

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:



3. Fair Labor Practices

MENA is committed to conducting business ethically, prioritizing fair treatment of workers and respecting human rights at all levels within the organization, as well as throughout the company's supply chain. We strive to ensure a positive work environment, free from exploitation. Our commitment includes creating a safe workplace that upholds human dignity and promotes equality, providing every employee with opportunities for growth and sustainable development.

Our principles and practices ensure that all aspects of human resource management are transparent and fair.

- **Equality and Non-Discrimination** The company treats all employees equally, without discrimination based on race, nationality, gender, age, religion, social status, disability, or political views. Employment, promotions, training, and benefits are determined based on individual capabilities, performance, and qualifications.
- **Promotion of Employment and Support for Persons with Disabilities** The Company places importance on conducting its business with social responsibility and recognizes the significance of promoting equality and employment opportunities for persons with disabilities. The Company supports the employment and capability development of persons with disabilities in accordance with the Empowerment of Persons with Disabilities Act B.E. 2550 (2007) and its amendments.

The Company's approaches to promoting and supporting persons with disabilities are as follows:

- Supporting the employment of persons with disabilities in accordance with the legally required employment ratio, in order to provide opportunities for persons with disabilities to have stable careers and appropriate income.
- Providing a suitable and safe working environment that facilitates the effective performance of duties by persons with disabilities.
- Promoting the development of skills, knowledge, and capabilities of persons with disabilities to enable them to perform their work efficiently.
- Supporting activities or projects that contribute to improving the quality of life of persons with disabilities and their participation in society.

The Company is committed to creating a society of opportunity and equality by encouraging the participation of persons with disabilities in employment and sustainable social development. In 2025, the Company employed 8 persons with disabilities, in full compliance with the employment ratio required by law.

- **Fair Compensation and Benefits** The Company has established a policy to provide fair compensation, welfare, and benefits to employees in compliance with applicable labor laws. Such compensation includes salaries and/or bonuses that are fair and appropriate to employees' capabilities and performance. The Company regularly reviews and evaluates employee compensation without discrimination. Salary adjustments are determined in accordance with the Company's salary increase criteria, which are linked to employees' performance evaluation results. This ensures that compensation remains appropriate and competitive with industry standards and consistent with the cost of living.

We also provide job security, career advancement opportunities, and a variety of employee benefits, both those required by law and additional perks, including:

- **Financial Security Benefits:** Provident funds, Advance salary withdrawal.
 - **Health & Personal Benefits:** Annual Health check-ups, Hospitalization gift baskets, Accident insurance, Thai Massage services, and Reimbursement for medical expenses, Maternity costs, Funeral expenses, and Disaster relief.
 - **Lifestyle & Event Benefits:** Financial gifts for Marriage or Ordination, Employee uniforms, Monthly and annual employee events and engagement activities, Annual company trips.
 - **Compensation & Allowance Benefits:** Annual salary adjustments, Annual bonuses, Long-service awards, Meal allowances, Accommodation allowances, Vehicle maintenance allowances, and Fuel expenses.
 - **Career Growth Benefits:** Training programs, Cross-functional job trials, and Career Promotions.
 - **Holiday Benefits:** Annual leave, Vacation leave, and Birthday leave.
- **Reasonable Working Hours** MENA ensures that working hours comply with labor laws, prioritizing work-life balance. Employees receive appropriate break periods, and any overtime work is voluntary and compensated at legally required rates.
 - **Safe Working Environment** The company values employee safety and health by implementing accident prevention measures, providing proper protective equipment, and offering continuous workplace safety training.
 - **Development and Growth Opportunities** MENA supports employee development through training programs, scholarships, and career advancement opportunities, ensuring that employees grow alongside the company in a stable and sustainable manner.
 - **Prevention of Illegal Labor Practices** MENA strictly prohibits child labor, forced labor, and human trafficking in all forms. We also implement measures to monitor business partners and our supply chain to ensure compliance with international labor standards.
 - **Whistleblower Protection and Complaint Channels** The company provides channels for employees to report unfair treatment or unethical conduct without fear of retaliation or negative consequences. All complaints will be transparently investigated and addressed fairly.

4. Employee Knowledge, Capability Development, and Training

MENA has a policy to systematically promote both employee and organizational development, focusing on enhancing individual skills and strengthening organizational structures. This approach ensures sustainable growth and long-term competitiveness.

- **Employee Development** The company places great importance on empowering employees in all aspects by encouraging them to enhance their knowledge, skills, and mindset through the following initiatives:
 - **Training & Skill Development:** Organizing both internal and external training programs to develop technical skills (Hard Skills) and social skills (Soft Skills), such as communication, teamwork, and leadership.
 - **Career Path Development:** Defining clear career progression paths to help employees set development goals and advance within the organization.
 - **Positive Workplace Culture:** Promoting ethical behavior, accountability, professionalism, and a strong sense of responsibility in the workplace.
 - **Mentorship & Coaching:** Supporting learning from experienced professionals through mentorship and coaching programs to provide career development guidance.
 - **Continuous Learning:** Providing access to learning resources such as online courses, digital libraries, and supporting further education or professional certification.
- **Organizational & System Development** The company is committed to improving management systems and work processes to enhance efficiency through various strategies:
 - **Process Optimization:** Utilizing modern technologies and best practices to streamline workflows, reduce redundancies, and improve efficiency.
 - **Clear Role & Responsibility Definition:** Designing an appropriate organizational structure with clearly defined roles and responsibilities for each position to improve operational agility.
 - **Performance Management System:** Implementing a fair, transparent, and results-driven evaluation system (KPI & OKR) to set clear goals and ensure appropriate compensation.
 - **Digital Transformation:** Adopting software and digital platforms to enhance workforce management and collaboration efficiency.

By fostering both employee and organizational development, the company aims to create a productive and motivated workforce with career growth opportunities. At the same time, the organization will be able to operate with stability, maintain competitiveness, and achieve long-term sustainability.

5. MENA Occupational Health and Safety Policy

MENA has established a policy to promote a safe and healthy working environment for employees by prioritizing accident prevention with maximum efficiency. The company is committed to fostering a strong safety culture among employees and providing continuous education through training programs. Additionally, MENA promotes employee well-being to ensure that workplace practices do not negatively impact the health of employees, customers, or service users. The company is also dedicated to maintaining a clean, safe, and hygienic workplace.

With a strong commitment to creating a safe and health-conscious work environment, MENA emphasizes accident prevention, workplace hygiene, and employee well-being while integrating occupational health and safety into all operational processes.

1. Commitment to Workplace Safety

- Establish strict safety measures and guidelines to minimize potential hazards.
- Conduct regular risk assessments to identify and mitigate workplace risks.
- Provide safety equipment, warning signs, and emergency response systems.
- Encourage employees to report safety concerns without fear of negative consequences.

2. Safety Awareness and Employee Training

- Educate employees on workplace safety regulations and their responsibilities in maintaining a safe environment.
- Organize training programs on workplace safety, emergency preparedness, fire prevention, and first aid.
- Conduct emergency drills for fire evacuation, hazardous chemical spills, and other critical incidents.
- Provide personal protective equipment (PPE) based on job requirements and risk levels.

3. Promoting Employee Health and Well-Being

- Support work-life balance through stress management and mental health programs.
- Maintain a clean, hygienic, and well-ventilated workplace that promotes employee health.
- Implement workplace health programs such as annual health check-ups, vaccination programs, and ergonomic assessments.
- Enforce policies to reduce occupational hazards, such as limiting exposure to harmful chemicals and preventing excessive working hours.

4. Responsibility to Customers and Service Users

- Uphold strict hygiene standards in all areas, particularly those involving customer interactions or sensitive materials.
- Ensure that all work processes and services do not pose health risks to customers or service users.
- Comply with industry standards and safety regulations to maintain a responsible and secure working environment.

5. Continuous Improvement and Compliance

- Conduct safety audits, assessments, and employee feedback sessions to evaluate compliance with safety measures.
- Implement new technologies and processes to enhance workplace safety and employee health management.
- Regularly review and update safety and occupational health policies to align with industry best practices and legal requirements.

MENA firmly believes that maintaining a safe and healthy work environment not only protects employees from harm but also enhances work efficiency, job satisfaction, and long-term organizational success. Through proactive measures, continuous training, and a strong commitment to health and safety, MENA is dedicated to fostering a culture of safety across all levels of its operations.

Additionally, MENA's Board and Management members recognize the crucial role of Human Resources, as the company relies on skilled and experienced personnel to ensure the safe transportation of goods. As part of this commitment, MENA has implemented the "10-5-1 Delivery Personnel Volunteer Service Initiative", emphasizing safety in service operations while promoting and improving employees' quality of life.

6. Responsibility to Customers and Consumers

MENA places the highest importance on customer and transportation service user satisfaction by conducting business with integrity, transparency, fairness, and in compliance with good corporate governance principles. The company has established operational guidelines to maintain service standards and responsibility toward customers.

1. Providing High-Quality and Standardized Transportation Services MENA is committed to continuously developing and enhancing the quality of its transportation services through the following approaches:

- Offering comprehensive transportation services that meet international standards to effectively respond to customer needs.
- Ensuring high-quality transportation services that are safe, punctual, and reliable.
- Encouraging drivers and operational staff to comply with transportation safety regulations and standards.
- Establishing fair, transparent, and reasonable transportation service pricing.
- Adhering to ethical business practices, protecting consumer rights, and avoiding unfair conditions for service users.



2. Conducting Transportation Business with Transparency and Ethics MENA upholds honesty and fairness in its business operations, focusing on:

- Providing accurate, clear, and complete information about routes, service rates, and transportation timeframes to enable customers to make informed decisions.
- Avoiding deceptive practices or providing misleading information regarding the quality of transportation services.
- Drafting service agreements and terms that are transparent and free from unfair conditions that may disadvantage customers.
- Allowing customers and service users to freely voice complaints and opinions, supported by an efficient and fair complaint management system.

3. Commitment to Transportation Service User Safety MENA prioritizes the safety of customers and transportation service users by implementing the following preventive measures and safety standards:

- Establishing safety protocols in transportation services, such as vehicle inspections before deployment.
- Installing GPS tracking devices to monitor vehicle routes and enhance operational efficiency.
- Providing driver training on safety standards and transportation regulations to ensure safe and efficient service.
- Implementing preventive and emergency response measures, such as accident risk mitigation policies and response protocols in case of incidents affecting service users.
- Deploying a specialized task force to oversee safety measures at service operation sites, including Safety Standard team, Key Account team (KA), and Driver Solution Specialist team (ERZONE), and utilizing collected data reports to refine and enhance safety communication strategies.

MENA is committed to conducting its transportation business responsibly, transparently, and fairly to provide customers and service users with safe, high-quality, and cost-effective transportation services. The company will continue to improve and refine its operational guidelines to strengthen customer confidence and satisfaction.

7. 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.

8. 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.

9. 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.

