

Announcement No. 1/2025**Company Measures and Operational Guidelines in Response to the Earthquake Incident**

Following the earthquake that occurred on 28 March 2025, which impacted several areas across Thailand, MFEC Public Company Limited would like to express our concern and support for all employees and their families. The safety and well-being of our personnel, as well as the continuity of business operations, remain our highest priorities. To manage the situation effectively, the Company hereby announces the following operational guidelines and employee support measures

1. Coordination and Communication through the Business Continuity Planning (BCP) Team

The Company shall coordinate and manage emergency responses through the Business Continuity Planning (BCP) Team, which will act as the central hub for monitoring information, coordinating internally and externally, and communicating important updates via the Company's official website: <https://www.mfec.co.th/bcp/> Employees may contact the BCP team via bcp@mfec.co.th for any inquiries or to report issues. Additionally, all employees are requested to closely follow communications through the Company's official email and Microsoft Teams channels, which will serve as the primary communication platforms during this period.

2. Post-Earthquake Work Guidelines**For employees working at MFEC offices (SJ Infinite and S-OASIS):**

- Employees are temporarily permitted to work from home (WFH) until the structural safety of the buildings is officially verified.
- Avoid using any damaged areas until they have been thoroughly inspected by the responsible personnel.
- The Company will continue to assess the situation and provide updated guidance accordingly.
- Any damaged IT equipment or systems should be reported to the IT department or the relevant unit without delay.

For employees working at client sites:

- Comply with the site's safety protocols and follow all instructions provided by on-site personnel.
- Immediately notify your direct supervisor of any developments or issues.
- If the client site is inaccessible or non-operational, please coordinate with MFEC for alternative work arrangements.
- Avoid hazardous areas and adhere strictly to all emergency measures.

3. Support Measures for Affected Employees

- Employees experiencing hardship or damages are requested to notify the MFEC BCP Team.
- In case of injury, the Company shall provide medical expense support in accordance with the employee's entitlements. Relevant documentation should be submitted to the People Excellence (PE) team for processing.

- For employees whose residences are affected (e.g., high-rise buildings deemed unsafe for habitation), the Company permits temporary accommodation at a hotel, with expenses eligible for reimbursement in accordance with the Out-of-Pocket Expense Policy.

MFEC remains committed to ensuring the continuity of operations and the delivery of services to clients. Work arrangements may be adjusted as appropriate in response to the evolving situation. Should any delays or changes in operational plans arise, the Company will proactively communicate with clients and coordinate accordingly.

For any further inquiries or suggestions, please contact the MFEC BCP Team directly via bcp@mfec.co.th.

On behalf of the Executive Board MFEC Public Company Limited

Issued on 29 March 2025