



HUMAN RIGHTS POLICY

Moshi Moshi Retail Corporation Public Company Limited

Latest Effective Edition

Amendment No. 1, Effective December 23, 2025

Reviewed by the Board of Directors on December 23, 2025



HUMAN RIGHTS POLICY

Moshi Moshi Retail Corporation Public Company Limited (“**The Company**”) recognizes that respecting human rights is a foundational pillar of its business operations. The Company has therefore established this Human Rights Policy to formalize its commitment to upholding, supporting, and promoting the respect and protection of fundamental rights and human dignity for all individuals involved across its operations. This policy complies with domestic legislation and aligns with the United Nations Universal Declaration of Human Rights (UDHR), the United Nations Global Compact (UN Global Compact), the United Nations Guiding Principles on Business and Human Rights (UNGPs), and the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, driving a unified corporate standard based on the core principles of protecting, respecting, and remedying human rights impacts arising from commercial activities. Consequently, the Board of Directors mandates that all directors, executives, and employees strictly adhere to and acknowledge this policy, while proactively communicating its directives to all stakeholder groups, including business alliances.

Scope

The Company applies this Human Rights Policy as a comprehensive governance framework and operational guideline across its own operations and all entities under its management control, encompassing all activities related to employees, labor, the supply chain, communities, and society.

Furthermore, the Company is committed to encouraging joint ventures, business partners, suppliers, and other stakeholders across its supply chain and managed entities to operate on the foundation of human rights principles, utilizing this policy as a baseline standard or adapting it appropriately to their operations.

Human Rights Policy Guidelines

The Board of Directors, executives, and employees of the Company respect human dignity and treat all stakeholder groups with equity, providing equal opportunities and preventing any form of discrimination based on race, nationality, skin color, gender, sexual orientation, age, religion, language, creed, belief, social status, family lineage, physical impairment, disability, political opinion, or any relevant legal provisions and international human rights frameworks. The Company conducts its business with comprehensive due diligence to prevent human rights violations within its operational processes, actively performing Human Rights Impact Assessments (HRIA) while engaging with and listening to stakeholder concerns. The Company has established detailed human rights policy guidelines covering the following material areas:

Customer Human Rights

- 1) Provide equitable care to all customers, ensuring polite engagements, offering efficient and highly beneficial product and service information, and delivering quality products and services that meet expectations at fair prices.

-TRANSLATION-

2) Strictly comply with all conditions and commitments made to customers on an equal and non-discriminatory basis, regardless of race, nationality, religion, gender, age, skin color, education, disability, or social status.

3) Safeguard and protect customer personal data, ensuring comprehensive data security across all services provided by the Company.

4) Establish dedicated channels for customer grievances, feedback, and suggestions, maintaining appropriate complaint management mechanisms alongside remediation procedures in the event of any human rights breach.

Employee Human Rights

1) The Company strictly prohibits child labor, enforcing stringent age verification criteria and employment conditions in full compliance with labor protection laws.

2) The Company promotes fair employment practices, treating all personnel including migrant workers, workers with disabilities, elderly workers, female workers, and LGBTQ+ employees with fairness and transparency across all workplaces. Employment agreements must specify mutually agreed-upon terms and conditions, with remuneration structured in compliance with statutory minimum wage laws and designed to support basic living needs, ensuring equal pay for work of equal value without discrimination.

Normal working hours are capped in accordance with labor legislation, actively preventing and mitigating excessive overtime, while guaranteed rest periods during work hours and fully paid annual leave are provided as legally mandated.

3) The Company maintains zero tolerance for forced labor in any form, strictly prohibiting the use of forced labor, prison labor, bonded labor, slave labor, or any other coercive labor practices intended for exploitation within its operations, managed entities, or supply chain.

4) The Company grants employees and laborers' full freedom to express opinions and ideas that do not violate legal frameworks or public morality, respecting the freedom of association and the right to collective bargaining, including lawful group formations executed peacefully and without weapons, provided such activities do not disrupt operational efficiency, business continuity, the public interest, corporate ethics, or relevant laws.

5) The Company actively promotes occupational safety and health to protect personnel, assets, and stakeholders across its business, managed entities, and supply chain, fostering a secure working environment through risk prevention, monitoring systems, and strict compliance with relevant occupational safety legislation, international health standards, and internal corporate safety regulations.

6) The Company strongly opposes human trafficking, bullying, harassment, intimidation, victimization, violence, unwanted derogatory remarks or mockery regarding personal differences, and verbal or behavioral sexual harassment, including any conduct implying sexual violation or causing physical and psychological distress that violates human dignity.

Shareholder Human Rights

1) Safeguard and promote the exercise of ownership rights to oversee the Company's performance, including attending general meetings, expressing opinions, casting votes, and passing resolutions.

2) Provide regular, comprehensive, and factual corporate performance disclosures, updates, and transparent regulatory methods concerning shareholding structures to all shareholders.

3) Recognize and prioritize shareholder rights, strictly refraining from any actions that violate, restrict, or diminish such rights.

Supplier and/or Creditor Human Rights

1) Offer equal, non-discriminatory opportunities for all suppliers to propose products and services and participate as trade alliances.

2) Treat suppliers and/or creditors equitably and fairly, maximizing the Company's legitimate interests based on fair mutual returns.

3) Protect and safeguard confidential information, prohibiting unauthorized disclosures to unrelated third parties or the misuse of suppliers' intellectual property and proprietary data.

4) Uphold the principles of fair business conduct, ethical advertising, and fair competition in full compliance with applicable laws and regulations.

The Company will embed and foster an organizational culture that respects human rights, actively monitoring operations and refusing to tolerate or ignore any witnessed human rights violations. Furthermore, the Company will continuously communicate, disseminate, and educate its Board of Directors, executives, employees, managed entities, and supply chain partners on human rights principles, reviewing this Human Rights Policy annually or upon significant developments to ensure continuous alignment with changing legal frameworks, international protocols, and evolving business environments.

Whistleblowing and Complaint Channels

Upon witnessing acts reasonably believed to violate this policy or its guidelines, individuals may report clues or file grievances through channels established under the Whistleblowing Policy. All whistleblowers or complainants shall be fully protected, and their information will be treated with strict confidentiality.

The Company will embed and foster an organizational culture that respects human rights, actively monitoring operations and refusing to tolerate or ignore any witnessed human rights violations. Furthermore, the Company will continuously communicate, disseminate, and educate its Board of Directors, executives, employees, managed entities, and supply chain partners on human rights principles, reviewing this Human Rights Policy annually or upon significant developments to ensure continuous alignment with changing legal frameworks, international protocols, and evolving business environments.

-TRANSLATION-

Regarding the enforcement of this policy, should any of its provisions conflict with the laws, rules, or regulations of the relevant regulatory authorities in any jurisdiction, the laws, rules, and regulations of such local regulatory authorities shall prevail.

This Human Rights Policy shall be effective from December 23, 2025, onwards.

-Warapatr Todhanakasem-

(Warapatr Todhanakasem, PH.D.)

Chairman of the Board of Directors

Moshi Moshi Retail Corporation Public Company Limited