

Human Rights

Human Rights Performance

Bangchak recognizes the importance of systematic human rights and environmental management in its business operations. The company conducts its business on the basis of respect for the rights of stakeholders, including LGBTIQ+ groups, and acknowledges differences in thought and other social equalities, such as religion, skin color, and ethnicity. The Company also respects vulnerable groups, such as people with disabilities, children, and indigenous people, and the environment. These principles are applied to all business operations, with a strong commitment to preventing risks and impacts that may arise from human rights and environmental violations of stakeholders. To ensure business operations that respect human rights

and the environment, the Company has a policy on business responsibility for respecting human rights and the environment, while strictly adheres to international human rights organizations, including the United Nations Global Compact (UNGC), the Universal Declaration of Human Rights (UDHR), the United Nations Guiding Principles on Business and Human Rights (UNGPs), and the Women's Empowerment Principles (WEPs). These principles serve as a framework for the Board of Directors, executives, and employees at all levels to follow.

Awards

Award for organization that promotes human rights in 2023.

The Company received one award which is: The Outstanding Role Model Organization Human Rights Awards 2023 (the highest level) in the large-scale business organization category from the Minister of Justice.



More information available in



Award for organization that promotes human rights in 2023



Procedure Process

Policy Commitment

- Develop a policy on business responsibility for respecting human rights and the environment throughout the supply chain to guide the board of directors and employees.
- Policy Announcement through: BCP Website, Developed in accordance with
 - UNGC
 - UDHR
 - WEPs
 - ISO 26000
 - UNGP
 - Reviewed annually

Human Rights Impact Self Assessment

- Conduct an impact assessment at every stage of the business operation that affects human rights.
- Review the process to improve and minimize the chances of violations.

Remark: Review annually

Access to Remedy

- Establish a grievance mechanism for when negative human rights impacts occur.
- Use a participatory process with stakeholders in cases where remediation is required.

Remark: Assess annually

Human Rights Due Diligence

- Check and assess human rights in all aspects

Announce through: BCP Website

Performance Tracking & Reporting

- Monitor operating performance
- Report management and disclose to the stakeholders

Announce through: BCP Website



More information available in



Business Responsibilities
on Human Rights Policy



More information available in



Human Rights Assessment
Checklist

2023 Key Operation

- 1) Bangchak conducted a comprehensive annual human rights assessment following the guidelines of the Human Rights Commission. The assessment covers eight risk areas: Construction and expansion of facilities, employees, contractors, communities and society, environment around the operating areas, customers and consumers, business relationships with other organizations, migrant labor, LGBTIQ+ employees and temporary workers covering all targets in risks (children, women, locals, and disabled persons) within the organization covering Refinery and Oil Trading Business Group, Marketing Business Group, and business partners along the supply chain with the report of human rights activities in the Sustainability Report.
- 2) The Company assessed the supplier code of conduct regarding human rights, labor practices, safety, occupational health, and environment. It was promoted by establishing a Supplier Code of Conduct and by supporting the practices to solve potential issues generated from human rights violation from the business partners, announced on www.bangchak.co.th/storage/document/sustainability/2023/bcp-supplier-code-conduct-en.pdf
- 3) The Company raised awareness and fostered responsibilities regarding human rights by holding a seminar within and outside the organization, with activities as follows:
 - Communicating human rights policy of the organization to all the security personnel (100%).
 - Communicating and raising awareness regarding the sexual assault and harassment to employees of Bangchak group at all levels via Intranet, BCP- KMS system and to general interested persons via Social Dimension | Bangchak Corporation.
 - Participating in human rights seminar held by Stock Exchange of Thailand, UNGC, and UN Women.
- 4) Shared perspectives on driving organizations with the power of equality in International Women's Day #EmbraceEquity held by Citi Thailand Women's Network (Citibank)
- 5) The Company has developed a Human Rights Due Diligence (HRDD) Manual to define operational guidelines and prevent/mitigate human rights violations - including impacts on the environment and communities - that occur within the Company's activities and supply chain by assigning direct responsibility to specific departments, establishing a remediation mechanism in line with Company policy, and allocating an appropriate budget and measures for compensation in the event of human rights violations.
- 6) The Company adhered to the National Action Plan on Business and Human Rights (NAP Implementation), which includes initiatives such as:
 - Supporting the improved quality of life for people with disabilities, creating job security, reducing social inequality, and allowing underprivileged individuals to demonstrate their potential and abilities effectively by providing opportunities for people with disabilities to become permanent employees.
 - Implementing labor projects such as the "Breastfeeding Promotion Project," which provides dedicated lactation rooms to ensure appropriate facilities for the ongoing wellbeing of mothers in the workplace.
- 7) Reviewing processes and impact mitigation measures.
- 8) Reviewing grievance management and whistleblowing measures.



Risk Topics



Employees

1. Equality in the recruitment process, employment, compensation, and career advancement opportunities.
2. Equality in treatment in the workplace (e.g., words, actions) towards all genders, ages, religions, and educational backgrounds, etc.
3. Equality in employee rights and basic benefits.
4. Equality in access to skills training, including safety knowledge and understanding.
5. Freedom of collective action and negotiate related to work conditions.
6. Sexual violence, harassment, and inappropriate touching.
7. A safe and healthy workplace and working environment.
8. Whistleblower protection and confidentiality of victims.



Contractors (Partners who provide Services/Labor Providers)

1. Equality in the recruitment process, temporary contractors, migrant workers, employment conditions, wages, and benefits not lower than the legal requirements.
2. Equality in treatment in the workplace (e.g., words, actions) towards all genders, ages, religions, and educational backgrounds, etc.
3. Equality in access to safety training and understanding.
4. Freedom of collective action and negotiations related to work conditions. And equal opportunities to provide inputs to improve collaboration.
5. Sexual violence and harassment, covering work on and off-site as assigned.
6. A safe and healthy workplace and working environment.
7. Whistleblower protection and confidentiality of victims.



Suppliers (Raw Materials/Product Suppliers)

1. The production process of the product uses hazardous materials or production factors from areas with severe rights violations or is considered unsustainable.
2. The use of child labor, forced female labor, or illegal labor in the production of goods.
3. Employees, contractors, and migrant workers of partners are not treated in accordance with labor, safety, and environmental laws.
4. Equality of partner employees in receiving safety training and understanding (including receiving appropriate PPE according to the nature of the work).
5. A safe and healthy workplace and working environment.
6. Whistleblower protection and confidentiality of victims.
7. Non-discrimination against organizations with business relationships.





Communities

1. The acquisition and management of land for existing businesses and future investments take into account:
 - Community rights to access natural resources and water sources.
 - Community cultural impacts.
2. The process of surveying the needs/expectations of the community and society around the operating area and a process for continuously listening to the voices of the community.
3. Community/community care activities are comprehensive and equitable, especially for women, people with disabilities, and other disadvantaged groups in the community.
4. Management throughout the supply chain to ensure no impact on the community in terms of environment, society, and economy.
5. Ensure systematic communication channel with communities, including during emergency situations.
6. Ensure channels for receiving community complaints and protection of the confidentiality of whistleblowers.



Customers

1. Establish criteria for treating customers equally, such as verbal and nonverbal communication, and avoiding physical contact or other methods.
2. Stablish process to prevent the following issues:
 - Sexual harassment or other serious incidents where customers are harassed.
 - Protection of customer personal data (including collection, access, and use).
 - Prevention of violation of children's and women's rights through public relations advertisements and media or activities.

Human Rights Risk Assessment

	Employees	Partners (Contractors & Tier 1 Suppliers)	Subsidiaries
Percentage of Risk Assessed from the Recent 3 Years	100	100	100
Percentage of Risks Identified	0	0	0
Percentage of Identified Risk with Mitigation Measures	0	0	0

Review of the Process and Mitigation Measures (Remedy)



Risk Issue: Safety management that affects both rail and road transportation.

Details:

- Possibility of community impact from accidents/oil spills during both rail and road transportation.

Mitigation Measures:

- Monitor the delivery plan, receiving equipment, and PM equipment maintenance plan.
- Review the contractor's work procedures, review the monthly transportation plan and performance together (Monthly KPI meeting).
- Review the readiness of the emergency response team and inspect the readiness of emergency response equipment and rehearse emergency plans for various situations between the transportation contractors and the Company.
- Manage and control the number of vehicles in accordance with the contract.
- Survey the expectations of oil supplier partners.

Receive complaints through:

- Hotline: 1651
- Website: www.bangchak.co.th/th/cg/whistleblowing-form
- Social: web.facebook.com/Bangchak/



Risk Issue: Personal data of the community is disclosed to the public through various channels or media from complaints filed with the Company.

Details:

- Possibility that the complaint process/channels from the community, are not complete, resulting in the leakage of data from complainants from the community.

Mitigation Measures:

- Follow the complaint process in case that there is an impact to the community.
- Develop a community relations manual that includes teaching, work transfer (On The Job Training), community relations work, and complaint handling of the Company to ensure that the work is efficient and effective in all aspects, including confidentiality and personal data.
- Follow the Company's internal data management and control manual (by the Company's internal data management working group), especially in terms of preventing data and personal data from leaking or being violated and disseminated. It must be clear, up-to-date, consistent with changes in the environment and technology, and in line with the Personal Data Protection Act B.E. 2562: PDPA.
- Design technology to be used in the Company's complaint process by designing a clear, tight, efficient, and effective process, hierarchy, and data confidentiality.
- Develop a system and database for storing complaint data, complainants, and other related information that is efficient, effective, safe, fast, easy to use, and certified and accepted according to international standards.
- Receive complaints, suggestions, and establish a grievance mechanism in case the community is affected by the Company's operations. Protect complainants and keep their data confidential.

Receive complaints through:

- Hotline: 1651
- Social: web.facebook.com/Bangchak/
- Telephone No: 0 2335 4102-5 during 08:00-17:00
- Telephone No: 0 2355 4051 during 17:01-07:59



Risk Issue: Customer service and safety at the service stations.

Details:

- Possibility that customers will leave cigarette butts at service stations, which could lead to negative safety impacts.

Mitigation Measures:

- Put up signs and raise awareness of safety at service stations.
- Implement measures to inspect critical areas and equipment and increase the installation of security systems to cover the entire service station area.
- Conduct basic fire drills for frontline service personnel and related personnel at least once a year.
- Specify a gathering point for customers to be aware of and to facilitate the disabled for safety.
- Have a process for screening business partners and allies according to legal requirements.
- Guarantee damage from the Company's operations to customers when proven.
- Personal data protection according to international standards for cyber security management ISO/IES 27001 : 2013 ISO/IES 27032 : 2012 and NIST Cyber Security Framework.

Receive customer complaints and investigate, correct, and follow up on complaints through:

- Hotline: 1651
- Social: [web.facebook.com/Bangchak/](https://www.facebook.com/Bangchak/), www.facebook.com/bangchakmemberclub
- Telephone No.: 0 2335 4410



Risk Issue: Land acquisition and land management do not violate the law and do not affect the community's way of life, both in terms of resources and culture.

Details:

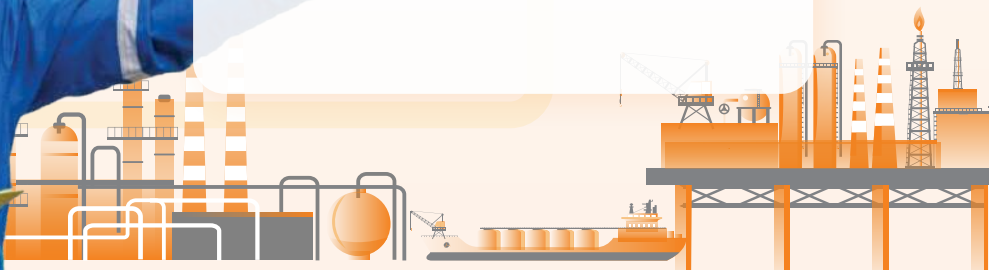
- Possibility of a lack of measures to select areas for the development of service stations.

Mitigation Measures:

- Comply with all relevant laws that cover the practices of company-owned, company-operated service stations (CO-CO) in Thailand, such as
 - Building Control Act, Town Planning Act, Highways Act
 - Ministerial Regulations, Announcements, and Local Ordinances
 - Ministerial Regulations on The Fuel Station
- Survey the expectations of people and communities around the project.
- Communicate the guidelines to employees via Outlook and inform them of the channels for accessing the guidelines and monitoring through the "Human Rights Monitoring and Inspection Checklist" in the Land Management topic, which found that the operation is in line with the guidelines.
- Organize training on the guidelines for selecting areas for the development of service stations for employees.
- Report to the management through monthly meetings.
- Personal data protection according to international standards for cyber security management ISO/IES 27001 : 2013 ISO/IES 27032 : 2012 and NIST Cyber Security Framework.

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Risk Issue: Employees, contractors, and migrant workers of partners are not treated in accordance with the requirements of labor, safety, and environmental laws.

Details:

- Possibility that partner companies do not comply with safety and occupational health laws, including the management of wages, compensation, overtime pay, benefits, and welfare for employees, contractors, and migrant workers in accordance with labor laws.

Mitigation Measures:

- Require partners to comply with safety and occupational health laws, including the management of wages, compensation, overtime pay, benefits, and welfare for employees, contractors, and migrant workers in accordance with labor laws. This covers the following issues:
- There should be safety measures in place, including the management of wages, compensation, overtime pay, benefits, and welfare for employees, contractors, and migrant workers in accordance with labor laws or the certification of Thai labor standards, social responsibility of Thai businesses, TLS 8001.
- Communicate to partners at the operational level the results that the Company expects in order to comply with the Company's standards.
- Establish a mediation/dispute resolution process and identify the responsible person.
- Communicate to partners and business partners to understand the potential human rights impacts of their operations through the annual partner meeting.

Receive complaints through:

- Website: www.bangchak.co.th/th/cg/whistleblowing-form
- Social: web.facebook.com/Bangchak/
- Suggestion Box: CEO BOX
- E-mail: ico@bangchak.co.th / Telephone No: 0 2335 8510
- Complaint Letter: newintranet/uploads/form_download_45.doc



Risk Issue: The Company's new business projects have an impact on the environment, health, and safety of people in the communities surrounding the project area.

Details:

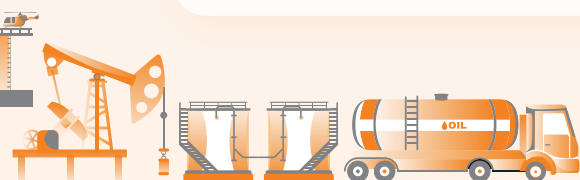
- Possibility that the environmental, health, and safety impacts of people in the communities surrounding the project area will be overlooked, resulting in no measures to manage these impacts.

Mitigation Measures:

- The new business project has been assessed for environmental impact (EIA: Environmental Impact Assessment), which includes a study covering four environmental systems: 1) Physical resources: This is a study of the impacts on soil, water, air, and noise. 2) Biological resources: This is a study of the changes in various aspects of the ecosystem, such as forests and wildlife. 3) Human use value: This is a study of the changes in land use, water use, and water sources. 4) Value on the quality of life of the community: This is a study of the changes in economic and social conditions.
- A community development fund has been established with a committee of community representatives to consider the allocation of budget expenses for the benefit of the community in terms of environment, health, and quality of life development. Examples of activities include health check-ups, vocational development projects, youth camps, and education.

Complaints can be submitted through the following channels:

- Hotline: 1651
- Website: www.bangchak.co.th/th/cg/whistleblowing-form
- Social: web.facebook.com/Bangchak/



Grievances and Whistleblowing Mechanisms

The Company has established channels for reporting human rights concerns and legal and ethical violations. These channels are available to both employees and other stakeholders. The Company has also implemented a mechanism to protect employees and whistleblowers by establishing a confidential database accessible only to relevant personnel. An investigation committee composed of representatives from departments not involved in the complaint is also established to review, investigate, and take action in accordance with the regulations. The committee will inform the informant of the results within a reasonable timeframe, depending on the severity of the complaint. The following are the channels for submitting complaints and reporting information:

- Report information through the company's labor union or employee committee.
- Hotline 1651
- Email to the Internal Audit Department

Collective Bargaining

The Company provides employees with the opportunity to have a representative to communicate with the Company's management through the Bangchak Corporation Public Company Limited Employees' Union. The union is a separate legal entity registered in accordance with the law. The Company grants the union the authority to operate independently and supports its activities in accordance

with the law. This includes facilitating the union's annual meeting and publicizing its activities through the Company's communication channels. Currently, the union has 442 members, representing 41% of the workforce. All employees are covered by the collective bargaining agreement, and regular meetings are held with management. The union has the right to appoint a committee of employee representatives (currently 13 members) to develop employee benefits and rights together with management representatives. This ensures that employees receive benefits that meet their needs and expectations. Meetings are held every quarter as required by law. In 2023, some of the outcomes of the joint meetings included:

- Improving the policy on marketing representative vehicles to make them more suitable for use.
- Improving benefits by providing additional souvenirs to employees who have worked for 30 years.
- Facilitating communication between employees and the employee committee through email.

Disputes and Grievances

As a result of the above human rights strategies and operations, the Company has not received any human rights complaints related to its own operations or those of its partners in the past year. These complaints could be related to the non-use of forced labor, the absence of labor disputes, the freedom of negotiation, the non-discrimination, the non-violation of the rights of vulnerable groups (persons with disabilities, children, indigenous peoples), and no significant violations of social laws or regulations.

