



Comprehensive Human Rights Due Diligence

(Human Rights Due Diligence)

Human Rights Due Diligence Process

1. Establish and announce a Policy Commitment by referencing the Code of Conduct and the Human Rights Framework.
2. Conduct Human Rights Due Diligence by preparing an assessment form to review Human Rights issues in a comprehensive manner.
3. Assess Human Rights impacts across all stages of business operations that may affect Human Rights, including consultation with internal and external stakeholders to identify vulnerable groups, key issues, risks, grievance channels, and mitigation measures for potential Human Rights risks arising from business activities.
4. Establish access to remedies where the Company causes or contributes to negative Human Rights impacts, including risk assessment and the development of indicators, with stakeholder engagement applied where appropriate.
5. Monitor performance and report to management. If a Human Rights violation is identified, appropriate corrective and remedial actions will be taken.

Review of Key Human Rights Issues

In 2023, the Company began studying the process and methodology for comprehensive Human Rights Risk Assessment, using a checklist and monitoring approach for Human Rights Risks relevant to its business, in line with the Human Rights Impact Assessment process under Human Rights Due Diligence (HRDD).

The Company is committed to conducting Human Rights Risk Assessments covering employees, communities and the environment, supply chain management, and customers.

2024 Targets

- Develop a Human Rights Policy.

- Raise comprehensive Human Rights awareness among relevant functions and related parties.
- Conduct Human Rights Impact Assessment across all stages of business operations that may affect Human Rights, covering both internal and external aspects.

2025 Targets

- Conduct a Human Rights Assessment and develop Key Risk Indicators to monitor high-risk issues.

2026 Targets

- Monitor key Human Rights risk issues identified from the 2025 assessment.
- Develop indicators to monitor key issues, such as safety, labour, and complaints.
- Communicate Human Rights practices to employees, business partners, and relevant parties.

2027 Targets

- Review the monitoring results of Human Rights risk indicators.
- Improve preventive and mitigation measures for issues that require continued monitoring.
- Report monitoring results to the Risk Management Working Committee or relevant management.

2028 Targets

- Review the Human Rights Assessment in line with the review cycle of at least every three years.
- Reassess Human Rights risks covering employees, communities, the supply chain, and customers.
- Disclose the assessment results, key risk issues, and implemented measures in the annual report or on the Company's website.

Collective Bargaining

The Company provides opportunities for communication between management and employees for the negotiation of employee benefits through the Welfare Committee.

Two-way meetings are held at least quarterly at all Company branches in Thailand to clarify, negotiate, and present welfare-related information.



Complaint and Whistleblowing Measures

The Company provides communication channels for complainants to report complaints or whistleblowing cases related to illegal acts, non-compliance with the Code of Conduct, or non-compliance with the Company's corporate governance policies. Whistleblowers will be treated and protected fairly.

Monitoring and Reporting

The Company monitors and reports performance at Risk Management Working Committee meetings, held twice a year, using Key Risk Indicators to monitor high-risk issues.