SUSTAINABILITY MANAGEMENT POLICY

Moshi Moshi Retail Corporation Public Company Limited

Latest Effective Edition

Amendment No. 1, Effective December 13, 2024

Reviewed by the Board of Directors on December 23, 2025

-TRANSLATION-

SUSTAINABILITY MANAGEMENT POLICY

Moshi Moshi Retail Corporation Public Company Limited ("**The Company**") has established its business policy framework by integrating sustainable development principles into all dimensions of Environmental, Social, and Governance (ESG) aspects, driven by a commitment to comply with applicable legal requirements and other relevant regulations. To guide its sustainability operations, The Company adopts the United Nations Sustainable Development Goals (SDGs) as its primary framework, reflecting a core intent to create sustainable value throughout the business value chain. This framework explicitly balances the interests of all stakeholders, including customers, suppliers, shareholders, corporate personnel, lessors, business partners, society, communities, and government agencies. The Company is dedicated to upholding robust corporate governance and good governance principles to drive sustainable organizational growth, ultimately generating long-term positive impacts on the economy, society, and the environment.

The Company has established this Sustainability Management Policy to provide a framework for its operations across all facilities in Thailand, while encouraging suppliers, customers, and other stakeholders to adopt these principles.

1. Economic and Governance Dimension

The Company operates its business with a strong focus on developing high-quality, modern products and services to satisfy rapidly changing customer needs, deploying innovation to continuously enhance operational processes and service quality. This is executed in strict adherence to good corporate governance principles, relevant laws, rules, and regulations. Systematic risk assessments and risk management measures are implemented across both business operations and sustainability domains. Additionally, localized sub-policies, along with whistleblowing and grievance channels, have been established to ensure that operations throughout The Company's value chain remain transparent and fully accountable.

Furthermore, The Company is elevating sustainability across its supply chain by implementing a Supplier Sustainable Code of Conduct, requiring all Tier 1 suppliers to sign and acknowledge these guidelines. Capitalizing on information technology, The Company optimizes operational efficiency across the value chain while prioritizing system and data security. These protocols strictly align with the Personal Data Protection Act (PDPA) and internationally recognized standards, ensuring that data security and privacy control mechanisms for customers, suppliers, and other stakeholders are properly maintained during both normal and crisis situations.

2. Social Dimension

Respecting human rights, The Company is committed to developing personnel potential, ensuring fair labor practices, and fostering a deep sense of product and service responsibility among its workforces. It actively supports community development and public welfare programs in accordance with The Company's social development policy guidelines, driving broader economic growth at both local and societal levels. These initiatives are woven directly into corporate operational plans, encompassing equal opportunity talent development, respect for diversity, and a strict focus on occupational health, safety, and appropriate working environments. Furthermore, The Company develops responsible marketing communications and services while forging collaborations with government agencies and community networks to generate shared value and mutual benefits for all stakeholder groups, society, and The Company over the long term.

3. Environmental Dimension

The Company recognizes the critical importance of efficient resource management, which directly impacts both operational costs and the overarching ecosystem. Consequently, environmental management practices are structured to strictly comply with legal requirements. Resources, including water, energy, and materials are managed responsibly by engaging employees at all levels through internationally recognized frameworks like the 3Rs (Reduce, Reuse, Recycle). In addition, The Company sources eco-friendly products and packaging, aiming to mitigate and decelerate environmental impacts, particularly climate change, which poses long-term risks to the business and all stakeholder groups.

Roles and Responsibilities

1. The Board of Directors: Responsible for supervising the formulation of policies, targets, strategies, and sustainability management frameworks aligned with international sustainability development guidelines. This includes approving participation in various sustainability assessments and endorsing the annual sustainability report.

2. The Corporate Governance and Sustainability Development Committee: Responsible for reviewing policies, strategies, and sustainability management frameworks in accordance with international practices, approving material sustainability topics, and promoting corporate operations to achieve the established sustainability goals. The committee also reviews sustainability performance outcomes via the sustainability report prior to submitting it to the Board of Directors for approval, while monitoring and evaluating sustainable development assessment results conducted by external sustainability rating agencies, such as the Stock Exchange of Thailand and other relevant entities.

3. The Executive Committee: Responsible for evaluating material sustainability topics, monitoring operational progress against targets, validating data accuracy, and analyzing relevant information to optimize operational improvement plans.

4. The Corporate Governance and Sustainability Development Sub-committee: Responsible for identifying material sustainability topics and efficiently executing sustainability policies, practices, and strategic targets. The sub-committee compiles the annual sustainability report in accordance with reporting standards to serve as a communication and engagement tool for all stakeholder groups, while actively fostering awareness, communication, and a corporate culture centered on sustainability.

The Company shall review this Sustainability Management Policy at least once (1) a year to ensure continuous alignment with shifting circumstances and business operations.

This Sustainability Management Policy shall be effective from December 13, 2024 onwards.

-Warapatr Todhanakasem-

(Warapatr Todhanakasem, PH.D.)

Chairman of the Board of Directors

Moshi Moshi Retail Corporation Public Company Limited