



CP ALL Public Company Limited

Human Rights and Labour Practices Policy Announcement

Doc. No. HRGC 1521/2020

1) Principle

CP ALL Public Company Limited and all subsidiaries under the Charoen Pokphand Group's retail and distribution business is aware of all human born with rights, dignity, and equal. Hence, the company strives treating all employees equally and non-discrimination practice, aiming for effective performance. Apart from respecting fundamental human rights, the company is enhancing labour practices aligned with international standards.

CP ALL Public Company Limited and all subsidiaries strive to improve human rights and labour practices performance including employee, customer, and business partner, as well as all stakeholders through entire supply chain aligned with the United Nations Universal Declaration of Human Rights (UNDHR) and the United Nations Guiding Principles on Business and Human Rights (UNGPs) and Declaration on Fundamental Principles and Rights at work encompassed in the International Labour Organization (ILO) and local labour laws of every countries where CP ALL Public Company Limited and all subsidiaries operate.

2) Scope

The policy is applied to CP ALL Public Company Limited and subsidiaries under the Charoen Pokphand Group's retail and distribution business. The Company is committed to working with and encouraging our suppliers and business partners throughout the value chain to uphold the principles in this policy and to apply similar values within their operations and support stakeholders engagement. The previous announcement and regulation has been annulled.

3) Roles and Responsibilities

3.1) Board of Directors

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Ensure the policy and guideline preventing violations of Human Rights in all business activities of CP ALL Plc. and all subsidiaries, including its business value chains and joint ventures.

3.2) Management

3.2.1) Ensure procedures are in place and appropriated with context of each company and aligned with policy, regulation, domestic laws where the Company operates

3.2.2) Ensure there is an organizational structure and responsibility in place, such as human rights unit, responsible persons to be representatives of management, implementing human rights performance

3.2.3) Oversee the implementation and compliance with the policy, guidelines, regulations, and procedures, suggest further development guidelines, as well as ensure reporting company performance.

3.3) Human Rights units or responsible person

3.3.1) Communicate concepts and objectives, build up knowledge and understanding for employees, in addition to stakeholders throughout the supply chains

3.3.2) Complete the Human Rights Due Diligence process, which consists of the following:

- 1) Incorporate duties and responsibilities to respect human rights and labor practices in the Company.
- 2) Review stakeholder groups and management opinions for guidance on how to create a participatory process that involves affected groups and other stakeholders.
- 3) Complete Human Rights Risk & Impact Assessment by gathering and assessing issues from stakeholders.
- 4) Implement appropriated remediation procedures to reduce the impacts, while setting preventive measures and solutions to reduce internal and external risks.





5) Track and monitor the effectiveness of preventive and mitigation measures.

6) Communicate performance reports for affected persons, as well as the public on human rights impacts and remediation procedures, while also disclosing the approaches made to address human rights violations.

7) Commit to stakeholder engagement with all sectors through open dialogue with affected groups, human rights experts and civil society organizations.

8) Ensure that there are whistleblowing and grievance mechanisms in place for persons affected by human rights and labor practices violations.

3.3.3) Monitor and consolidate human rights impact assessment and labour practices report

3.3.4) Report the compliance of human rights and labor practices to the sustainability sub-committee at least once annually.

3.4) Employee

Understand and comply with Policy and Guidelines, as well as to file a report if any actual or potential violations to Human Rights and Labor Practices are discovered.

4) Guidelines

To promote respect for human rights and labour practices throughout the organization as well as to build confidence that all employees and stakeholders are entitled to fair treatment, protection and respect for fundamental rights equally and fairly, the Company commits to the following practices;

4.1) Strictly comply with the principles of Company Code of Conduct as well as local and international laws related to human rights and labour practices

4.2) Regularly monitor and assess risks and impacts on human rights as well as providing appropriate risk management guidelines or control measures, of which all business units are in charge to ensure that risk management is fully implemented in their area(s) of responsibility





4.3) Foster proactive two-way communication amongst employees to promote greater awareness, knowledge and understanding of their role in respecting human rights, introducing grievance mechanisms for employees and stakeholders to raise concerns, make complaints or identify adverse human rights impacts in case of human rights violations

4.4) Establish procedures for investigating allegations of human rights abuses and violations upon receiving grievance reports from employees and/or stakeholders, as well as report to top management to pursue effective solutions to mitigate any adverse human rights impacts

4.5) Communicate and disseminate policy and guiding principles to Business Partners to serve as guidelines for preventing involvement in human rights violations

4.6) Promote ethical business conduct amongst Business Partners to build a culture of reciprocal respect, and social responsibility. The Company shall provide capacity-building program through various activities, aiming for enhancing competitiveness and sustainability performance of both the Company and suppliers. Examples of activity, knowledge sharing session on preparing business negotiation with external party for entrepreneur, ethical meeting and sustainable business practices for business partner as well as training on suppliers' sustainable self-assessment.

This policy implementation is consistent with the intent of the Company based on the core philosophy “3-Benefit to Sustainability (for the Country, People, and Company)” that employees are treated with fairness, dignity, respect and equal opportunity along with ensuring community and social responsibility on the basis of safety and good quality of life. This includes encouraging Business Partners to grow responsibly together and respect the fundamental human rights of all stakeholders equally in accordance with the international practice for corporate social responsibility towards sustainable growth.

Effective from 16 June 2020 onwards

Announced on 11 June 2020

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