developing services and those of its subsidiaries and associates to ensure maximum customer satisfaction and benefit. We prioritize responsible treatment of our customers, treating them as family members of the Company. This commitment includes the following points:

- 5.1 The Company prioritizes quality and efficiency in delivery service. We develop quality management systems and place a strong emphasis on occupational health and safety management. Our goal is to ensure that customers receive the highest-quality and most efficient services possible.
- 5.2 The Company is committed to fair marketing practices. We have established policies to ensure that customers receive accurate information about our services, free from distortion, ambiguity, or exaggeration. This approach enables customers to make informed decisions based on clear and sufficient information.

5.3 The Company prioritizes customer safety and strives to provide quality and safe services that meet international safety standards, regulations, and legal requirements. The Company continuously develops and improves services to ensure customer confidence in the quality, standards, and safety of its services.

5.4 The Company will uphold customer confidentiality and will not misuse any personal information.

5.5 The Company organizes various activities to build sustainable relationships between customers and between customers and the Company.

## 6. Environmental Protection

The Company prioritizes social responsibility in environmental protection by ensuring that the operations of the Company, its subsidiaries, and/or associates strictly comply with environmental protection laws. The goal is to prevent environmental damage, implementing protection systems through operational guidelines and business equipment. The Company's practices include:

6.1 Maintaining policies to reduce waste generation and collaborating on proper waste disposal methods.

6.2 Conducting risk and impact assessments related to the environment, health, and safety before investing in or forming joint ventures with any business, adhering to principles of environmental care and protection.

6.3 Implementing practices for the efficient and effective use of natural resources, materials, and equipment.

6.4 Establishing conservation measures for natural resources, such as the 3R policy (Reduce, Reuse/Recycle, Replenish).

## 7. Community and Social Development

The Company acknowledges its responsibility to the community and society. We has established policies focused on social assistance and development:

7.1 The Company commits to supporting and providing appropriate assistance to communities, especially those near its operational facilities.

7.2 The Company will cooperate in implementing international standards and agreements to prevent or reduce environmental impacts.

7.3 The Company prioritizes a rapid and effective response to events that result from its operations and affect communities, society, and the environment.

## 8. Promoting Environmental and Social Awareness

The Company fosters environmental and social consciousness among its employees through various initiatives, including:

8.1 Providing scholarships to orphans through the Three Southern Border Provinces Foundation.

8.2 Promoting energy conservation campaigns.

8.3 Donating wheelchairs to individuals with disabilities.