



3.2 Social responsibility

Operation and Reporting

Social responsibility, maintaining standards, and developing governance and compliance are essential aspects of MENA's business operations. MENA has consistently adhered to these practices throughout its operations. The company has reinforced these principles to become part of its organizational culture by regularly communicating governance and compliance matters to the board, management, and employees at all levels.

Social responsibility

MENA operates within the framework of good governance, ensuring transparency and accountability. It is committed to developing its business in harmony with economic, social, and environmental interests. The company is steadfast in its determination to be a good corporate citizen, conducting its business sustainably and earning societal acceptance based on principles of ethics and sound corporate governance. MENA strives for sustainable growth and aims to be recognized and respected in society. It seeks to provide efficient returns to its shareholders while considering the impact of its operations on all stakeholders involved with the company.

As the company has become aware of its social responsibilities, it has established policies regarding various aspects of social responsibility, including:

1. Conducting business with integrity

MENA has established guidelines for conducting business with integrity, taking into account responsibility towards stakeholders, including shareholders, employees, customers, partners, contractual parties, communities, society, and the environment. It also promotes fair and free trade competition, avoiding actions that may lead to conflicts of interest and violations of intellectual property rights, as well as combating all forms of corruption in various aspects, including:

- MENA is committed to conducting its business with integrity, honesty, transparency, and accountability. The company prioritizes disclosing important information and ensuring it is verifiable. MENA considers the benefits and impacts on shareholders, customers, partners, employees, and all stakeholders. Additionally, MENA ensures fair and equitable distribution of benefits.
- MENA has a policy to conduct business in the area of Corporate Social Responsibility (CSR) under ethical principles, aiming to ensure fairness to all stakeholders involved, along with adopting good corporate governance principles to maintain the balance of operations in terms of economy, community, society, and environment, leading to sustainable business development.





- MENA emphasizes compliance with laws, regulations, and regulations related to environmental, occupational health, and local, national, and regional safety standards. MENA also focuses on adhering to international business ethics, requiring board members, executives, and employees to comply with laws, regulations, and rules and not engage in or condone any actions that violate laws or other regulations.
- The governance of intellectual property law compliance at MENA does not endorse activities with the nature of intellectual property rights infringement. It mandates that directors, executives, and employees must operate within the framework of laws, regulations, and directives, and must not have any involvement, assistance, or engagement in any actions that violate laws, regulations, or any other rules related to intellectual property.
- MENA promotes the efficient use of resources by encouraging directors, executives, and employees at all levels of the organization to use resources efficiently, appropriately, and sufficiently to maximize benefits. This includes communication, knowledge dissemination, support, and fostering awareness among employees, as well as all relevant parties, in managing the use of existing resources for the organization's maximum benefit.

2. Respect for human rights

MENA prioritizes the respect for human rights, aiming to create equality both within and outside the organization. The company diligently monitors and ensures that its business does not engage in any activities related to the violation of individuals' freedoms, whether directly or indirectly. This includes not supporting forced labor or child labor, treating all stakeholders with fairness based on the principles of human dignity, and not discriminating against anyone based on their origin, race, gender, age, skin color, religion, physical condition, status, ethnicity, or any other unrelated factors in employment practices. MENA promotes vigilance in adhering to human rights provisions within the company and stimulates compliance with international human rights principles. The responsibility towards human rights also extends to subsidiaries, partners, and collaborators within the MENA network.

3. Treating labor fairly

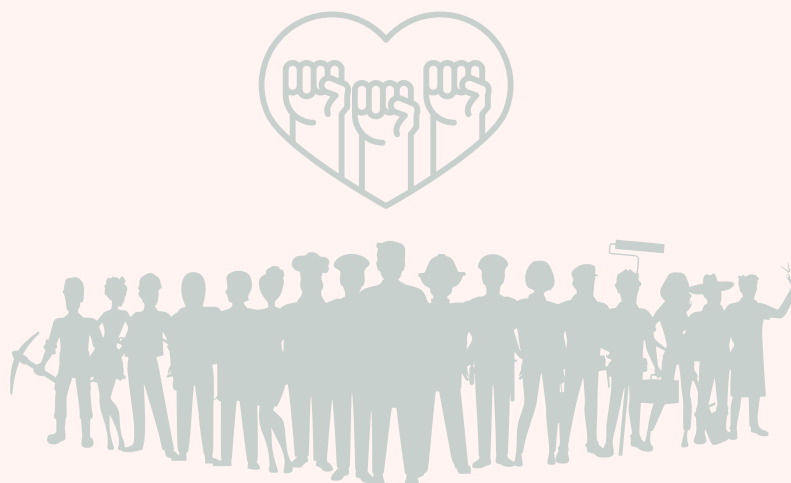
MENA has a policy to foster a collaborative environment among all employees, under conditions that are conducive to happiness and mutual acceptance. The company treats employees at all levels like siblings, without favoritism or discrimination, and takes care of them comprehensively. There is a robust human resource management system in place, starting from recruitment, employee development, continuous training, fair compensation schemes, and appropriate welfare benefits. Moreover, the company promotes and supports opportunities for employees to advance, learn at all levels of the organization, and develop skills to enhance their professional capabilities within a suitable work environment. The various policies of the company include the following:





- **Employee compensation and benefits** MENA has a policy of providing fair compensation in the form of salaries and/or bonuses that are appropriate to employees' capabilities, ensuring career stability and opportunities for advancement in a fair manner. Additionally, the company offers various benefits to employees as required by law, such as social security, and beyond legal requirements, such as health and accident insurance. Furthermore, MENA provides different types of assistance, such as financial aid for employees for various purposes, including assistance for funeral expenses in case of the death of an employee's parents, and so on.
- **Employee development and training programs** MENA has a policy to promote employee development by supporting knowledge and skill enhancement, fostering positive attitudes, ethics, and teamwork. Additionally, it encourages organizational and human resource development focusing on efficient work processes, clear role definitions, appropriate compensation schemes, and enhancing employee performance assessment systems.
- **Policy on Safety and Occupational Health** MENA has established a policy that supports employees to work safely and maintain good health in the workplace. The company emphasizes accident prevention to the fullest extent possible and aims to cultivate safety awareness among employees. Additionally, it provides knowledge through training and promotes good health among employees. MENA also ensures that no actions are taken that could harm the health of customers or service recipients and maintains a workplace that is safe and healthy at all times.

Furthermore, the board of directors and management of MENA are highly aware of the importance of human resources. As MENA's business relies on skilled and experienced personnel for safe product delivery, the company has implemented the "10-5-1 Delivery Staff, Volunteer Spirit, Service with a Smile, and Safety" policy to emphasize safety in service provision and to promote and elevate the quality of life for its employees.





4. Responsibility towards customers and consumers

MENA prioritizes utmost customer satisfaction, who are individuals purchasing products and services from the company, as well as consumers who utilize the products and services manufactured by the company. This is achieved through fair pricing, quality assurance, and responsibility towards customers and consumers, adhering to the following practices:

- Dedicated to developing products and services comprehensively, providing prompt and high-quality service to meet the continuous needs of customers and consumers, the company's personnel must devote themselves to fully satisfying the demands of customers and consumers with reasonable pricing, timely responses, quality assurance, without restricting consumer rights, and with fair conditions for consumers.
- Must not engage in any deceitful actions or actions that lead to a loss of trust in the quality of the company's products and services.
- Determined to enhance safety in the use of the company's products and services, consumer safety is paramount. The company must provide safety warnings, conduct safety checks in production facilities, and consistently train employees on safety measures for consumers.

5. Environmental Care and Conservation

MENA prioritizes the analysis of risks and environmental impacts, as well as safety considerations in all business operations, including the efficient and sustainable use of resources in accordance with international standards.

6. Collaborative community or societal development

MENA has a policy to conduct business that benefits both the economy and society, while adhering firmly to good citizenship and full compliance with relevant laws and regulations. It is committed to developing, promoting, and enhancing the quality of life in society and communities where the company operates, alongside the company's growth. By caring for and engaging with nearby communities, it supports community activities regularly. It implements various projects that consider the appropriateness and benefits that communities and society will receive for sustainable community development. This includes sending company employees to participate in community activities and providing regular and consistent support for community initiatives.

7. Social and Environmental Reporting

After MENA became a registered company in the Stock Exchange of Thailand (SET), it proceeded to disclose information on its corporate social responsibility practices. This included disclosing social and environmental activities and ensuring diverse channels for convenient access to information for stakeholders.

