

CENTRALRETAIL

ELEVATION EXCELLENCE

SUSTAINABLE FUTURE

HUMAN RIGHTS DUE DILIGENCE REPORT 2023



1. Human Rights Practice Model

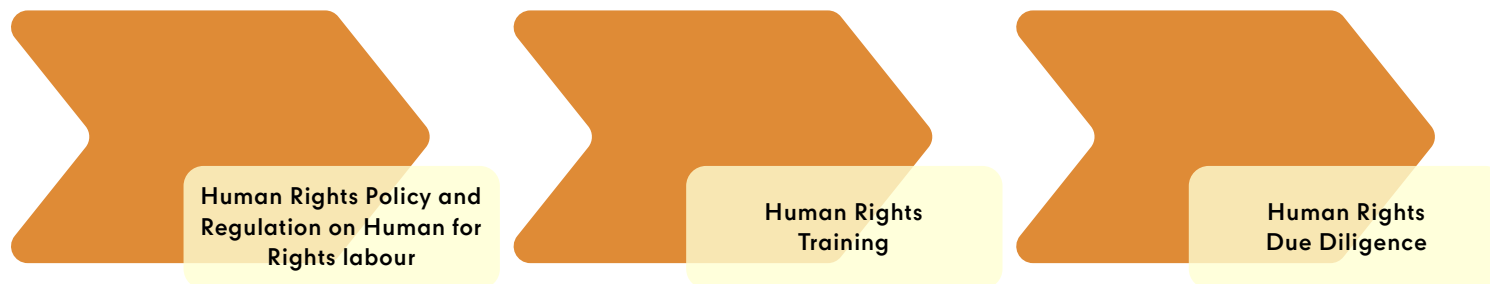
Central Retail Corporations Public Company Limited in Thailand and abroad realizes and value the equality and dignity of all Human being. We respect and cultivate human rights respect among our stakeholders in the company's value chain.

Within our Human Rights' operations and related process, we promote employee diversity and inclusion. The environment of open minded from employees to creates a creative culture in the way of working, we grow financially sustainable which persistently reinforce the confidence in the shareholders and investors.



2. The Supervision Of Corporate Human Rights

The company's Human Rights Policy and Regulation on Human Rights for labour framed in alignment with good corporate governance concept. This is also complied with UN Guiding Principle on Business and Human Rights (UNGPs) and applies to all the company's operations area and business activities including



The company's Human Rights policy applied with all human rights issues related to company business operation activities in every dimension such as Forced labor, Human trafficking, Child labor, Restriction of the right to collectively bargain to protect the unfair compensation, Equal opportunity, Non-discrimination or Discrimination against vulnerable groups such as women, children, indigenous peoples, migrant workers, the disabled, LBGTQI+, including anti-discrimination against the discrimination and harassment in all its forms. Human Rights training on discrimination and patterns of harassment contents are providing to all level of staff encourage the understanding of principles, practices and method of complaints filing when witness the disrespect human rights actions situation and to enhance policy's execution. The company as well continuously conducts Human Rights Due Diligence process to identify significant human rights issues.

3. Human Rights Operational Practice

With strong commitment in mission as being Thailand first Green and Sustainable Retail, from “ReNEW” strategy to sustainability development organization, the company give importance for “employee” and strives to create environment to be “A Great Place to Work”. The company as well is committing to be Central Retail Zero Tolerance for Discrimination and Harassment is a policy that the Company will proceed to prevent and protect employees at all levels from being discriminated against, in all cases, threatening and harassment, whether sexual and non-sexual, to create a diverse and inclusive workplace. If there is an incident on discrimination and harassment, the Company will investigate the incident fairly with all parties involved and will not tolerate any discrimination, sexual and non-sexual harassment, or a situation where employees are threatened in the workplace. We emphasis on supporting human rights respect via various ongoing programs and activities. Furthermore, the company manage to do well in taking care of all forms of sexual harassment by pay attention to prevent harassment or sexual harassment in the workplace by conducting as below.

- Prescribe respect and treat all parties with fairness and nondiscrimination as a part of the Code of Conduct.
- Communicate and promote employee’s acknowledgment, understanding and do not against Code of Conduct.
- Organize an annual examination to refresh the knowledge of employees.
- Communicate the Whistleblower channel for reporting clues of code of conduct violation.
- Promote knowledge and create understanding for employees through various channels of the company to prevent the occurrence of verbal satire or devaluation action against others of all genders, including verbal sexually harassing which is a disrespect for the rights and liberties of individuals.



4. Human Rights Due Diligence Framework

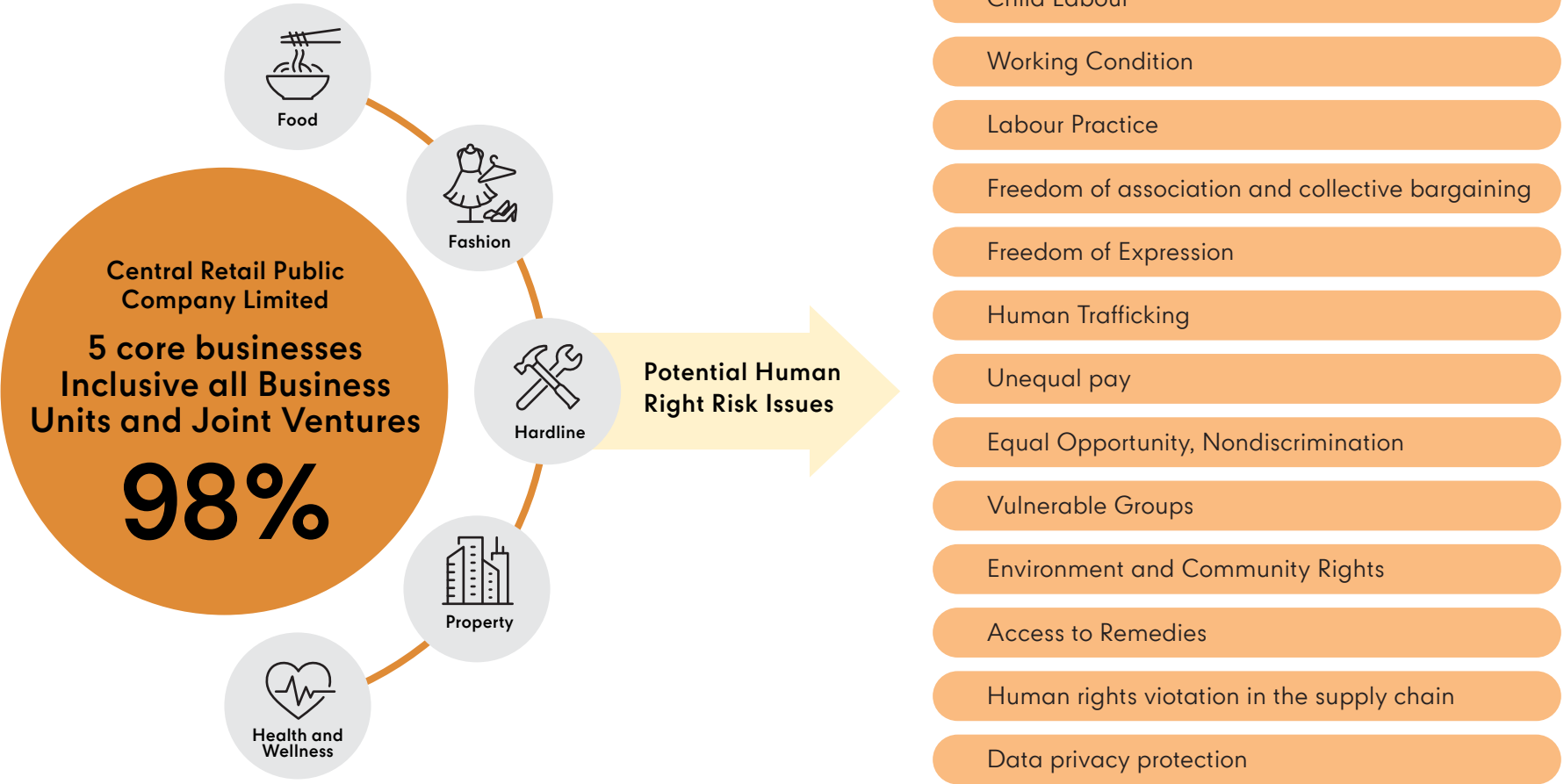
The Company has continuously conducted Human Rights risk assessments in the entire value chain and applied Human Rights Due Diligence process to ensure that the company identifies human human right issues in all dimensions for every 2 years. The Company has defined a framework for conducting human rights risk assessments systematically and efficiently covering all operational areas and all business activities of the company, including business partners, contractors, suppliers and joint ventures, to identify material human rights issues that are related to the business operations of the company including new business expanding, new arising from mergers, acquisitions and joint ventures by specifying issues covering all aspects such as forced labour, usage of child labor, working conditions and labor practices, freedom of association and collective bargaining, freedom of expression, human trafficking, equal compensation, discrimination, environmental and community rights, access to remedy, human rights violations in the supply chain, and data privacy protection. The assessment is covering all stakeholder groups, including employees, communities and local communities, suppliers, sub-contractors, customers and consumers, labour supply and employees by a third party, migrant workers including equal opportunity, nondiscrimination or discrimination of vulnerable groups such as women, children, indigenous peoples, migrant workers, disabled people, LGBTQI+. Prior to the human rights risk assessment process, the company provides a workshop on human rights due diligence comprehension to educate and increase understanding to employees and suppliers.

5. Human Rights Risk Assessment



The Company identifies risks through a human rights risk assessment process in all business operations and activities of the company and identifies risks using human rights risks self-assessment to survey key suppliers' business operations and activities.

Human Right risk issue categories that potentially occur in the company’s business operation and activities



Assuring of no human rights violation caused by the company’s business operation and activities, the company consistently and continuously conducts the Human Rights issues review and mitigation and remediation process tracking.

5.1 Human Rights Due Diligence Performance

The company sets up a working team to study the business operates and suppliers to assess the human rights impact by following the company's risk assessment framework. This proactive process assesses negative impacts that have occurred (Actual) or potentially occur (Potential) from all stakeholders in the business value chain inclusively. This is to prevent human rights violations against all groups of stakeholders.

CENTRAL RETAIL ACADEMY

HUMAN RIGHTS DUE DILIGENCE

Participants understand human rights risks in business operations and apply them to work. Identify human rights risks throughout the company value chain by human rights risk assessment to take responsible action to stop, lessen and account for any human rights violations.

TOPIC
Human Rights in Business Operations / Supply Chain

- Introduction to business and human rights
- Human rights issues in business operation / supply chain

Business and Human Rights Risk Assessment

- Introduction to business and human rights risk assessment
- How to assess risk?

Group Discussion

- Breakout discussion to brainstorming on risk assessment and risk register

Risk Assessment Sharing

- Sharing the result of group discussion in the main room

FOR EMPLOYEES

21 FEBRUARY

BATCH 1 (THA) 09.00 - 12.00

BATCH 2 (THA) 13.00 - 16.00

22 FEBRUARY

BATCH 3 (THA) 09.00 - 12.00

BATCH 4 (THA) 13.00 - 16.00

23 FEBRUARY

BATCH 5 (ENG) 13.00 - 16.00

PAISIT PUSITTRAKUL
(MODERATOR - THAI)
ASSISTANT MANAGER,
CLIMATE CHANGE & SUSTAINABILITY
KPMG THAILAND

PATRICIA TRAN
(MODERATOR - ENGLISH)
ASSOCIATE DIRECTOR,
CLIMATE CHANGE & SUSTAINABILITY
KPMG THAILAND

SCAN TO REGISTER

CENTRAL RETAIL ACADEMY

HUMAN RIGHTS DUE DILIGENCE

Course will complement suppliers to understand Human Rights in Business Operations and Supply Chain through human rights risk assessment questionnaire which is a tool for supplier to assess business and human rights risk.

TOPIC
Human Rights in Business Operations / Supply Chain

- Introduction to business and human rights
- Human rights issues in business operation / supply chain

Business and Human Rights Risk Assessment questionnaire

- The importance of business and human rights risk assessment questionnaire.
- Explanation of the business and human rights risk assessment questionnaire

Clarification of the suppliers' concern

- Breakout discussion to brainstorming on risk assessment and risk register

Risk Assessment Sharing

- Clarification of the suppliers' concerns regarding the questionnaire.

FOR SUPPLIERS

27 FEBRUARY

BATCH 1 (THA) 09.00 - 11.00

BATCH 2 (THA) 13.00 - 15.00

BATCH 3 (THA) 15.00 - 17.00

28 FEBRUARY

BATCH 4 (THA) 09.00 - 11.00

BATCH 5 (ENG) 13.00 - 15.00

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(MODERATOR - THAI)
ASSISTANT MANAGER,
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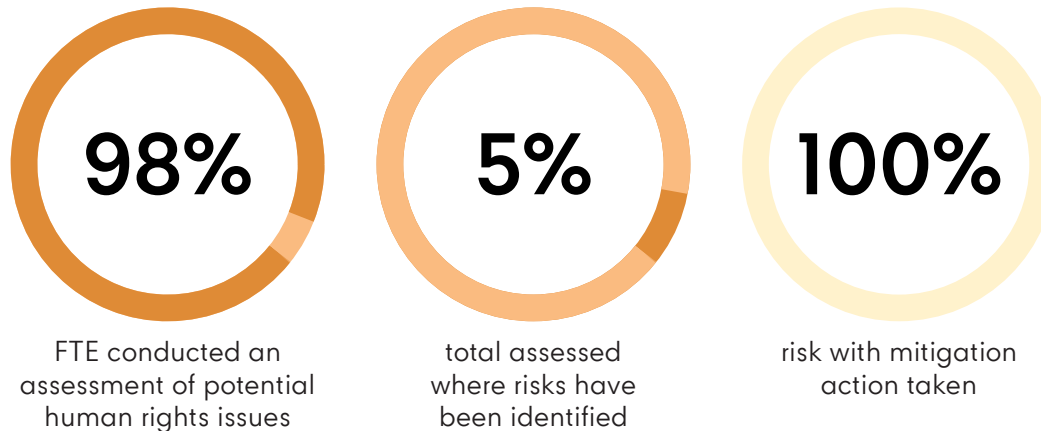
PATRICIA TRAN
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KPMG THAILAND

5.2 Human Rights Risk Assessment Result

2023 Human Right Risk Assessment Result Report

Own Operations

(including Joint Ventures where the company has management control)



Salient Risks

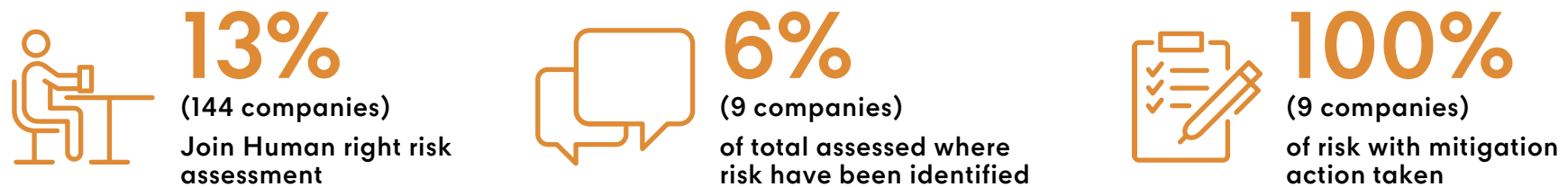
Health and Safety of Food and Property's employee

- 

Potential accident risk issues from working at heights or narrow places, such as arranging products on high places or working in cold
- 

Risk of the lack of how to use safety equipment knowledge or misuse of the safety equipment.

Critical Tier-1 Suppliers



5.3 Mechanism To Reduce Risks' Likelihood And Impact



Human Right Issue ➔ **Working Condition and Labour Practice**



Salient Human Rights Risk 1

Potential accident risk issues from working at heights or narrow places, such as arranging products on high places or working in cold room.



Affecting groups : Employee

Business : Food and Property



Existing Control/ Action

- Reinforced the Occupational Health, Safety and Work Environment Policy in practice
- Complied with Human Rights Policy and Regulation on Human Rights for Labour
- Educate and training existing and newcomer
- Promote CRC's Whistleblowing channel, when there is a risk impact.
- Promote Channels to report hazardous incidents from the work of the safety unit.



Guidelines for the reduction of likelihood and mitigation of impact

- Provide proper work safety equipment.
- Intensify employees' training on the implementation of safety standards.
- Create a strict plan to consistent and regular safety monitoring.
- Campaign on the use of safety equipment such as wearing thermal suits when entering the freezer and using safety equipment every time when working at heights.
- Add measures to schedule appropriate timeframe when working in the risk area.
- Campaign on complaint filing through Whistleblower when facing work risk issues.
- Campaign on safety unit's complaint filing report channel to report hazardous incidents from the work such as injury, death, or sickness from work.



Significant Human Rights Risk 2

Risk of the lack of knowledge to use safety equipment or misuse of the safety equipment.



Affecting groups: Employee

Business : Food and Property



Existing Control/ Action

- Reenforced the Occupational Health, Safety and Work Environment Policy in practice
- Complied with Human Rights Policy and Regulation on Human Rights for Labour
- Educate and training existing and newcomer
- Promote CRC's Whistleblowing channel, when there is a risk impact.
- Promote Channels to report hazardous incidents from the work of the safety unit.



Guidelines for the reduction of likelihood and mitigation of impact

- Intensify the training for employees in the appropriate use of work equipment. Add and highlight the dangers of improper use of equipment. Penalties if improper use of equipment that causes damage or harm to oneself and others.
- Create a strict plan to consistent and regular safety monitoring. Increase intensity when facing misconduct practice or risks from actions, process the disciplinary penalty to reduce the risk likelihood.
- Periodically campaign on safety equipment usage
- Campaign on complaint filing through Whistleblower when facing work risk issues.
- Campaign on safety unit's complaint filing report channel to report hazardous incidents from the work such as injury, death or sickness from work.

Human Rights Risk Assessment for Supplier

144 suppliers of key suppliers from 1st Tier Critical Supplier join the Human Rights Risk Assessment and 9 companies where risk have been identified.

6. Mitigation and Remediation Mechanism

After assessing the risks, the Company has taken steps to mitigate and remedy the impact details as follow.

1 Identify the risks and determine the process to reduce the likelihood of the risks and mitigate the impact.

- Integrate risk assessment results obtained from all operational areas into decision-making process from Core Team.
- Report the identified risks to the company's risk committee (ARMC) and integrate them into the corporate enterprise risk register.
- Identify the responsible function that will be responsible for the next steps to mitigate risks.
- The responsible function then, make human rights risk mitigation plans that place the emphasis on reducing the risks' likelihood and impacts. Define actions plan to mitigate risks, procedures, and remedies for each risk issue.

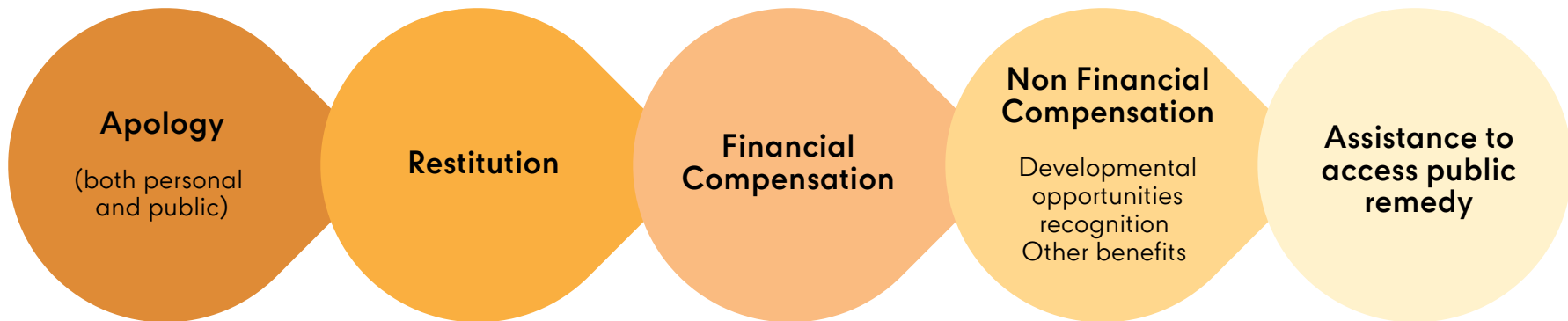
2 Implement human rights risk mitigation plans

- Follow the steps specified in the established work plan. Amend and add intermediate processes where necessary to maximize the effectiveness of risk mitigation.
- Report on the progress of mitigation and remediation to stakeholders or those who are at risk of being affected by human rights risks.
- Monitor and follow up the implementation of risk mitigation plans from relevant business units through designated communication channels.
- Progress reports including, red flag, the company impact from actual risks to Sustainable Development Team and Corporate Governance & Sustainability Committee to report incidents and give advice to responsible business units to take further steps to mitigate risks.

3 Take mitigation and remedial steps (In the occurrence from Human Rights Risks and there are affecting group)

- Take remedial action for stakeholders and affecting vulnerable groups according to company's guideline.
- Notify responsible function and function executives, stakeholders and affecting vulnerable groups about the progress of mitigating and remedial action.
- Follow up on the results of mitigation actions and remedies.
- Adjust mitigating and remedial processes (if necessary).
- Implement ongoing mitigation and discuss the results of the action with stakeholders. And affected people periodically until process end and return to normal conditions before the human rights risks impacted.

7. The Company's Remediation Guideline



8. Grievance Mechanism

Grievance Mechanism developed to be a process to reduce manage and tracking the Human Rights violation. The Company has established a whistleblowing policy to assist complain filing. We provide multiple channels to receive complaints internally and externally from stakeholders.

- 1 Compliant via email or post to Head of Internal Audit. CRCWhistleblower@central.co.th**
 Post: Head of Internal Audit Department
 Central Retail Corporation PCL,
 22 Soi Somkid, Ploenchit Road, Lumpini Sub-district, Pathumwan District, Bangkok 10330
- 2 In case of complaint towards the Chief Executive Officer Email: The Chairman of the Audit Committee AuditChairman@central.co.th**
 Post: AuditChairman@central.co.th
 Central Retail Corporation PCL,
 22 Soi Somkid, Ploenchit Road, Lumpini Sub-district, Pathumwan District, Bangkok 10330

9. Proactively Support Human Rights Measure Practicing

- The company has a mechanism manual which thoroughly provides information regarding on complaint handling process and procedures.
- If an impact is found, and complaint is filed through the channel, the complaint will go through the investigation process by the complaint handling committee that was established to investigate the facts, impose fault, approve penalties and determine the remedial process for those impacted on a case-by-case basis, along with
- Creating awareness of human rights implementation to the employees through various activities, such as messages from the company's Senior Executive to the employees throughout the organization, develop training courses and organize training to increase human rights knowledge and practices that cover all employee levels.
- Take effective and continuous measures according to policies as well as maintaining customer service and working standards.
- Define appropriate work guidelines that are suitable for the changing of work environment.

In 2023, there is no human rights issues reported.



CENTRALRETAIL

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