

## ZEN Corporation Group Public Company Limited

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### Human Rights Policy

Zen Corporation Group Public Company Limited and its subsidiaries (the "Company") have a policy of conducting business with integrity by adhering to social responsibility and being responsible to all groups of stakeholders in accordance with the Company's principles of good governance and ethics. "Human rights" is another part that the Company recognizes and attaches importance to complying with human rights principles. Therefore, the Company has established a human rights policy as a clear guideline for action and operation to develop the organization for sustainable success. The details are as follows:

#### 1. Definitions

"Human Rights" refers to the inherent rights of all human beings regardless of their differences in physical, mental, ethnicity, nationality, country of origin, race, religion, gender, language, age, color, education, social status, culture, customs, or any other matter according to the laws of each country and treaties that each country is obliged to exercise human rights. This includes the right to life and freedom from slavery and torture. Freedom of expression and grouping, the right to work, education, and more that all human beings have these rights equally without discrimination.

#### 2. Objectives

To protect human rights, the Company will strictly comply with international laws and principles, particularly on support and compliance with the Universal Declaration of Human Rights (UDHR), the United Nations Global Compact (UNGC), the United Nations Guiding Principles on Business and Human Rights (UNGP) and the International Labor Organization Declaration on Fundamental Principles and Rights at Work (ILO).

### 3. Scope of Compliance

1.1 This Human Rights Policy shall be used for the Board of Directors, executives, all employees, including fixed-term contract employees (collectively, "Employees") of the Company.

1.2 Company It is expected that agents and other business intermediaries acting on behalf of the Company and including those involved in business operations throughout the business value chain such as suppliers, contractors, business partners, and joint ventures, comply with this policy.

### 4. Duties and Responsibilities

4.1 The Board of Directors has assigned the Audit and Governance Committee to oversee this policy to ensure that the Board of Directors, executives and all employees have adhered to and complied with this policy.

4.2 The Executive Committee has the main responsibility to implement this policy in collaboration with the Risk Management Committee to identify risk issues related to human rights violations. This includes identifying affected groups or individuals and then planning, determining solutions and preventing human rights violations that may occur in all aspects of the Company's business operations.

4.3 The Executive Committee is responsible for communicating this policy to agents and other business intermediaries acting on behalf of the Company and those involved in business operations throughout the business value chain, such as suppliers, contractors, as well as business partners, and joint ventures acknowledged with management guidelines and make various arrangements to prevent being part of processes that may involve violations of human rights.

4.4 All executives are responsible for ensuring that their subordinates are aware of and understand the details of this policy. They are trained adequately and regularly.

4.5 Employees must adhere to and comply with this policy. In case of doubt, ask supervisor. If the employee sees a violation of this policy, he or she must immediately report it to his supervisor or through the reporting channels set forth in accordance with the Whistle Blower Policy.

## 5. Guidelines for Compliance

5.1 The Company recognizes and respects the human rights of its employees and other stakeholders, including customers/consumers, business partners, and the communities and society involved in its business operations. This commitment extends to various aspects, such as non-discrimination based on race, color, religion, gender, nationality, age, disability, or any other status; the prevention of harassment; occupational health and safety; personal data protection; and legal rights covering employees, customers, business partners, and communities. Furthermore, the company integrates human rights practices into all aspects of its business operations throughout the entire business value chain.

5.2 The Company complies with applicable laws related to human rights in Thailand and abroad where agents and other business intermediaries acting on behalf of the Company and related parties in business operations throughout the business value chain such as suppliers, contractors, as well as business partners, and joint ventures are engaged in business.

5.3 The Company will not participate in any acts that violate human rights (Zero Tolerance Policy ), especially forced labor, Illegal use of migrant workers, child labor and human trafficking.

5.4 The Company will treat its employees humanely without violence, sexual harassment, physical or psychological intimidation, verbal harassment and maintaining standards of hygiene, safety in operations and the environment of operations.

5.5 The Company supports and encourages those involved in the Company's business operations to have transactions with the Company, both directly and indirectly, comply with the law and respect the principles of human rights.

5.6 The Company conducts human rights activities in accordance with human rights procedures. The Executive Committee is assigned to perform the following actions:

(a) Monitor the Company's operational activities both inside and outside the organization in all aspects of the business value chain (Business Value Chain) in order to identify human rights risk issues (Human Rights Due Diligence Processes)

(b) Prepare a plan to address issues with human rights violations, including determining measures to mitigate damages and follow up.

(c) Plan to prevent potential human rights violations, whether directly or indirectly, to ensure that the Company's business operations are assessed for human rights risks. The Executive Committee is obliged to report to the Risk Management Committee and disclose such report in the Annual Report every year.

## **6. Human Resource Management**

6.1 The Company will adopt this policy as part of the Company's personnel management in terms of recruitment, recruitment, and recruitment. Employment, Human Resource Development Performance Evaluations and Awards Consider adjusting the employee's position and annual income, as well as all other processes related to the employee.

6.2 The Human Resources Department, together with the Executive Committee, will provide necessary advice and training to employees to ensure that all employees in the organization implement this policy effectively.

## **7. Communication**

7.1 Internal communication to ensure that employees are aware of and understand the Company's human rights policy. The Executive Committee will include the latest policies and updated information on the Company's website. The Executive Committee will notify employees if there is any significant change in information.

7.2 External communication to agents, business intermediary, suppliers, contractors, business partners, and joint ventures, the Executive Committee shall communicate, disseminate and provide any other support to the parties involved in the business operation, including the suppliers of goods and services (supplier), contractors, business partners, and joint ventures to participate in business operations with integrity, respect, and treatment of all persons in accordance with the principles of human rights in accordance with this policy from the beginning

of the business relationship and thereafter as appropriate. It adheres to the same standards of social responsibility as the Company.

#### **8. In case of doubt**

If any employee is unsure whether any action may be considered a violation of human rights related to the company, or in case of any questions or concerns, employees should consult with their direct supervisor immediately.

#### **9. Reporting of Human Rights Violations**

If an employee has any suspicion or evidence that an employee or person acting on behalf of the Company has been involved in a violation of human rights related to the Company, he or she must immediately report to his/her superiors or through the reporting channel in accordance with the Whistle Blower Policy. Once the company receives the report, it will be carried out until the end.

#### **10. Employee Protection**

The Company assures employees that no employee will have to be demoted, punishment or any impact from reporting a complaint about persecution, discriminated, being violated or being a victim of another person's rights, or being a victim of others. They have the right to file problems according to the process and reporting channels according to the policy on complaints and whistleblowing ( Whistle Blower Policy) of the Company or the Human Resources Group.

#### **11. Violation of the Policy**

11.1 The Company will take disciplinary action against employees who violate this policy, including their direct supervisors who ignore or acknowledge wrongdoing. However, they did not manage it properly, which was subject to disciplinary penalties up to dismissal. Failure to be aware of this Policy and/or applicable laws cannot be used as an excuse for non-compliance.

11.2 Agent business intermediaries, suppliers, contractors, as well as business partners and joint ventures who violate the or acknowledging any act that violates this policy but

failing to report it to the management of the Company or providing inaccurate information when the Company's officers Inquiries about actions that may violate this policy may result in termination of the contract.

## 12. Monitoring and Review

12.1 The Executive Committee shall review this Policy annually and propose to the Board of Directors for approval if there are any changes.

12.2 The Internal Audit Unit will regularly audit the internal control system and processes to ensure that the internal control system is effective in its operation. The results of the audit will be discussed with relevant parties to find appropriate solutions and will be reported to the Audit and Corporate Governance Committee.

This policy is effective from March 27, 2025 and was approved at the Board of Directors Meeting No. 3/2025.

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(Mr. Paitoon Taveebpol)  
Chairman of the Board of Directors