


Respecting Human Rights, Committed to International Principles, Creating Peace


KEY PERFORMANCE IN 2019

 **100%** of business activities have undergone risk assessments


 **100%** of all activities assessed to have risks have mitigation measures

 **100%** of all Tier 1 Suppliers have undergone risk assessments

 **100%** of all Tier 1 Suppliers assessed to have risks have mitigation measures


 Awarded for being an outstanding organization that supports the work of people with disabilities


Supporting the SDGs

5 GENDER EQUALITY

SDG5 Gender Equality
 5.1 Eliminate all forms of discrimination against women and girls

8 DECENT WORK AND ECONOMIC GROWTH

SDG8 Decent Work and Economic Growth
 8.5 Promote employment and equal pay for work of equal value
 8.8 Protect labor rights and promote safe and secure working environments

10 REDUCED INEQUALITIES

SDG10 Reduce Inequality
 10.3 Ensure equal opportunity and promote anti-discrimination legislation and policies

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

SDG16 Promote Peaceful Societies and Justice
 16.3 Support regulations and laws to ensure equal access to justice for all



2020 GOAL



100% of all business activities and in all operating locations has performed Human Rights Due Diligence (HRDD) based on the UNGPBHR Standards

PERFORMANCE AGAINST GOAL

Percentage of Business Activities and Operating Locations that have Undergone Human Rights Due Diligence (HRDD) Based on the UNGPBHR Standards



Risks & Opportunities

The global communities’ expectations on responsible business operations, anchored on international human rights frameworks, have been an increasingly important issue in recent times. This is especially so when the Company’s business direction tilts towards expansion into various geographies—both within and outside the country. These local contexts present a diversity of legal practices and stakeholder groups, creating an operational challenge in protecting the human rights of all concerned parties. Equally important are the changing global contexts that present new concerns and forms of human rights violations, such as violations privacy rights violations of personal information, restrictions in the freedom of expression and communication, among others. These trends require the Company to adapt and place importance on examining its own business operations to prevent the human rights violations of concern groups throughout its business chain.

Nevertheless, these challenges can be viewed as opportunities for the Company to prepare for other pressures from public and private agencies. These may include expectations on the human rights work plan and responsibilities as a member country of the United Nations. In 2017, the Company committed to be being a driving force behind the Thai government’s national human rights agenda—which was drafted into the 4th national human rights plan and the national action plan on business and human rights. The Company’s adaptation and preparation reduce the risks that its performance will fall short of the expectations demanded by such trends—which may be codified as legal requirements in the future.

PROGRESS IN 2019



Conduct of Human Rights Impact Assessments among 7-Eleven customer groups



Review of business activities with risks and impact mitigation measures



Defined maternity leave benefits for female employees as 120 days

HUMAN RIGHTS DASHBOARD

Risk Assessments Business Activities

100%
of all operating locations and business activities have undergone risk assessments

84.6%
of all business activities in the Company’s value chain have been assessed to have Human Rights risks

100%
of the Company’s operating locations and business activities have impact mitigation measures

Risk Assessments Tier 1 Suppliers

100%
of Tier 1 Suppliers have undergone risk assessments

0.32%
of Tier 1 Suppliers have been assessed to have Human Rights risks

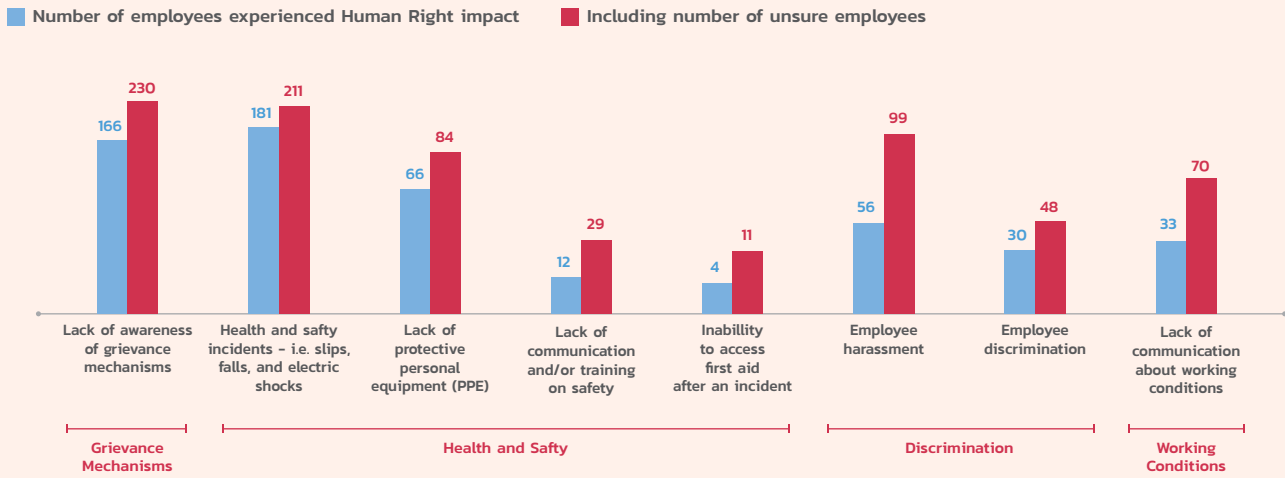
100%
of Tier 1 Suppliers have mitigation measures

Grievance

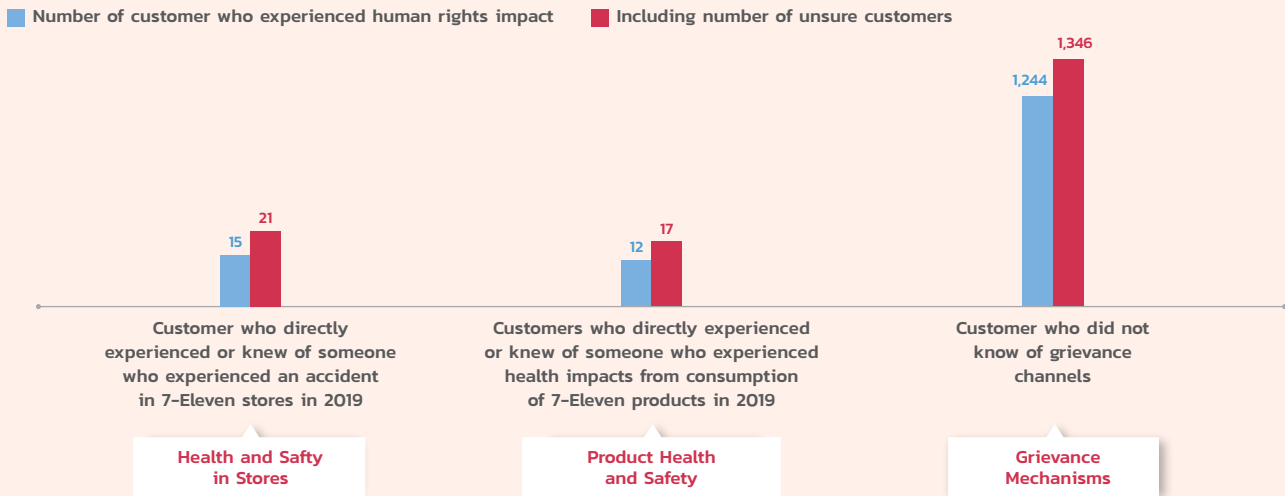


0 cases
of Human Rights violations

Human Rights Impact Assessment of Employee Groups (N = 1,134 employees)



Human Rights Impact Assessment of Customer Groups (N = 1,800 customers)

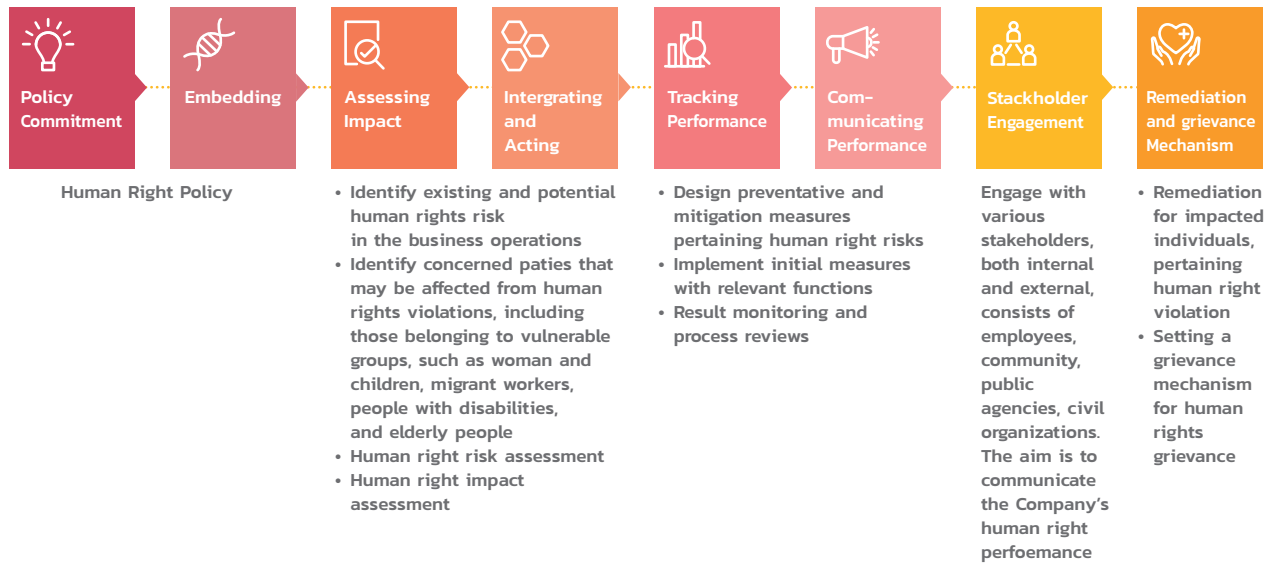


Management Approach

CP ALL Plc. and its Subsidiaries (“the Company”) is determined to respect human rights and maintain its performance standards of the Company’s human rights policy in order to prevent human rights violations of its employees, business partners, contractors, customers, and local communities from its business operations throughout the supply chain. The Company has not only enforced its human rights policy formally since 2017,

it has also determined implementing guidelines that are in line with provisions in Thai law, relevant foreign laws in countries wherein the Company operates, and the UN Guiding Principles on Business and Human Rights (UNGPs). The Company also uses Human Rights Due Diligence as Human Rights management framework, which is outlined in the UNGP and consists of the following 8 steps.

Human Right Due Dilligence Process



Human Rights Risk Assessment (HRRA)

The Company has continuously conducted Human Rights Assessments (HRRA) since 2017, with coverage of all 8 business units or 100% of its operating locations and 100% of all business units’ activities, including its value chain which is composed of 4 main activities

In 2019, the Company reviewed its risk assessment results—incorporating 2017-2018 results. It discovered that all human rights issues related to labor rights of employees, suppliers, contractors; community and environmental rights, and customer rights are Salient Human Rights Issues with high “Residual Risk” level in the activities of some of the Company’s main business units. All business units with high risks of salient human rights issues have implemented risk controls on all issues, with 100% coverage.



Salient Human Rights Issues in 2017-2018 and Examples of Current Risk Controls

1	2	3	4
<p>Suppliers' Labor Practices, Safety, and Wellbeing</p> <p>Development and communication a Supply Code of Conduct</p> <p>Conduct of supplier trainings on Sustainable Development</p> <p>Requiring all new suppliers to conduct sustainability self-assessment, and improved their performance based on risk issues</p> <p>Improvement of the Supplier ESG Self-Assessment Form</p> <p>Conduct of Site Visit Audits among supplier groups classified with high risk</p>	<p>Water Management of Suppliers Producing the Company's Finished Products</p> <p>Conduct of water risk assessments with Critical Tier 1 Suppliers</p> <p>Monitoring of water source management plan concluded medium to high risks. If risks are found in water source management plan of beverage supplier groups, site visit audits will be conducted.</p>	<p>Health and Safety of Production and Transportation Business Units</p> <p>Policy on occupational health and safety</p> <p>Occupational health and safety standards</p> <p>Training on Behavior-based Safety by invited Chevron expert on safety coaching</p> <p>Guidelines on Safety Switch, Guard, Limit switch machinery inspection before and after operation by onsite employees</p> <p>Safety Patrol Inspections</p> <p>Conduct of Job Safety Analysis</p> <p>Requiring rest and reporting by drivers every 4 and 8 hours</p> <p>Vehicle speed monitoring per legal limits for long-haul driving to reduce driver fatigue and sleeping at the wheel</p> <p>Driving training provided to employees and suppliers, including conducting workshops wherein law enforcement officials test drivers' blood alcohol levels</p>	<p>Health and Safety of 7-Eleven Customers</p> <p>Posting communication material on potential accidents increase customers' alertness</p> <p>Conduct of monthly standard inspections</p> <p>Monitoring every 4 hours to ensure that entrance and exists are free of any obstruction and that they are clean</p> <p>Placement of cloth mat at the entrance, allowing customers to dry their shoes before entering and preventing accidents</p> <p>Conduct of monthly safety inspections in all locations</p> <p>Quarterly review of safety measures by a senior committee and management team</p> <p>Monthly verification of practices against safety standards set up by QSSI agency</p> <p>Show Guideline Daily Amount (GDA) information on food and bakery products with CPRAM</p> <p>Selection of safe food products for consumers through projects such as "Meal for Care", "Product Development from Trans Fat-free Raw Materials", and "Healthy Fresh Food"</p>

5

Health and Safety of Employees in the Wholesale Business Unit and of 7-Eleven

Provision of Personal Protective Equipment (PPE) and labor-reducing equipment to all employees

Training and assessment of forklift operators, resulting in 20% reduction in accidents

Continuation of Safety Culture project, creating internal trainers to increase organizational awareness

Conduct of Occupational health and safety assessments and risk management

Investigation process of work-related incidents with safety risks

6

Water management of 7-Eleven

Water risk assessments around operating vicinities

Environmental impact assessment before construction

Monthly monitoring of performance (e.g. grease traps)

7

Health and Safety of Customers from Use and Products of Online Distribution Business Unit

Customer grievance mechanism

Direct communication with customer to immediately resolve problems upon receipt

Immediate coordination with suppliers for product quality assessment

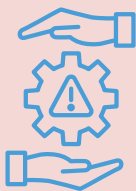
Emergency product replacement and immediate product recall and reimbursements within 24 hours

8

Community Safety from Student Commotion and Conflict

“White School” initiative to eliminate drug and substances use

Conduct of CSR projects to survey community recommendations on student behaviors and build strong relationships with nearby communities



In addition, the Company has conducted sustainability risk assessments in 2019 with 100% cover of its 6,942 Tier 1 Suppliers. The assessments also included human rights risks, such as worker treatment, forced labor and human trafficking, and environmental impact of suppliers’ activities, among others. For more information, see chapter on Cascading Responsibilities Throughout the Value Chains.



100%
of the Company’s suppliers have undergone assessments, with coverage of those of CP All and Subsidiaries



0.32%
of the Company’s suppliers have been assessed to have human rights risks



100%
of the Company’s suppliers assessed to have human rights risks have impact mitigation and remediation plans

Human Rights Impact Assessment (HRIA)

In 2019, the Company conducted Human Rights Impact Assessments (HRIA) in order to study the impact level of residual risks of salient human rights issues by gathering information through surveys and interviews with rights holders. In the first year of the assessment, the Company classified two groups of rights holders: employees and customers of 7-Eleven, as they are at risk of human rights impact from the Company's main business activities. Information was gathered from over 2,900 people in Bangkok and other provinces. Additional details and assessment results can be found on the Company website.

The 1st progress report meeting on the protecting and remediating human rights risks, conducted on 13 May 2019



The 2nd progress report meeting on the protecting and remediating human rights risks, conducted on 13 September 2019

The Company is continuously committed to its human rights management by monitoring and reviewing its human rights performance with relevant units of all main business units every quarter. This also includes creating awareness on human rights with employees through sustainability trainings—which incorporate issues on human rights and labor rights—and human rights risks assessments workshops. From interviews conducted with workshop participants and those who took part in human rights activities, employees and management staff had low awareness and understanding of various principles and their own rights **before** joining the workshop. **After** their participation, however, their awareness and understanding increased—particularly on their basic rights entitlements, including the right to equality, gender equality, education, speech, non-discrimination, and labor rights, among others. In addition, they also learned internal principles and guidelines, helping them to identify ways to prevent rights violations, identify guidelines, put in place measures to prevent human rights violations, and incorporate these guidelines into work for which they are responsible—increasing the importance of human rights. In 2019, the Company initiated a plan to conduct dedicated human rights trainings to enable employees to better understand their own rights and those of others who are connected to their operations. This awareness serves as a preventive measure against the occurrence of human rights violations in the Company's operations. The Company has collaborated with the Rights and Liberties Department of the Ministry of Justice in conducting 2 batches of human rights training with the Company's employees, divided into 150 people per cohort. Additionally, the Company has plans to send more employees to take part in a Training of Trainers with the Rights and Liberties Protection Department to continue to expand the knowledge of employees at all levels. Following the conduct of human rights trainings in the past year, the Company has not discovered any human rights violation incident resulting from the Company's operation; the Company has not remediated anyone as a consequence. Nevertheless, the Company remains cognizant of the possibility and risk of future occurrence, and has determined remediation measures for those whose rights may be affected to reduce the impact of rights violations.