

2023/24 Human Rights Risk Assessment

Summary Report

CP ALL Public Company Limited

June 2024



Sustainability is our business

© Copyright 2024 by the ERM International Group Limited and/or its affiliates ("ERM"). All rights reserved. No part of this work may be reproduced or transmitted in any form or by any means, without prior written permission of ERM.

Human rights are basic rights and liberties that all humans must receive. These may include equality, equity, and anti-discrimination whether by race, nationality, religion, gender, skin color, language, or another status. The importance of human rights has been globally recognized, especially as a key principle in conducting business. Business operations often either directly or indirectly involve humans, such as in the production process, logistic process, and service; each of which requires human labor, management, and coordination.

Hence, CP ALL has conducted a Human Rights Due Diligence (HRDD) process in its own operations, subsidiaries (i.e., direct activities, products and services), and joint ventures with management controls. The HRDD also covers the entire value chain and associated business activities. Through a systematic periodic review process, Starting in 2017, CP ALL reviewed the HRDD process every 3 years. For 2023/24 HRDD, CP ALL conducted Human Rights Risk Assessment (HRRRA) considering human rights violation cases from January 2021 – March 2024.

Overview of Human Rights Due Diligence Process

Public disclosure



Workshop Objectives

To Identify, prevent, and mitigate adverse human rights risks/impacts that might occur from CPALL's business activities throughout value chain.

To identify and assess how CPALL addresses those risks/impacts and **remediate** the affected Rights Holders.

Identify Associated Activities throughout Value Chain

Public disclosure



Sourcing raw materials, products, and services

Procure and insure quality of raw materials, products and services; conduct ESG risk assessment of suppliers, promote and develop competitive edge



Production, research and products development

Product and develop products to be of standard, safe and with good nutrition value; produced with an environmentally friendly process



Logistic and Distribution

Receive, store, deliver and distribute products to retain freshness, with environmentally friendly logistics



Retail and Marketing

Assure product quality and service standard at 7-Eleven, Makro and Lotus's stores, covering both online and offline



Customer support and after sale service

Manage grievance, suggestions, recommendations for customers' personal data safekeeping and management

Scope of Assessment

Human Rights Issues

Public disclosure

The Company has a systematic and effective Human Rights Due Diligence encompassing all locations of the Company's business operations, including all activities pertinent to the Company's value chain, covering suppliers, partners, contractors, business alliance groups, joint ventures, and mergers and acquisitions. Additionally, the Company has considered human rights issues with potential risks associated with its operations.

The human rights issues identified include:



Employee Practices

- Working Condition
- Occupational Health and Safety
- Discrimination and Harassment Including Equal Remuneration
- Illegal Forms of Labors
- Freedom of Association and Right to Collective Bargaining
- Data Privacy/ Cybersecurity



Supplier and Contractor Practices

- Working Condition
- Occupational Health and Safety
- Discrimination and Harassment
- Illegal Forms of Labors
- Data Privacy/ Cybersecurity
- Unfair Vendor Treatment in Procurement Process



Community Practices

- Health and Safety
- Standard of Living



Customer Practices

- Health and Safety of Customers (Food Safety & Well-being)
- Discrimination and Harassment
- Data Privacy/ Cybersecurity

Security Management/ Security Forces

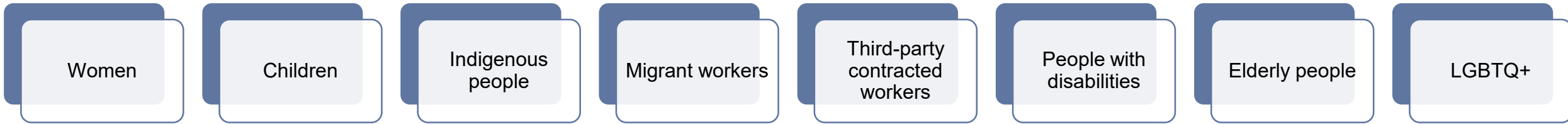
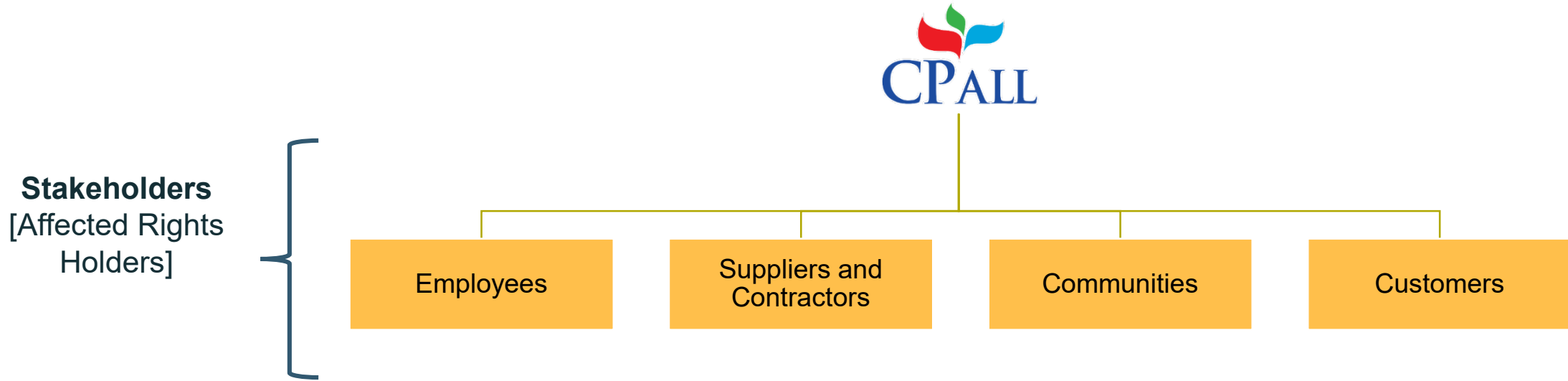
Remark: All Speedy Co., Ltd. is not included in the scope of assessment since it is a new and small business.

Scope of Assessment

Affected Rights Holders

Public disclosure

The scope of Human rights due diligence and Human rights risk assessment cover: stakeholders and affected rights holders whose rights may be at risk of violation from CP ALL business activities, including:



These stakeholder groups were identified through engagement with relevant stakeholder groups so that the Company can have the confidence that business operations will not violate human rights.

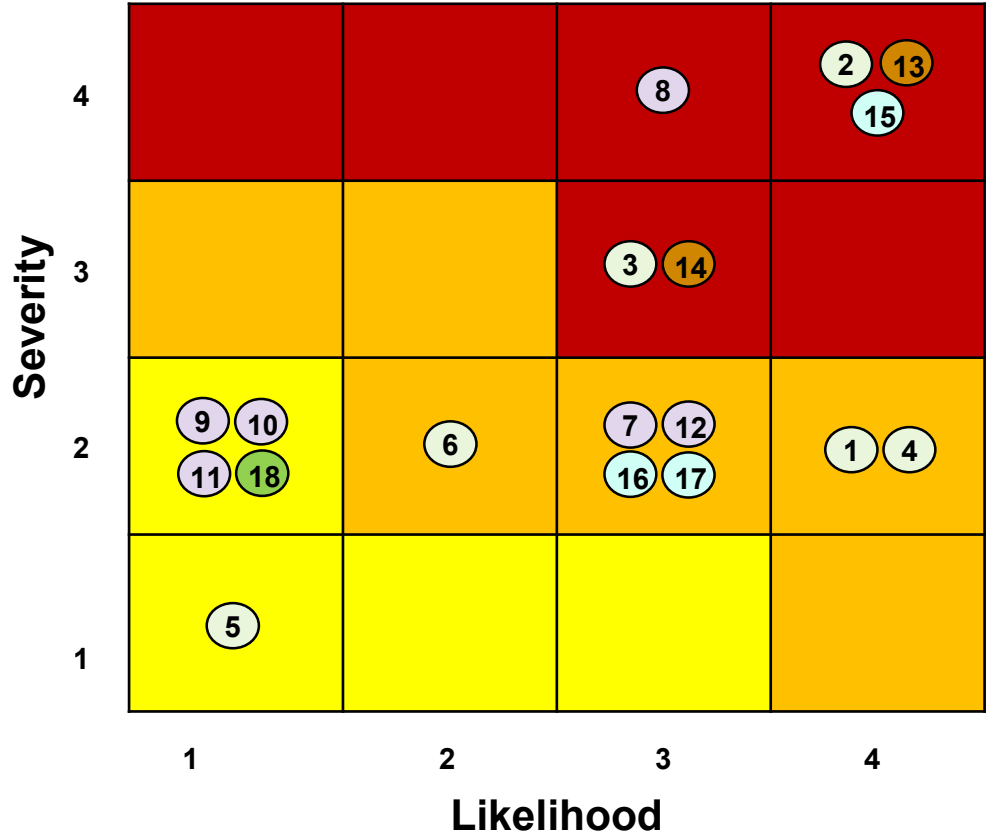
Results of 2023/24 Human Rights Risk Assessment



2023/24 Human Rights Risk Assessment

Public disclosure

CP ALL Group (Own Operations)



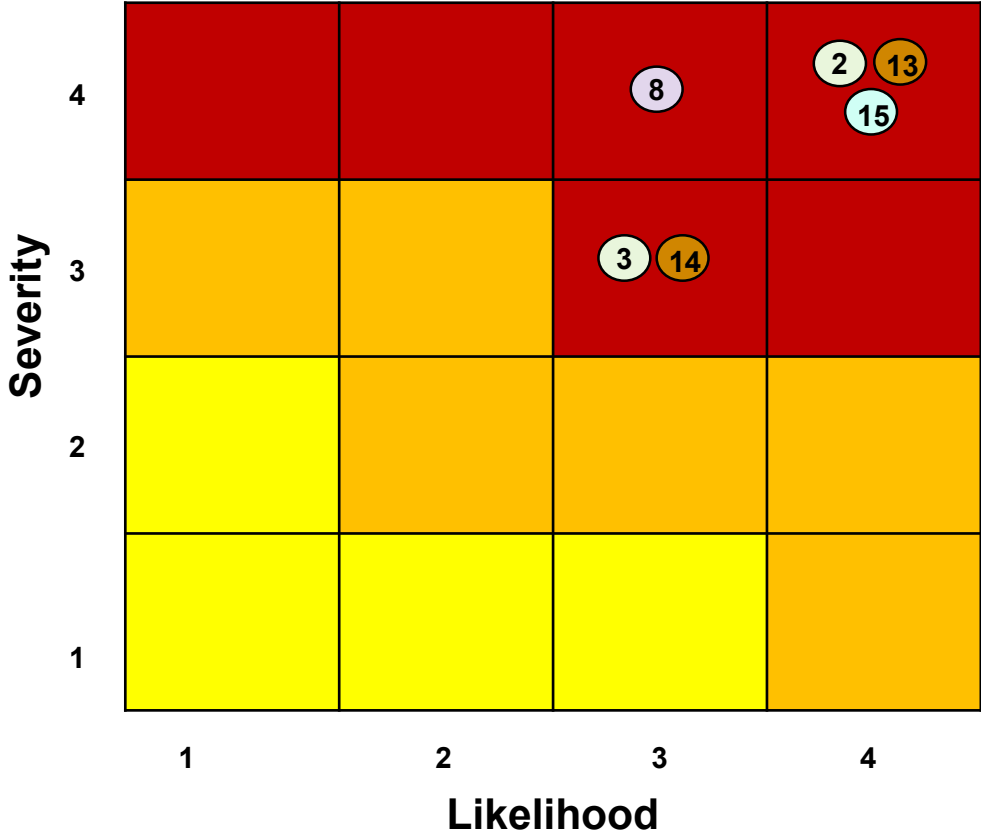
#	Human Rights Issues
Employee Practices	
1	Working Condition
2	Occupational Health and Safety
3	Discrimination and Harassment Including Equal Remuneration
4	Illegal Forms of Labors
5	Freedom of Association and Right to Collective Bargaining
6	Data Privacy/ Cybersecurity
Supplier and Contractor Practices	
7	Working Condition
8	Occupational Health and Safety
9	Discrimination and Harassment
10	Illegal Forms of Labors
11	Data Privacy/ Cybersecurity
12	Unfair Vendor Treatment in Procurement Process
Community Practices	
13	Health and Safety
14	Standard of Living
Customer Practices	
15	Health and Safety of Customers (Food Safety & Well-being)
16	Discrimination and Harassment
17	Data Privacy/ Cybersecurity
All Right Holder	
18	Security Management/ Security Forces

2023/24 Human Rights Risk Assessment

Public disclosure

CP ALL Group (Own Operations)

Salient Issues



2 Employee Occupational Health and Safety



3 Employee Discrimination and Harassment Including Equal Remuneration



8 Supplier Occupational Health and Safety



13 Community Health and Safety



14 Community Standard of Living



15 Customer Health and Safety (Food Safety & Well-being)

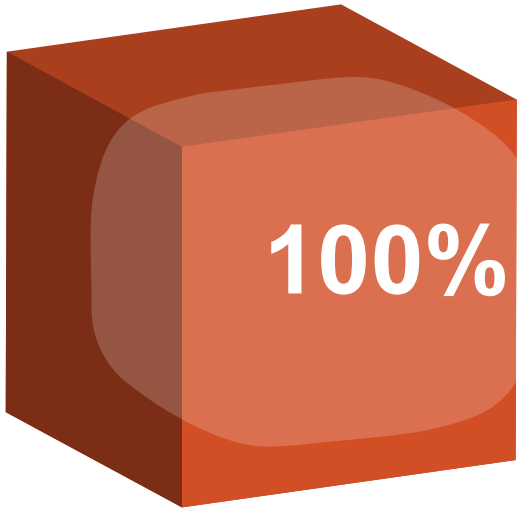


2023/24 Human Rights Risk Assessment

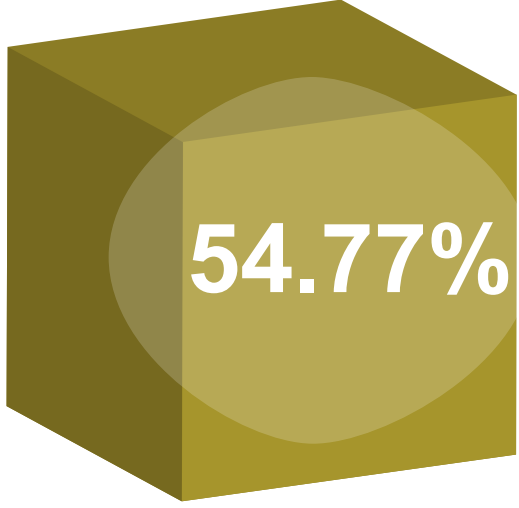
Public disclosure

Own operations

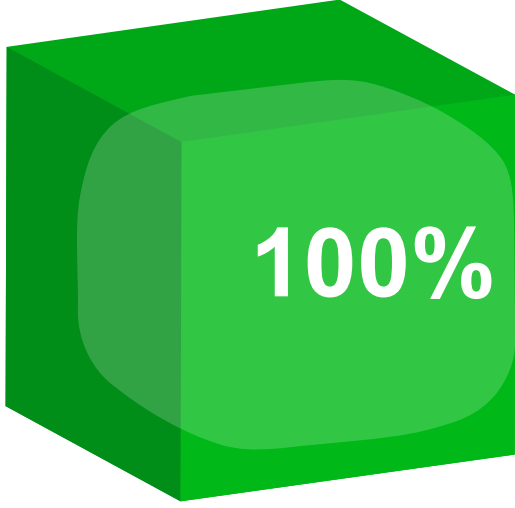
Full-time equivalent (FTE) as reporting basis



100% of FTE were assessed on human rights risk and impact.



54.77% of FTE have high human rights risks or salient issues*.



100% of FTE (i.e., 54.77% of FTE identified with human rights risks) have mitigation measures and remediation process implemented.

* Human rights issues identified at high risk are employee occupational health and safety, employee discrimination and harassment including equal remuneration, supplier occupational health and safety, community health and safety, community standard of living, and customer health and safety (food safety & well-being) in 7-Eleven, CPALL's distribution center, 24Shopping, and CPRAM business.

Remark: Full-time equivalent (FTE) is considered from 173,637.29 CPALL's employees in total (as of 31 December 2023)

2023/24 Human Rights Risk Assessment

Public disclosure

Own operations

Employee Occupational Health and Safety

Business Unit:

- 7-Eleven
- CPRAM



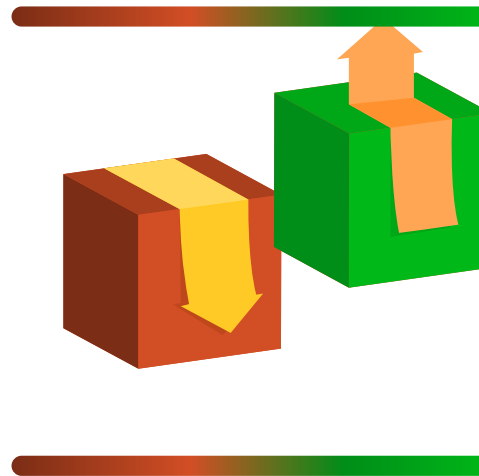
Actual/Potential Risk:

Accidents during working, including

- Road accidents during deliveries
 - Machine operation accidents
 - Rack crashes
 - Minor accidents (e.g., knife cuts, bruises)
- Improper vehicles for riders

Relevant human rights based on the international principles:

- Right to life
- Right to access to effective remedies
- Right to enjoy just and favorable conditions of work (including rest and leisure)
- Right to adequate standard of living
- Right to health



Preventive and Mitigation Measures

- Corporate policies (e.g., Human rights and labor practices policy, safety health and working environment policy, SHE management audit policy)
- C.P. Group life saving rules and SHE standard
- OHS system development plan 2023
- Occupational health and safety training
- Providing PPE and tools with monthly PPE checks
- Whistleblowing channel
- Standard operating procedures
- Machine maintenance
- Employee's physical and mental health check

7-Eleven's Preventive and Mitigation Measures

- Safety policy for vehicles
- Safety trainings (e.g., road safety training, driving skill training)
- Setting qualifications and insurance
- Weekly safety tips communication and knowledge checks
- Accident reporting and investigation (24-hour call center system)
- Audit by managers or related functions
- Trade areas adjustment for safety and convenience*
- Pre-work meetings including case studies from accidents*
- Driving safety program for 7-Eleven employees
- Safety standard for 7-Delivery
- Inspection of employees, vehicles, and delivery equipment
- Driving safety clinic for riders who do not comply with traffic regulations
- Emphasizing safe driving and speeding practices*
- Setting limits of trips and driving distances*
- Collaboration with Bangkok Metropolitan Administration to monitor illegal riders, issue warnings for any violations to prevent accidents*

CPRAM's Preventive and Mitigation Measures

- Safety dojo training for production line employees
- Safety kaizen and safety innovation
- Procedures and trainings for lifting and moving*
- Inspecting the condition of trolleys and racks*
- Daily inspection of employees' work practices*

*Additional mitigation measures

Own operations

Employee Discrimination and Harassment Including Equal Remuneration

Business Unit:

- 7-Eleven

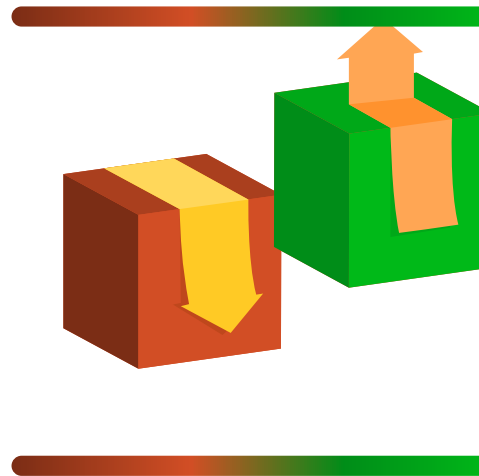


Actual/Potential Risk:

- Sexual harassment
- Bullying

Relevant human rights based on the international principles:

- Right to liberty and security
- Right not to be subjected to torture, cruel, inhuman and/or degrading treatment or punishment
- Right to equality before the law, equal protection of the law, non-discrimination
- Right to access to effective remedies



Preventive and Mitigation Measures

- Corporate policies (e.g., Corporate governance policy, human rights and labor practices policy, diversity and inclusion policy, discrimination and harassment policy)
- Business ethics and code of conduct
- Diversity, equity and inclusion seminar
- Guidelines for appropriate practices for a harmonious work environment
- Public relations/advertising media (“Gigi wants to say”) about various practices
- Communication and encouraging guidelines for appropriate practices for a harmonious work environment
- Communication channel via whistleblowing channels, surveys after store connect activities
- Penalty according to labor laws

Own operations

Supplier Occupational Health and Safety

Business Unit:

- CPALL's distribution center

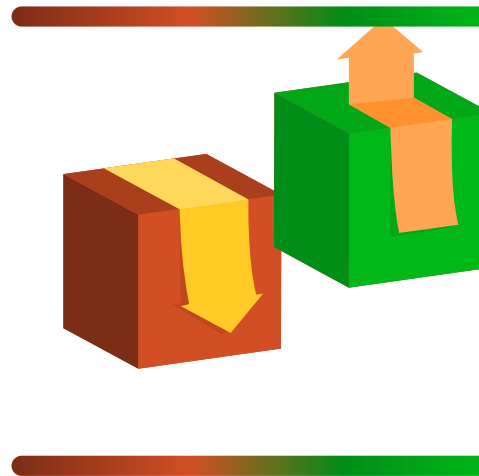


Actual/Potential Risk:

- Road accidents of logistics workers

Relevant human rights based on the international principles:

- Right to life
- Right to access to effective remedies
- Right to enjoy just and favorable conditions of work (including rest and leisure)
- Right to adequate standard of living
- Right to health



Preventive and Mitigation Measures

- Corporate policies (e.g., Human rights and labor practices policy, safety health and working environment policy)
- Supplier code of conduct and guideline
- C.P. Group life saving rules
- OHS system development plan 2023
- Safety management in logistics program
- Contractor's capability development program
- In-depth technical support programs to build capacity health & safety management topic for transportation contractors
- Communication channel via supplier relation center
- Whistleblowing channel
- ESG risk assessment including human rights topic with all suppliers
- Sustainability development guideline and training
- Risk audit at sites of critical suppliers with high risk according to CPALL sustainable development plan: responsible supply chain
- Safety procedures
- Speed monitoring in community or public area
- Speed penalty
- Working hour control
- Recognition for suppliers who strictly follow safety procedures

Own operations

Community Health and Safety

Business Unit:

- 7-Eleven

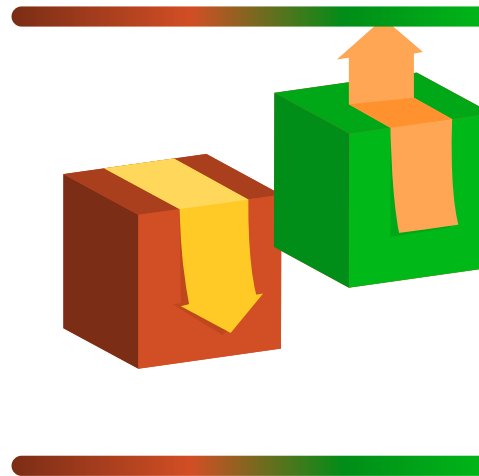


Actual/Potential Risk:

- Road accidents during deliveries
- Fire in 7-Eleven store area

Relevant human rights based on the international principles:

- Right to life
- Right to access to effective remedies
- Right to adequate standard of living
- Right to health



Preventive Mitigation Measures

- Corporate policies (e.g., Human rights and labor practices policy, safety health and working environment policy)
- Business ethics and code of conduct
- Communication channel via CPALL call center, website, social media, 7-Eleven stores
- Whistleblowing channel
- Emphasizing safe driving procedures and traffic regulations (e.g., speed limits, wearing helmet)*
- Theoretical and practical safe driving training for riders
- Employee and vehicle inspection as well as rider's personal document*
- Tools for securing cell phones to motorcycles*

*Additional mitigation measures

Own operations

Community Standard of Living

Business Unit:

- 24Shopping

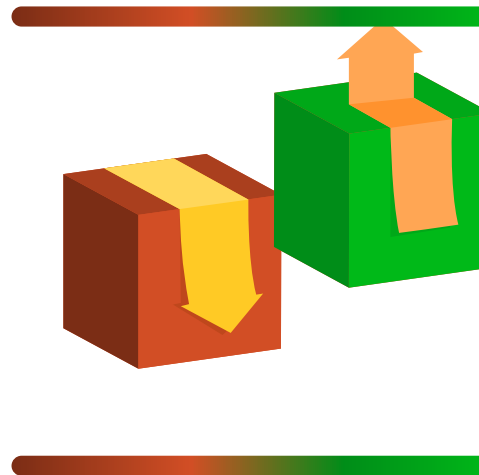


Actual/Potential Risk:

- Air pollution from exhaust fumes of logistics trucks
- Traffic inconvenience from parking at the bus stop
- Inconvenience and road accident risks from vehicle light modification

Relevant human rights based on the international principles:

- Right to life
- Right to access to effective remedies
- Right to adequate standard of living
- Right to health



Preventive Mitigation Measures

- Corporate policies (e.g., Corporate governance policy, human rights and labor practices policy)
- Business ethics and code of conduct
- Communication channel via CPALL call center, website, social media
- Whistleblowing channel
- Warning on the procedures according to regulations*
- Communication about parking areas and work procedures*
- Encouraging a sense of social responsibility for logistics workers*

*Additional mitigation measures

Own operations

Customer Health and Safety (Food Safety & Well-being)

Business Unit:

- 7-Eleven

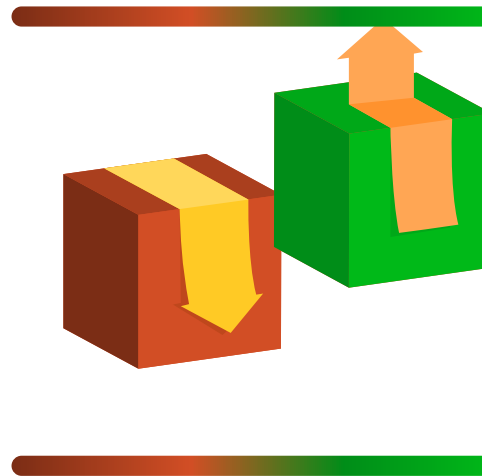


Actual/Potential Risk:

- Food allergies
- Product contamination (Pathogenic microorganism, foreign objects)
- Expired food products

Relevant human rights based on the international principles:

- Right to life
- Right to access to effective remedies
- Right to health



Preventive and Mitigation Measures

- Corporate policies (e.g., CP All policy, corporate governance policy)
- CP All management of product quality and safety throughout the supply chain
- Communication channel via CPALL call center, website, social media, and 7-Eleven stores
- 24-hour whistleblowing channel
- Product quality investigation by QA team with recall procedures
- Quality assurance system for products selling in 7-Eleven throughout the supply chain (producers, distribution centers, and stores)
- Expired product management for stores
- Store management audit by QSSI team
- Random inspection and product recall system
- Compensation for customers
- Coordinating with suppliers to remediate affected customers

Remediation & Grievance Mechanisms

Communication Channel



Proactive Communication and Awareness-Building on Human rights

The Company has proactively raised awareness on human rights among employees and its store business partners through multi-channel communication, including through email, the CP ALL Connect Pop-Up Systems, on computer screens of back-store control system at 7-Eleven and Bellinee's Stores, and through the SBPMALL system, among others.

Whistleblowing Channels



Telephone Numbers
02 826 7744

Receiver:
Call Service



Telephone Numbers
02 071 2770 / FAX Numbers 02 071 8623

Receiver:
Internal Audit Division



Postal Address
Internal Audit Division (Whistleblowing), CP ALL Plc.
119, 16th floor, Thara Sathorn Bldg., Sathorn 5,
South Sathorn Rd, Maha Mek, Sathorn, Bangkok 10120

Receiver:
Internal Audit Division



Email
AuditCommittee@cpall.co.th
CGcommittee @cpall.co.th
BOD@cpall.co.th

Receiver:
1. Audit Committee
2. Sustainability and Corporate Governance Committee
3. Board of Directors



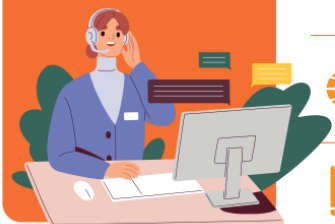
Company's Online
www.cpall.co.th/whistleblowing
www.facebook.com/CPALL7 (Inbox)

Receiver:
• Internal Audit Division
• Corporate Communications Management Division



Application for Employees
CP ALL Connect>More>Portal>whistleblowing

Receiver:
Internal Audit Division



Public disclosure

Human Rights Issues Reporting Case

Grievances on Human Rights Violations



0 case

Human Rights
Violations



0 case

Discrimination



0 case

Harassment or
Sexual Assault



0 case

Violations of
Indigenous Rights

Mitigation measures and corrective actions

CP ALL Public Company Limited guarantees that appropriate corrective action will be taken. In cases of human rights violations, monitoring, inspection, planning preventive measures, mitigation, and continuous reporting are conducted. Additionally, compensation and remediation are considered and provided in various forms to ensure that affected rights-holders receive appropriate reparation. These actions aim to alleviate the impact of human rights violations, providing affected individuals with suitable or improved conditions. Examples of actions in place are apologizing, restitution, rehabilitation, compensation in the form of monetary or non-monetary measures, punishment, and prevention of harm, such as a prohibition order or a guarantee of no recurrence

Reference: [CPALL Human Rights](#)
[CP ALL Sustainability Report 2023](#)



Thank you



Sustainability is our business