



## Social Responsibility Policy

of

### Zen Corporation Group Public Company Limited and its subsidiaries

Zen Corporation Group Public Company Limited and its subsidiaries (the "**Company**") conduct business with consideration for stakeholders, economy, society and the environment in a virtuous manner as well as the principles of good governance for the Company and its subsidiaries. Conduct business with integrity, transparency and fairness based on ethics and good governance principles, and be aware of the negative impact on the economy. To build confidence among shareholders, employees, employees, customers, partner, stakeholders and all related parties. The Company and its subsidiaries have a social responsibility policy. as follows

#### (1) Fair Business Operations

The Company are aware of honest and fair business operations in accordance with the Competition Rules. Subject to relevant laws and regulations. Taking into account the benefits and impacts of the Company's and its subsidiaries' operations on stakeholders, including shareholders, employees, employee Customers, business partners, investors, creditors, and the surrounding community of the Company and its subsidiaries, etc. as follows

(A) Conduct business in a manner that complies with the law. Strictly comply with relevant regulations and rules, as well as cooperate with government officials.

(B) The Company and its subsidiaries have a policy not to cooperate with or support any person or organization that engages in illegal business or poses a threat to society, the environment and national security.

(C) Encourage employees and employees to be aware of the importance of compliance with the law and fair competition.



## **(2) Anti-Corruption**

The company has a policy to oppose corruption in all forms, focusing on promoting ethics, morality, and transparency in business operations according to the company's business ethics code. It strives to operate with an effective management system that is transparent and auditable. The company and its subsidiaries promote training and raise awareness among employees and contractors about the potential for corruption. Additionally, the company oversees operations to prevent corruption by having specific policies and guidelines for combating corruption, as well as adhering to the business ethics code with its partners. This aims to ensure that the company's partners and subsidiaries, within the supply chain, conduct their business under the same principles and objectives in the fight against corruption.

## **(3) Respect for Human Rights**

The company conducts its business with respect for human rights, promoting and protecting freedoms and treating everyone equally without discrimination, both internally and externally. This is the foundation of our management and human resource development practices. The company supports gender equality, ensuring no discrimination or exclusion, and strives for equality in areas such as recruitment, hiring, promotions, transfers, training, welfare, and compensation. The company also promotes the employment of disadvantaged individuals and persons with disabilities.

Furthermore, the company and its subsidiaries are committed to a strict Zero Tolerance Policy regarding human rights violations, particularly in relation to forced labor, illegal migrant labor, and human trafficking. The company does not employ or support the use of child labor under the age of 15, and will actively work to combat the use of child labor under the age of 15 within its supply chain.

## **4) Fair Treatment of Workers**

The company believes that personnel are the key to sustainable development. Therefore, it is committed to the quality of life of its employees and workers, providing compensation, living allowances, and various benefits in accordance with labor laws, on time, and in compliance with legal requirements. The company also ensures a good working environment, preventing any adverse effects on the health and well-being of employees and stakeholders. It provides protection for female workers during pregnancy and focuses on health care and prevention.



The company has a human resource management system based on fairness, promoting the development of personnel through training and learning from hands-on experience, tailored to the needs and suitability of each individual. This is aimed at enhancing work performance and creating opportunities for career advancement.

**(5) Consumer Responsibility customer**

The Company places great importance on producing and developing high-quality products to meet the needs and satisfaction of consumers. This begins with selecting quality raw materials, followed by production processes that use modern, standardized, clean, and safe technologies. The company implements regular monitoring systems to ensure and allow for traceability at every stage of production. It continuously develops safety standards for customers, listens to customer feedback, and uses this information to improve products, marketing activities, services, and problem-solving processes efficiently, in order to maintain customer and consumer loyalty.

**(6) Environmental Protection**

The Company will strictly comply with environmental laws and regulations, fostering a culture and instilling awareness within the organization about the care and responsibility towards nature and the environment. It ensures the sourcing of raw materials and the development of environmentally friendly processes throughout the supply chain. The company also establishes preventive measures and corrective actions to address environmental impacts caused by the operations of the company and its subsidiaries. Additionally, the company strives for efficient resource use, ensuring energy is used in a cost-effective and beneficial way. It has a waste treatment system and manages waste from the production process to meet quality standards, while continuously evaluating its environmental management system.

**(7) Co-development and good interaction with the social community and the environment.**

The Company recognize the importance of participating in social responsibility, so they have continuously organized social assistance and development programs, as well as supported and promoted the provision of knowledge and training to employees and employees. To cultivate a sense of responsibility to the community. The Company encourages employees and employees to participate in activities organized by the Company and its subsidiaries.



The Company have a policy to participate in social responsibility. In terms of public benefits, environmental protection and community development, as well as creative projects to promote and support the well-being of the communities in which the Company lives.

The Company organize campaigns and raise awareness among employees and employees to conserve and use resources and energy wisely and efficiently.

#### **(8) Supplier Selection**

The Company has established a business ethics code for its partners, ensuring that they conduct business with the company and its subsidiaries within the supply chain under ethical practices that comply with the law, respect human rights, treat labor fairly, and adhere to safety and occupational health standards. Additionally, partners are expected to be mindful of and prioritize environmental friendliness and sustainability to promote mutual growth.

The Company has set criteria for selecting partners, providing detailed information to all potential partners and ensuring that no partner is excluded from competing for business. A management and monitoring system is in place to ensure full compliance with contracts, including timely payment processes according to agreed terms.

Partners are regularly evaluated each year, with results and recommendations shared to help improve the quality of products and services. At the same time, the company encourages partners to submit complaints, and holds annual meetings to foster good relationships and communicate necessary policies for mutual understanding.

The Company prohibits executives, employees, and contractors from accepting gifts or any other benefits from individuals or businesses related to the group, except during customary occasions or holidays when such exchanges are socially acceptable.

#### **(9) Treatment of Business Partners and Creditors**

The Company strictly comply with the contracts or terms and conditions agreed upon. In the event that one of the conditions cannot be complied with or there is a reason for default, the creditor



must be notified immediately without concealing the facts. To jointly consider solutions using the principle of reasonableness and strive to maintain a sustainable relationship with creditors and mutual trust.

The Company will strive to manage capital in an appropriate structure to support the Company's business operations and maintain confidence in creditors.

This policy is effective from December 20, 2024 with the approval of the Board of Directors at the 9/2024 meeting.

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(Mr. Paitoon Taveebhol)

Chairman of the Board of Directors