

CP ALL Public Company Limited
Human Rights and Labor Practice Policy Announcement
Doc. No. HR 1509/2022

1) Principle

This policy is part of 'Charoen Pokphand Group's Human Right and Labor Practice Policy.' 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. This includes putting efforts against all forms of harassment, sexual or not. The Company aiming for effective performance. Apart from respecting fundamental human rights, the company is enhancing labor practices aligned with international standards and strive to improve human rights and labor practices performance including employee, customer, suppliers 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 labor laws of every countries where CP ALL Public Company Limited and all subsidiaries operate. This comprises the following.

- Universal Declaration of Human Rights (UDHR) of United Nations
- UN Guiding Principles on Business and Human Rights (UNGPs)
- Ten Principles of the United Nations Global Compact
- Declaration on the Principles and Fundamental Rights at Work of International Labour Organization (ILO)
 - ILO Forced Labor Convention, No.29
 - ILO Equal Remuneration Convention, No.100
 - ILO Abolition of Forced Labor Convention, No.105
 - ILO Minimum Age Convention, No.138
 - ILO Worst Forms of Child Labor Convention, No. 182
 - ILO Promotional Framework for Occupational Safety and Health, No.187
- Tackling Discrimination against Lesbian, Gay, Bi, Trans, & Intersex People Standard of Conduct for Business (OHCHR)

2) Scope

The policy is applied to CP ALL Public Company Limited and subsidiaries under the Charoen Pokphand Group's retail and distribution business, which cascades to suppliers, vendors contractors and business partners. 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 stakeholder engagement. The previous announcement and regulation has been annulled.

3) Roles and Responsibilities

3.1) Board of Directors

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, joint ventures, mergers and acquisition.

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 and subsidiaries, with suppliers, vendors contractors and business partners, as well joint ventures, mergers and acquisition

(2) Review stakeholder groups and management options for guidance on how to create a participatory process that involves affected groups and other stakeholders

(3) Identify human right risk issues, encompassing forced labor, human trafficking, child labor, rights to and freedom of association, rights to collective bargaining, equal remuneration, sexual or any other form of harassment. Complete human right risks & impact assessment and labor practice encompassing stakeholders at risk of human

right violation. This includes employees, community/ locals, suppliers, vendors contractors, customers/ consumers, as well as relevant vulnerable group: women, children, indigenous group, migrant workers, labors hired through third- party, LGBTQI+ , those with disabilities, pregnant women and elders. This was achieved through collection and assessment of stakeholders' issues.

- (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 labor 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. Regarding individual expression of opinions, employees must protect the Company's reputation and image, by not using the names, information, assets or actions indicating them to be representatives of the Company.

4) Guidelines

To promote respect for human rights and labor practices throughout the organization as well as to build confident that all employees and stakeholder groups. This includes vulnerable groups comprising women, children, indigenous groups, migrant workers, labors hired through third-party, LGBTQI+ , those with disabilities, pregnant women and elders. All is 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 labor 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 and training for all levels of employees to promote greater awareness, knowledge and understanding of their role in respecting human rights and labor practices. This ensures prevention against violation of human rights and good labor practice, particularly issues related to discrimination, sexual harassment and other form of harassment. This provides opportunity for employees and stakeholders to raise concerns, make complaints or identify adverse human right impacts in case of human right violation.
- 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. In case there is an investigation, all employees must fully collaborate with internal and external departments. Notably, if directors or employees act in any way that violates or fails to comply with this policy, whether directly or indirectly, the directors and employees will receive disciplinary actions per work regulations. They may also be considered for termination due to them performing below set standards even upon receiving opportunities to improve, committing severe disciplinary misconduct, or other reasons beyond discrimination and harassment.
- 4.5) Develop a procedure enabling employees to make welfare-related suggestion beyond the legal requirements to employers. This includes supporting freedom of association and rights to collective bargaining through the Company's welfare committees. Reports will be made to executives for consideration as deemed appropriate. This includes supporting individual freedom of expression or political activity participation.
- 4.6) Respect rights, freedom, and opinion expression of communities, upon welcoming communities' feedback, particularly from vulnerable groups, minority groups, indigenous groups living in the community. There needs to be a community-related performance assessment which is transparent, fair, non-discriminatory, and in accordance with the laws. This includes respecting and protecting the local community's and farmers' right to lands, as well as appropriate land management that minimizes impacts to local community.
- 4.7) Cascade this policy to suppliers, contractors, and business partners, along with different management approaches to prevent complicity as part of the operations relating to human rights violation, such as monitoring raw material sources, processing steps, and logistics according to human right principles throughout the supply chain. Sourcing materials or parts from organizations or individuals with no association with wrongdoings against the laws, human rights violation, or terrorism.
- 4.8) Promote and support suppliers, vendors contractor and business partners to join in conducting business ethically and with 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 includes 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; with a stance against discrimination, harassment, and all forms of potential threats to the Company, subsidiaries, suppliers, vendors contractors, business partners, joint ventures, mergers and acquisition. The Company provides opportunity in parallel with ensuring community and social responsibility on the basis of safety and good quality of life. This includes 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 of society.

Effective from 1 June 2022 onwards

Announced on 1 June 2022



(Mr. Korsak Chaiasmisak)
Vice Chairman of the Board of Director and
Chairman of Executive Committee