Human Rights Management Manual

Management Approach

The Company places the highest priority on respecting human rights across all dimensions of our business operations. We adhere to international principles, including the Universal Declaration of Human Rights (UDHR) and relevant international human rights standards, to foster a sustainable corporate culture that respects and promotes human rights.

Our approach covers key issues, including:
- Anti-human trafficking, forced labor, and child labor.
- Anti-discrimination and the promotion of diversity and inclusion.
- Freedom of association and collective bargaining.
- Fair compensation and appropriate working conditions.
- Labor health and safety.

The Company operates under a comprehensive human rights management framework that encompasses all stakeholder groups, including employees, contractors, partners, suppliers, customers, and communities, to promote social responsibility and drive the organization toward long-term sustainability.

Human Rights Management Framework
The company's human rights management is based on a structured framework.

1. **Commitment and Declaration:** The company has a clear Human Rights Policy that is communicated to internal personnel and stakeholders throughout the supply chain to continuously raise awareness and participation.
2. **Human Rights Risk and Impact Assessment:** The company conducts comprehensive Human Rights Due Diligence (HRDD) covering the organization's business operations, related activities, supply chains, investments, and business relationships.
3. **Integration of Human Rights Operational:** Human rights management practices are systematically integrated into the company's sustainability management process.
4. **Monitoring and Auditing:** The company sets timelines for monitoring, auditing, and evaluating performance to ensure that processes are effective and can appropriately prevent risks.
5. **Performance Reporting:** The company sets concrete human rights goals, measures their effectiveness, and transparently discloses performance to stakeholders to build trust and long-term engagement.

The Company operates in accordance with the Human Rights Management Framework, with details as follows:
1.   Human Rights Commitment and Declaration
The Company recognizes the profound importance of human rights to organizational sustainability. We have established respect for human rights as a fundamental practice, adhering to principles prescribed by law and international standards, such as the Universal Declaration of Human Rights (UDHR) and the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work.

The Company explicitly demonstrates its commitment to conducting business with respect for human rights through our Human Rights Policy, signed by the Chairman of the Board. This signifies our unwavering dedication to preventing, controlling, and mitigating the risks of human rights violations arising from our

operations against key stakeholder groups, including employees, local communities, and business partners in full compliance with laws, international standards, treaties, and codes of conduct.

2. Human Rights Risk and Impact Assessment

Human rights risk assessments are integrated into the corporate risk management system, covering all stakeholder groups. We consider and evaluate impacts at every stage of business operations that may affect human rights, and we regularly review these processes to improve and minimize the potential for violations.

2.1 Risk Identification

Identify human rights issues related to our operations and throughout the Company's value chain, considering potential impacts. This includes identifying affected stakeholders in areas where human rights violations are likely to occur for each risk group, namely employees, contractors, communities, customers, and business partners.

2.2 Risk Prioritization

Assess risk levels by considering both "Likelihood" and "Impact" to prioritize risks and identify current operational guidelines or existing mitigation measures.

2.3 Risk Control and Mitigation

Actions taken to mitigate or reduce human rights impacts must cover the following details:

- Preventive Measures: Implementing measures to prevent human rights risks and negative impacts.

- Confidential Grievance Mechanisms: Providing confidential channels for reporting grievances and managing complaints in accordance with the guidelines established in the Whistleblowing and Stakeholder Protection Policy.

2.1 Risk Identification

The Company identifies human rights issues across all operational dimensions and throughout the **value chain**. We consider potential impacts on all stakeholder groups and identify specific risks that could lead to rights violations, categorized as follows:

Stakeholder Groups / Categories	Human Rights Risk Issues
Labor Rights	Employment conditions and terms
	Freedom of association
	Right to collective bargaining
	Unfair labor practices
	Workplace discrimination
	Sexual harassment and misconduct
	Human trafficking
	Occupational health and safety (OHS)
Community Rights	Community health and safety
	Respect for cultural heritage
	Community engagement and participation
	Standard of living and quality of life
	Minority groups and indigenous peoples
	Resettlement and migration
Security	Security management and practices
	Human rights awareness and training for security personnel
Environment	Resource management affecting stakeholders
	Climate change impacts on well-being and working conditions
Supply Chain	Discrimination against customers
	Product and service safety
	Supplier violations of the Code of Conduct
	Procurement of goods/services without human rights due diligence
Corporate Governance	Anti-corruption and bribery
	Legal compliance monitoring
	Human rights regulatory compliance

2.2 Human Rights Risk Prioritization

The human rights risk score is assessed based on two factors: Impact and Likelihood. These factors are used to calculate the risk level and identify current mitigation measures.

Human Rights Risk Assessment Criteria: Impact

| Impact Level	Severity of Impact	Scope (Number of Rights Holders Affected)	Irremediability Nature
Very High (4)	Severe impact on the physical and mental health/safety of rights holders, such as permanent disability or fatality.	Affects the entire stakeholder group (for example, the entire community, all employees, all suppliers, all customers) and/or two or more individuals from vulnerable groups.	Impossible to restore to the original state and/or requires a long-term recovery (more than 5 years).
High (3)	Significant impact on health/safety, leading to lost time or work stoppage.	Affects the majority of the stakeholder group (>50%) and/or one individual from a vulnerable group.	Requires a relatively long period to restore to the original state (3–5 years).
Medium (2)	Slight to moderate impact on health/safety, requiring medical treatment.	Affects a portion of the stakeholder group (<50%).	Requires a certain period to restore to the original state (1–3 years).
Low (1)	Minimal or no impact on health/safety; requires only first aid or basic medical consultation.	Does not impact the stakeholder group.	Requires little to no time to restore to the original state (less than 1 year).

Human Rights Risk Assessment Criteria: Likelihood

Likelihood Level	Frequency of Occurrence	Probability Percentage
Very High (4)	Occurs regularly and/or has a high chance of recurring (Daily/Weekly).	Very high probability (> 20%)
High (3)	Occurs frequently and/or has a high chance of occurring (Monthly/Quarterly).	High probability (> 10% to 20%)
Medium (2)	Occurs occasionally and/or has a low chance of occurring (Once every 1–2 years).	Low probability (> 5% to 10%)
Low (1)	Rarely occurs and/or has almost no chance of occurring (No more than once every 3–5 years).	Minimal probability (≤ 5%)

2.3 Risk Control and Mitigation

The assessment of human rights risk levels is conducted using a defined Risk Matrix. This matrix enables the organization to effectively identify and prioritize human rights issues.

The human rights risk assessment considers two primary dimensions:

- Impact: Evaluated based on the severity of the impact, the scope (number of rights holders affected), and the irremediable nature of the consequences.
- Likelihood: Evaluated based on the probability that an event affecting human rights will occur.
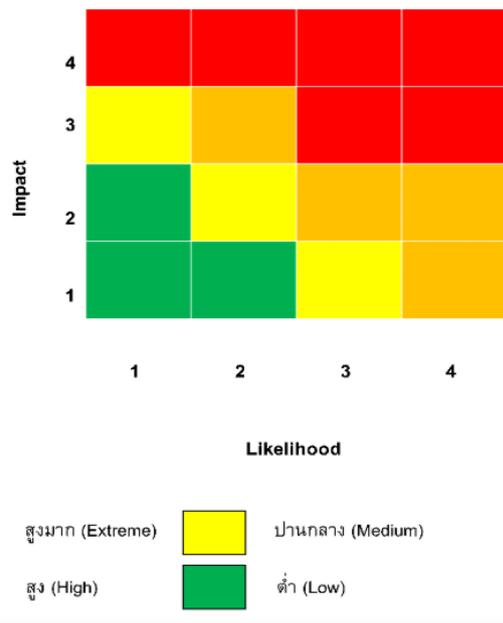
Note:
- If the assessment results fall within the "Very High" criteria, the Company must immediately establish specific projects or activities to develop an urgent corrective action plan.
- For risks assessed at the medium or low levels, the Company will continue to operate and monitor according to the standard mitigation measures already in place.

3.   Integration of Human Rights Operations

The company is committed to operating with respect for human rights according to international standards through three key principles:

3.1   Training and Communication

The Company communicates its Human Rights Policy, including details of sustainability management, impact mitigation measures, and the channels and progress of grievance remediation, to various stakeholder groups for their acknowledgement and understanding through appropriate channels. For example, surrounding communities in operational areas through community relations activities and community dialogues for listening to opinions; corporate-level stakeholders such as business partners through the Purchasing Code of Conduct; and investors and customers through the 56-1 One Report, etc.

For internal personnel, the Company focuses on building awareness regarding Business and Human Rights for all employees consistently through various channels as follows:

1.   Training: Developing knowledge to promote diversity and acceptance of differences. Providing continuous human rights training for employees at all levels, such as:
    - Training and educating employees to create understanding and instill an ESG mindset covering human rights, diversity, acceptance of individual differences, and forms of discrimination.
    - A consultation system as a channel for employees to seek advice on human rights operations.
2.   Communicating human rights knowledge to employees at all levels. To ensure understanding and awareness of related human rights risks, such as harassment, discrimination, diversity, and acceptance of individual differences, etc., through various communication channels.

3.2 Implementation

The Company complies with the law as a foundation, adheres to its business philosophy, and uses the Code of Conduct as a business guideline by governing through various related policies to ensure concrete operations. There is a comprehensive human rights due diligence process covering all stakeholder groups, such as employees, business partners, suppliers, communities, and customers, throughout the value chain to prevent human rights violations, as follows:

- **Human Rights Policy**

The Human Rights Policy has been approved by the Chairman of the Board. It was prepared to demonstrate the commitment to conducting business with respect for human rights, consistent with laws, relevant regulations, and internationally recognized standards. It does not tolerate harassment, including both sexual and non-sexual harassment, as well as non-discrimination. It defines the organization's human rights expectations toward personnel, suppliers, business partners, and other business relationships directly linked to business activities, products, and services, both domestically and internationally. It covers all stakeholder groups, such as shareholders/investors, employees, business partners and suppliers, customers, consumers, and communities.

- **Diversity, Equity, and Inclusion Policy**

The Company has expressed its intent to promote the acceptance of differences and equal co-existence as a practice that ensures all stakeholders can be confident that there will be no discrimination in recruitment, human resource care, training, and employee potential enhancement. There is no discrimination based on differences in physical or mental status, race, nationality, origin, ethnicity, religion, gender, language, age, skin color, education, social status, culture, customs, socioeconomic background, membership or participation in activities, work patterns, having or not having a family, or any other matter.

- **Personal Data Protection Policy**

The Company established this policy to respect the privacy rights of customers, shareholders, employees, and related individuals, and to ensure that such individuals receive full protection of their rights according to the law. In pushing the policy into practice, it is driven by various departments of the organization, covering suppliers, business partners in the value chain, and business associates, who are governed and supervised through business ethics and the Code of Conduct. This is to push and promote business operations with suppliers, business partners, and business associates who respect human rights.

3.3 Grievance and Remedy

The Company has an efficient and up-to-date grievance mechanism for stakeholders affected by business operations through a complaint system. When a complaint occurs, it must go through a process of collection or the appointment of a fact-finding working group and the appointment of an investigation committee to find the facts. Lawful and appropriate impact remediation measures shall be provided, including the approval of punishment on a case-by-case basis. The Company considers related information as confidential and will disclose it only as necessary, taking into account the safety and damage to the complainant, the informant, or the source of information or related persons, by providing protection to those who report complaints and whistleblowers according to the Whistleblowing and Misconduct Policy.

Complaint Channels:

1. Postal Mail:
   Addressed to the Secretary of the Audit Committee and/or Chief Executive Officer
   TCM Corporation Public Company Limited
   at 2054 New Phetchaburi Road, Bang Kapi, Huai Khwang, Bangkok 10310.
2. Email:
   To the Audit Committee's Secretary: auditcom@tcm-corporation.com or
   Chief Executive Officer/Authorized Person: pira@tcm-corporation.com
3. Website: Through the "Whistleblower" section on www.tcm-corporation.com.

4. Monitoring and Auditing of Human Rights Operations

The Company recognizes the extreme importance of promoting and complying with human rights principles and regulations to ensure that the Company's operations are sustainable and consistent with laws and international standards. We are committed to establishing measures to prevent human rights violations for employees, business partners (contractors, vendors, goods and service providers), customers, and communities.

The identification and assessment of risks of human rights violations have been integrated into various forms of risk assessment processes in key steps of business operations, such as identifying and assessing environmental issues, as well as assessing hazards, safety and occupational health risks according to ISO standards in all operational areas. In addition, it is included in the risk assessment and internal control processes of every department. All risks will be managed by defining measures as well as management plans to support as appropriate, and progress is reported to executives in each line of work periodically.

For Human Rights Due Diligence (HRDD) according to international standards, which include the United Nations Guiding Principles on Business and Human Rights (UNGPs), the Company has established an action plan to review and improve the Human Rights Due Diligence (HRDD) process every two years, or when there are changes in business activities, including events that affect significant changes in risks or impacts, such as investment/expansion of new business in areas with high human rights risks.

The main objective of the Human Rights Due Diligence (HRDD) process is to identify and assess existing and potential human rights issues throughout the value chain, covering the Company's operations and business partners, including contractors, suppliers, and goods and service providers. The primary goal of identifying and assessing human rights issues is proactive risk reduction by establishing measures to mitigate impacts, prevention guidelines, and effective management of human rights violation risks.

Human rights risk audit issues covered in the HRDD process include:
- Human rights regarding employees
- Human rights regarding contractors
- Human rights regarding communities and society around operational areas
- Human rights regarding customers and consumers
- Human rights regarding other organizations with business relationships

The Company will move forward with auditing and developing the process continuously to strengthen respect for human rights as a part of a sustainable corporate culture.

5. Human Rights Performance Reporting

The Company is committed to serious human rights operations by prioritizing the setting of clear targets to serve as a guideline for measuring and evaluating operational efficiency regularly. In this regard, the Company intends to disclose information on the progress and results of human rights management to all stakeholder groups transparently through main channels such as the Annual Report/Sustainability Report and the Company's website. This approach reflects the Company's commitment to conducting business responsibly, transparently, and respecting human rights in every process.

Appendix

Human Rights Due Diligence (HRDD)

The Company has established a Human Rights Due Diligence (HRDD) process to identify, prevent, and mitigate any human rights impacts that occur or may occur from business operations. This is conducted under the United Nations Guiding Principles on Business and Human Rights (UNGP) and the National Human Rights Commission. It is expected that any business within the Group will operate in accordance with the Company's business responsibility policy regarding respect for human rights. It is considered a regular practice for the Company and its Group companies to operate this way, though each company may design its internal processes as appropriate.

Human Rights Assessment Checklist

Under this HRDD process, the objectives are as follows:
1. To serve as a tool for executives of the Company and Group companies to identify human rights risk issues in business operations by using the checklist to assess operations throughout the supply chain.
2. To create awareness regarding human rights and promote the protection, respect, and remedy of human rights related to both internal and external stakeholders.
3. To help the organization identify and find ways to mitigate human rights risks from the beginning. The identified risk issues serve as surveillance to prevent the organization from practices that violate human rights principles. If a violation occurs, the organization is expected to define mitigation methods, preferably through a participatory approach with victims and relevant stakeholders.

This checklist is part of the compliance with the **Human Rights Due Diligence (HRDD)** process. It is organized by issues likely to be significant human rights risks throughout the value chain of the Company and its Group. The assessment covers the identification of Vulnerable Groups relevant to the business operations, including Women, Children, Indigenous Peoples, Migrant Workers, and Persons with Disabilities (5 groups out of 14 according to the Human Rights Protection of Vulnerable Groups).

- Significant human rights risks to Employees
- Significant human rights risks to Contractors
- Significant human rights risks to Communities and Society around operational areas
- Significant human rights risks to Customers and Consumers
- Significant human rights risks to Other Organizations with business relationships

Who should use this checklist?

The person using this list to identify human rights risks should be the manager or the person responsible for the HRDD process in each situation within the company. Additionally, the Company's major suppliers and business partners should use this list alongside other tools, such as the Supplier Code of Conduct Assessment. This is to create awareness and identify potential impacts. It may not be necessary to use the entire checklist in every situation. For example, if your operational area does not employ migrant workers or you are certain your business partners do not use migrant workers, there is no need to use the checklist for that specific issue.

Using the Checklist

The goal of this checklist is to help executives visualize human rights risks arising from business activities. The following questions will help identify risk factors as follows:

- Low-Risk Activity: Means the activity has low human rights risk. The company may not need to take further action, or limited/reactive management (Response action) may be sufficient.
- High-Risk Activity: Means an activity where the company likely needs to study or take additional action to mitigate risks. In the case of high-risk activities, the company may consider one or more of the following actions:

1	2	3	4
☑ Follow the content proposed in that checklist question (or cease such practice, as the case may be).	📄 Seek additional information on that issue before deciding what to do.	★ Contact external or internal experts regarding appropriate practices for that situation.	☎ Consult with external individuals or organizations regarding additional activities to be taken.
For Example: In the issue of: Contractors One of the questions asks: "Have contractors received necessary training, including in the matter of safety, and received Personal Protective Equipment (PPE)?"

If the answer is "No," the manager should handle this risk by specifying that contractors must receive such training in addition to following other recommendations. | For example, in the issue regarding communities and society around the operational area, one of the questions asks: "Does the company provide continuous listening to voices/surveys of needs/expectations of the community and society around the operational area (at least once a year)?"

If the answer is "No," the team must study and seek additional information regarding planning, data collection, analysis, and application of results to ensure that the company truly understands the needs and expectations of the community. | For example, in the issue of child labor, one question asks, "Are there operational procedures to cease the use of child labor, in the event that the use of child labor under 18 years of age is found?"

If the answer is "No," the manager may need to consult with experts in this field to develop appropriate company policies, addressing the issues of access to education and compensating for the lost income for the child's family | For example, regarding the community and society around the operational area, one of the questions asks: "Does the company comply with the law and have environmental management/quality control as required by law?"

If the answer is "No," the manager should enter into discussions with environmental consultants and regulatory government agencies to ensure that there are additional standards to be implemented, or mechanisms for developing rehabilitation or improvement plans in accordance with the law. |

1. Significant Human Rights Risks to Employees (20 Items)

Employment management, if poorly handled, may lead to rights violations and forced labor. Employees (local or migrant) should be treated equally without discrimination, following labor laws, and working in safe conditions without restricted freedom of expression or association.

Employees	Symbol ● Low Risk ● High Risk
Employment	
1. Do employees understand all information regarding wages and compensation received in each period?	☐ Yes ● ☐ No ● 📄 ✪
2. Is there a written employment contract, and do employees acknowledge the rules and conditions?	☐ Yes ● ☐ No ● 📄 ✪
3. Does the company pay wages and overtime at rates not less than what the law requires?	☐ Yes ● ☐ No ● 📄 ✪
4. Does the company provide a safe working environment to prevent hazards?	☐ Has ● ☐ None ● 〔
Discrimination	
5. Is there a written policy against discrimination based on differences in race, language, gender, marital status, disability, religion, or personal expression?	☐ Has ● ☐ None ● 📄 ✪
6. Does the company provide equal opportunities and maintain a non-discriminatory practice, encompassing women, persons with disabilities, and other underprivileged or marginalized groups?	☐ Has ● ☐ None ● 📄 ✪
7. Does the company employ at least 1 disabled person per 100 non-disabled employees or pay into the fund annually?	☐ Has ● ☐ None ● 📄 ✪
8. Do employees have appropriate training and development opportunities?	☐ Has ● ☐ None ● 📄 ✪
Labor Protection	
9. The company does not employ children under 18 years old.	☐ Has ● ☐ None ● 📄 ✪
10. The company does not employ women in risky work as specified by law.	☐ Has ● ☐ None ● 📄 ✪
No Forced Labor	
11. The company does not engage in or benefit from any form of forced labour, including physical punishment, coercion, detention, harassment, intimidation, human trafficking, or any other forms of violence.	☐ Not Used ● ☐ Used ● ✪
Safety and Hygiene	
12. Have employees passed safety training and been provided with PPE?	☐ Yes ● ☐ No ● ✪
13. Can employees access toilets, canteens, and infirmaries without restriction?	☐ Yes ● ☐ No ● ✪
Freedom of Association	
14. Are there measures to prevent harassment against employees who express opinions?	☐ Yes ● ☐ No ● 📄 ✪
15. Does the company allow employees to gather and discuss work problems freely?	☐ Yes ● ☐ No ● 📄 ✪
Employee Privacy	
16. Is personal data used only for necessary business reasons?	☐ Yes ● ☐ No ● 📄 ✪
17. Is personal/health data kept from being used for employment discrimination?	☐ Yes ● ☐ No ● 📄 ✪

Discipline and Punishment				
18. The company does not use or support physical or mental punishment or violence.	☐ Yes 🟢	☐ No 🔴	📄	✪
19. Are there measures to prevent and address violence, sexual harassment, or various forms of discrimination in the workplace, ensuring that employees are protected from sexual harassment, grievances, or disturbances through verbal, physical, or any other suggestive means?	☐ Yes 🟢	☐ No 🔴	📄	✪
20. Is there a safe and clear grievance mechanism for harassment and employment discrimination?	☐ Yes 🟢	☐ No 🔴	📄	✪

2. Significant Human Rights Risks to Contractors (15 Items)

Ineffective management of contractors can lead to rights violations, forced labor, and unsafe work environments.

Contractors	Symbol 🟢 Low Risk 🔴 High Risk			
Employment				
1. Does the company only hire permanent employees for core duties?	☐ Yes 🟢	☐ No 🔴	📄	✪
2. Do contractors make up no more than 30% of the total workforce?	☐ Yes 🟢	☐ No 🔴	📄	✪
3. Does the company have a mechanism to ensure it engages only with reputable employment agencies or recruitment brokers (e.g., possessing valid business licenses, strictly complying with labour laws, etc.)?	☐ Yes 🟢	☐ No 🔴	📄	✪
4. Do main contractors receive wages/welfare as required by law?	☐ Yes 🟢	☐ No 🔴	📄	✪
5. The company does not hire child labor under 18.	☐ Yes 🟢	☐ No 🔴	📄	✪
6. Do brokers pay Social Security and legal benefits for contractors?	☐ Yes 🟢	☐ No 🔴	📄	✪
Working Environment				
7. Have contractors received safety training and been provided PPE?	☐ Yes 🟢	☐ No 🔴	📄	✪
8. Can contractors use facilities (toilets, canteen) without limits?	☐ Yes 🟢	☐ No 🔴	📄	✪
9. Does the company perform labour audits (formal/informal) occasionally?	☐ Has 🟢	☐ None 🔴	📄	✪
10. Does the company access labour assessment results of contractors?	☐ Yes 🟢	☐ No 🔴	📄	✪
11. Do main contractors receive wages/welfare comparable to permanent staff?	☐ Yes 🟢	☐ No 🔴	📄	✪
Contractor Management				
12. Does the company use "fire and rehire" to avoid legal obligations?	☐ No 🟢	☐ Yes 🔴	📄	✪
13. Are there any contractors working for more than 1 year (permanent "contract labor")?	☐ Yes 🟢	☐ No 🔴	📄	✪

14. Does the company or the recruitment agency have policies and documents to build confidence in the following matters? • Confirmation of the minimum age of workers • Payment of wages and overtime pay according to the law • Leave and working hours • Freedom of collective bargaining • Non-discrimination • Prohibition of labor harassment and threats • No forced labor	☐ Has 🟢 ☐ None 🔴 📄
15. Does the agency allow the company to access labor standard compliance results?	☐ Yes 🟢 ☐ No 🔴

3.   Significant Human Rights Risks to Communities and Society (10 Items)

Neglecting environmental, health, and safety impacts on local communities can lead to unmitigated consequences.

Communities and Society	Symbol 🟢 Low Risk 🔴 High Risk
Environmental Care	
1. Complies with environmental laws and quality control.	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (
2. Regularly communicates environmental monitoring data to the community.	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (
3. Provides grievance channels and remedies for environmental impacts.	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (
Social Care	
4. Conducts continuous listening/surveys of community needs/expectations (at least once a year).	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (
5. Has plans to build community relations with equal opportunity for all groups, including women, individuals with disabilities, and other disadvantaged groups	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (
Security and Safety	
6. Has emergency response plans and evacuation drills.	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (
7. Has communication channels to inform the community during emergencies.	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (
Non-violation of the Law	
8. Has never had incidents of violating environmental or social laws.	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (
9. Has never been sued for human rights violations by the community.	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (
Maintaining Confidentiality	
10. Has measures to maintain the confidentiality of complainants/affected parties.	☐ Yes 🟢 ☐ No 🔴 📄 ✪ (

4.   Significant Human Rights Risks to Customers and Consumers (13 Items)

Impacts on safety in products and services, customer harassment, inequality in service, confidentiality, access to customer data, or rights violations through advertising and public relations activities, or various activities.

Customers and Consumers	Symbol ● Low Risk ● High Risk		
Product and Service Conditions			
1. Has the company notified conditions and provided information about products or services and payment terms to customers as required by law?	☐ Yes ● ☐ No ●	🗎	
2. Does the company prepare premises for all groups of customers/consumers to be able to access services, products, and services?	☐ Yes ● ☐ No ●	🗎	✪
3. Is it true that the company has no violations of laws related to consumer protection?	☐ Yes ● ☐ No ●	🗎	✪
4. Is it true that the company has no violations of laws related to propaganda or exaggerated advertising that cause customers to be misled?	☐ Yes ● ☐ No ●	🗎	✪
5. Does the company have communication/grievance channels and remedy mechanisms for customers/consumers in cases where they are affected by using the company's products and services?	☐ Yes ● ☐ No ●	🗎	✪
Safety			
6. Does the company have adequate care/security measures for customers when accessing services/purchasing products and services? • Having warning signs and indicators to reduce accidents • Having CCTV installed in public areas • Having a lighting system • Having security guards or staff responsible for area safety • Having an alarm system • Having emergency plan rehearsals, fire protection systems, etc.	☐ Yes ● ☐ No ●	🗎	✪
7. Does the company have measures to prevent and solve problems of harassment, violence, or other serious incidents to prevent customers from being harassed or harmed?	☐ Yes ● ☐ No ●	🗎	✪
Discrimination			
8. Does the company treat customers equally without discrimination based on differences in race, language, gender, disability, religion, or personal expressions?	☐ Yes ● ☐ No ●	🗎	✪
Personal Data Protection			
9. Has the company notified the practices regarding customer personal data, confidentiality, data access, and its use?	☐ Yes ● ☐ No ●	🗎	✪

10. Does the company delete customer personal data after the service ends or when requested by the customer?	☐ Yes ● ☐ No ● 📄 ✪
11. In the case where the company has a credit card payment system, is it according to standards, and does it protect the security of customer data?	☐ Yes ● ☐ No ● 📄 ✪
12. Is it true that the company does not disclose customer personal data to third parties without consent from the customer?	☐ Yes ● ☐ No ● 📄 ✪
13. Can persons with disabilities access the company's products or services conveniently?	☐ Yes ● ☐ No ● 📄 ✪

5.   Significant Human Rights Risks to Other Organizations with Business Relationships (12 Items)

The absence of clear background check measures for partners and business allies may lead to collaborating with entities that lack business practices respecting human rights principles

Other Organizations with Business Relationships	Symbol ● Low Risk ● High Risk
Production Process	
1．Are those products manufactured in the partner organization's own establishment?	☐ Yes ● ☐ No ● 📄 ❨
2．Do those products or the production processes of those products use hazardous raw materials or any production factors that are controversial (e.g., coming from areas with severe rights violations) or viewed as unsustainable?	☐ Yes ● ☐ No ● ❨
3．Are the business operations of the partner organization likely to have a negative impact on the quality or access to water sources or natural resources in the local community?	☐ No ● ☐ Yes ● ❨
4. Can the establishment of the partner organization ensure that employees, contractors, and migrant workers receive compensation for all hours worked, including receiving overtime pay and benefits equivalent to permanent employees performing the same work?	☐ Yes ● ☐ No ● 📄 ✪
Work Environment	
5. Do workers bring children to the workplace?	☐ No ● ☐ Yes ● 📄 ✪ ❨
6. If the answer to question 5 is "Yes," does the establishment have a childcare facility within the premises?	☐ Yes ● ☐ No ● 📄 ✪ ❨
Security and Safety	
7. If the products of the partner organization are home-manufactured (e.g., by piece-rate contractors), what mechanisms are in place to ensure that children will not be involved in the production?	☐ Has ● ☐ None ● 📄 ✪
8. Is all work performed voluntarily?	☐ Yes ● ☐ No ● 📄 ✪
Health and Safety	
9. Have workers in the partner organization's establishment received health and safety training and	☐ Yes ● ☐ No ● ✪

received appropriate and functional Personal Protective Equipment (PPE)?	
10. If the work is performed in a manufacturing factory or a community center, does it pass the minimum legal criteria regarding health and safety?	☐ Yes ● ☐ No ● ✪
11. If the company works with Non-Governmental Organizations (NGOs), the government sector, or community groups to access workers, has the company used the HRDD process to ensure that they are properly protecting the rights of the workers?	☐ Yes ● ☐ No ● 🗎 ✪
12. In the case where those products are branded with the company's brand, has the company built confidence that the manufacturer has passed the partner screening process and all legal requirements?	☐ Yes ● ☐ No ● ✪

Additional Explanations

Risk Prevention and Mitigation Measures by Group

1. Rights Holder: Employees

Human Rights Issue: Occupational Health, Health, and Safety

Potential Human Rights Risk Details:	Potential human rights risks regarding occupational health and safety of employees may occur due to unsafe working conditions or working continuously for a long period, which may lead to Office Syndrome.
Mitigation Measures:	1. Communicate on human rights, which covers policies on quality, security, safety, occupational health, and environment, and establish a Committee on Safety, Occupational Health, and Working Environment to ensure that the voices of employees will be heard. 2. Establish occupational health and safety management standards for employees by complying with international standards such as ISO 45001 and ISO 14001 to create a good environment and safety for employees. 3. Define work safety rules and campaign for their application in operations during all working periods. 4. Provide for incident reporting, which includes accidents and near-miss events. 5. Provide activities or clubs that promote physical health for employees. 6. Establish a hearing conservation program in the workplace. 7. Provide whistleblowing channels through various channels, such as the company's grievance channels, the supervisor of the accused, or the Human Resources Department.

2. Rights Holder: Partners and Contractors

Human Rights Issue: Occupational Health, Health, and Safety

Potential Human Rights Risk Details:	Potential human rights risks regarding the health and safety of suppliers and contractors may arise from work-related injuries or accidents. These include, but are not limited to, electrical hazards (short circuits), working at heights, and risks associated with heavy machinery operations.
Mitigation Measures:	1. Review and Communication of Safety Protocols: Regularly review Safe Operating Procedures (SOPs) for electrical systems and machinery, and effectively communicate these safety guidelines to all contractors operating on-site.

	2. Supplier Sustainable Code of Conduct: Establish a "Sustainable Practice Guideline for Suppliers" that requires all partners and contractors to comply with stringent standards throughout their operations, covering both human rights and occupational health and safety. 3. Fundamental Safety Rules: Define and implement "Basic Safety Rules" (Golden Rules) and launch awareness campaigns to ensure these practices are strictly followed throughout all working shifts. 4. Incident Reporting System: Establish a robust reporting mechanism for all work-related incidents, including actual accidents and "Near Miss" events, to prevent future occurrences. 5. Whistleblowing Channels: Provide accessible whistleblowing and grievance channels (e.g., a corporate grievance hotline or online portal) to allow workers to report safety concerns or violations safely.

3. Rights Holder: Suppliers and Contractors

Human Rights Issue: Discrimination and Harassment

Potential Human Rights Risk Details:	Risks related to discrimination and harassment against suppliers and contractors may arise from unfair work assignments, intimidation, or physical violence occurring between employees or supervisors.
Mitigation Measures:	1. Establish a comprehensive Human Rights Policy that explicitly prohibits all forms of discrimination in both employment and operational practices. 2. Develop a Good Corporate Governance handbook and Ethical Standards that promote equality and prohibit discrimination or segregation based on origin, race, nationality, gender, age, skin color, religion, disability, socioeconomic status, lineage, educational background, or any other status not directly related to job performance. 3. Implement sustainable guidelines for suppliers, ensuring they provide equal treatment to their employees without discrimination in hiring, compensation, training, promotion, termination, or dismissal based on gender, race, religion, age, marital status, pregnancy, political opinion, or disability.

	4. Provide multiple grievance mechanisms, such as a corporate whistleblowing system, to report misconduct.

4. Rights Holder: Local Communities
Human Rights Issue: Health and Safety

Potential Human Rights Risk Details:	Risks to community health and safety may arise from operational accidents that could impact community members, such as fires, boiler explosions, or leakages of oil and gas.
Mitigation Measures:	1. Develop comprehensive Emergency Response Plans (ERP) and Crisis Management protocols, including regular drills. 2. Conduct field visits to communicate safety measures and emergency preparedness to build community confidence, while actively soliciting and incorporating community feedback into operations. 3. Meet with community leaders to establish a systematic, rapid, and fair grievance tracking process and to ensure ongoing dialogue. 4. Define specific surveillance measures and set a regular frequency for monitoring potential risks. 5. Implement rigorous safety management systems and conduct regular safety risk assessments. 6. Initiate community projects that promote human rights and equality, ensuring accessibility and participation from all groups within the community. 7. Maintain accessible channels for the community to report incidents or concerns.

5. Rights Holder: Local Communities
Human Rights Issue: Standard of Living

Potential Human Rights Risk Details:	Potential human rights risks concerning community standards of living may arise from chemical and oil spills, as well as operational disturbances such as dust, improper waste management, noise, pollution, and hazardous waste leakages. Furthermore, the discharge of chemicals and oil from operations into drainage systems poses a significant risk to the local environment and community well-being.
Mitigation Measures:	1. Conduct an operational process analysis and identify potential risks arising from the Company's business activities

	2. Develop Standard Operating Procedures (SOPs), work instructions, and preventive measures, ensuring strict adherence to every step of the process
	3. Establish Emergency Management and Response Plans, including emergency and crisis management drills.
	4. Provide chemical safety training for operational personnel and supporting units.
	5. Conduct annual emergency response drills.