

## Human Rights

### Performance

Bangchak recognizes the importance of human rights and environmental management in systematic business operations. The company conducts its business by adhering to the rights of stakeholders including LGBTQ+ group and accepts differences of opinion as well as social equality such as religion, skin color, and ethnicity, including vulnerable groups such as disabled persons, children, and indigenous people, in addition to having respect for the environment. To build confidence in doing business with respect to human rights, Bangchak's human rights policy has been established in accordance to the United Nations Global Compact (UNGC) and the Universal Declaration of Human Rights (UDHR), the United Nations Guiding Principles on Business and Human Rights (UNGPs), and the Women's Empowering Principles (WEPs). The company set a framework on this by setting guidelines for the Board of Directors, management executives, and employees at all levels, for the compliance of everyone.

The implementation of the Women's Empowering Principles (WEPs) is a guideline for gender equality under the concept of "Diversified energy sources create energy security" just as diversity and equality strengthens organizations. At Bangchak Group, we recognize the importance of sexual equality and have created workplaces for people to truly participate, and as a promote of the intention to push for and support this issue, the company has signed in approval of the WEPs.

### Awards

**In 2022, the company received 1 corporate human rights promotion award, as follows:**

The UN Women 2022 Thailand WEPs Awards as follows:  
Award: 1<sup>st</sup> runner up award in transparency and reporting.

This information is published on



In 2022, the company received 1 award for supporting persons with disabilities as follows:





The company received an award from the Office of the Securities and Exchange Commission together with the Ministry of Labor, Department of Skill Development, Department of Employment, Department for Empowerment of Persons with Disabilities, Thai Listed Companies Association and Disabilities Thailand as follows:

Award: Outstanding Sustainability Model Organization in the Thai Capital market for Empowerment of Persons with Disabilities, 2022.

This information is published on



## Human Right Due Diligence Process

Policy Commitment	Human Rights Impact Self Assessment	Access to Remedy	Human Right Due Diligence Process	Performance Tracking & Reporting
<ul style="list-style-type: none"> <li>Develop a policy of Business Responsibility on respecting human rights and the environment covering the entire supply chain to provide as a guidelines for the Board of Directors and employees.</li> <li>Policy announcement* BCP website, with preparations according to the practice guidelines:               <ul style="list-style-type: none"> <li>UNGC</li> <li>UDHR</li> <li>WEPs</li> <li>ISO 26000</li> <li>UNGP</li> <li>Annually reviewed</li> </ul> </li> </ul> 	<ul style="list-style-type: none"> <li>Assess impacts of all business process affecting human rights.</li> <li>Review processes to improve and minimize the likelihood of abuse.</li> </ul> <p>Note: Annually reviewed</p>	<ul style="list-style-type: none"> <li>Establish remedial mechanisms in the event of negative human rights impacts.</li> <li>Implement stakeholders engagement process where remedies are needed</li> </ul> <p>Note: Annually assessment</p>	<ul style="list-style-type: none"> <li>Human rights checklist (To ensure that there are no residual risks).</li> </ul> <p>Publish on the BCP website.</p> 	<ul style="list-style-type: none"> <li>Follow up on the performance.</li> <li>Report to the management and disclose to stakeholders.</li> </ul> <p>Note: Announcement via BCP website.</p>

## 2022 Key Operation

- Assessed relevant human rights and environmental risks every year. Bangchak conducts comprehensive human rights due diligence covering 8 main risk areas including construction and expansion of business operations, employees, contractors, communities and society, surrounding communities, customers and consumers, business partners, migrant labors, employment of LGBTQ+ group, and temporary workers which include vulnerable groups such as women, children, minority groups, and people with disabilities. The scope includes refinery and oil trading business, marketing business, and suppliers.
- Trade partners are evaluated based on the Supplier Code of Conduct for sustainable business development, which covers issues such as labor and human rights practices, safety, occupational health, and environment, as well as human rights risks. The organization has created this code of conduct, employees are encouraged to solve problems incases involving human rights violations by trade partners as published in <https://www.bangchak.co.th/storage/document/sustainability/2021/bcp-supplier-code-conduct-2021-th.pdf>.
- The company instills a sense of responsibility and understanding about human rights by providing in-house training and sending employees to receive training from external agencies, as follows:
  - The company provided training on business and human rights, which was led by Professor Kittkhunwithit Mantaphon, a distinguished professor of the Faculty of Law, Chulalongkorn University, and human rights expert. The training took place on 28 September 2022 and involved the participation of 302 Bangchak company employees at every level.
  - The company attended human rights lectures provided by the Stock Exchange of Thailand (SET), the UNGC and UN Women.
  - The company shared its knowledge on human rights, SCOC, HRDD and labor rights to organization employees and other companies that were conducting work studies.
- The company prepared a manual for Human Rights Due Diligence (HRDD) to specify guidelines for preventing and minimizing impacts that could lead to human rights violations, including environmental and community violations, throughout the company's activities and the supply chain. The manual was created by agencies directly in charge of implementing the guidelines and specifiers measures for remedying any violations in line with the company's policies,

and appropriate budgets and measures for compensation human rights violations.

- 5) The company took actions based on practice guidelines derived from the national action plan on business and human rights (NAP implementation) such as the following:
  - a) The company created a social and environmental project called “Patithin Kao Rao Kho” to donate old calendars to the Foundation for The Blind in Thailand under the Royal Patronage of H.M. the Queen. The calendars were used to create braille letters for teaching the blind, thereby contributing to both education and environmental protection.
  - b) The company established the labor project called “Breastfeeding Promotion Project” by constructing an isolated breast-pumping section in the workplace. This initiative aimed to provide a suitable area and convenience to employees in effective breast milk pumping.
- 6) For contractors and suppliers, the company uses Supplier Code of Conduct (SCOC) assessment tool for labor and human rights, safety, occupational health, and environment risk.
- 7) Human rights risks that have been assessed are as follows:

### Risk Topics Employees

1. Equal opportunities in recruitment, employment, compensation, and career advancement.
2. Equal treatment in the workplace (e.g., verbally, gestures) for all gender, ages, religions, educational level, etc.
3. Equality in employee rights and basic welfare.
4. Equal opportunities for training including knowledge and understanding of relevant safety issues.
5. Freedom of collective action and negotiate related to work conditions.
6. Violence, sexual harassment, and inappropriate contact.
7. Safe and hygienic work conditions.
8. Whistleblower protection and confidentiality of victims.

### Contractors (Partners who provide Services/Labor)

1. Equality in the contractors selection process, temporary contractors, migrant workers term of employment wages and benefits not lower than that required by law.
2. Equality treatment in the workplace (e.g., verbally, gestures ) for all genders, ages, religions, educational level, etc.
3. Equality in receiving relevant safety knowledge and training.
4. Freedom of collective action and negotiations related to work conditions. And equal opportunities to provide inputs to improve collaboration.
5. Violence, sexual harassment, and inappropriate conducts covering scope of workplace.
6. Safe and hygienic work conditions.
7. Whistleblower protection and confidentiality of victims.



### Suppliers (Raw Material/Product Suppliers)

1. Production process uses hazardous materials or inputs come from areas where there are human right violations or are viewed as unsustainable.
2. Use of child labor, forced women labor, or illegal labor in the production process .
3. Treatment of employees, contractors, and migrant workers of business partner are not in compliance with labor, safety, and environmental regulations.
4. Equal access to relevant safety trainings (including receiving appropriate PPEs per job requirement).
5. Safe and hygienic work conditions.
6. Whistleblower protection and confidentiality of victims.
7. Non-discrimination against organizations with established business relationships.

### Communities

1. Current land management and land acquisition for future investments consider:
  - Community rights to access natural resources and water sources.
  - Community cultural impacts.
2. Establish processes to survey the needs/expectations of communities and society around the areas of operation and processes to continually collect communities' concerns.
3. In carry out community activities, ensure inclusive and equal treatment especially to women, disabled, and other disadvantaged groups.
4. Management the entire supply chain to ensure that there are no negative impacts to community, environmental, social, and economic aspects.
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 guideline for equal treatments of customers such as verbal expressions and gesture, including precaution on any physical contacts and other contacts.
2. Establish process to prevent the following issues:
  - Sexual harassment or other serious incidents where customers are threatened.
  - Protection of customers' personal information (including storage, access, and use of data).
  - Prevention of violation of children's and women's rights through public relations advertisements and media or activities.

Performance Evaluation in Human Rights Risks	Employees	Trade Partners (Contractors & Tier 1 Suppliers)	Subsidiaries
Percentage of risk assessed for the last 3 years.	100	100	100
Percentage of cases identified risks.	0	0	0
Percentage of risk identified with measures to reduce impact.	0	0	0



## Risk Mitigation

### Safety Management for Impacts during Product Transportation from Warehouses to Service Stations

#### Details:

- Vehicle accidents along transportation routes from warehouses to service stations can have potential community impacts.

#### Mitigation Measures:

- Prevent accidents from drivers with Driver Monitoring System (DMS) and control driving speed with Global Positioning System (GPS).
- Jointly review transportation plans and performance on a monthly basis (monthly KPI meeting).
- Manage and control the number of transportation vehicles to follow contract specifications.
- Review the operating procedures of contractors and vehicle drivers.
- Review the readiness of incident response teams and inspect the readiness of incident response equipment.
- Hold emergency plan drills for various situations jointly between transportation contractors and the company.

#### Accept complaints through

- Hotline: 1651
- Website: [www.bangchak.co.th/th/cg/whistleblowing-form](http://www.bangchak.co.th/th/cg/whistleblowing-form)
- Social media: [www.facebook.com/bangchakmemberclub](https://www.facebook.com/bangchakmemberclub)

### Caring for Neighboring Communities on the Issues of Cultures, Traditions, Local Wisdom, Lifestyle and Economy/Society

#### Details:

- There is a possibility that community relations activities/projects might not be consistently managed or implemented in a way that support the cultures, traditions, local wisdom, lifestyles, and economic/social conditions of communities.

#### Mitigation Measures:

- Collect data from neighboring communities, including cultural dimensions, through community visits.
- Annually survey communities' opinions, needs, and satisfaction for community relations activities/projects (survey by 3<sup>rd</sup> party).
- Design and plan community relations activities/projects in line with collected data, and support non-violation neighboring communities' cultures, traditions, local wisdom, lifestyles, and society.
- Organize activities/projects according to plans emphasizing the important of following work plans in every stage. Prioritize ensuring consistency, support, and contribute to the cultures, traditions, local wisdom, lifestyles, and social conditions of neighboring communities.
- Appropriately adopt new and modern technologies and communication channels for use in neighboring communities, considering cultural, and other dimensions.
- Handle complaints and recommendations, and specify remediating mechanisms for situations where the community is impacted by the company's activities protect whistleblowers and maintain data confidentiality.

#### Accept complaints through

- Hotline: 1651
- Social media: [www.facebook.com/bangchakmemberclub](https://www.facebook.com/bangchakmemberclub)
- Telephone: from 08:00 am to 5:00 pm > 02 335 4102-5, from 5:01 pm to 07:59 am > 02 355 4051.

## Customer Service and Gas Stations Safety

### Details:

- There is a possibility that customers leave cigarette butts at gas stations which would impact safety at the station.

### Mitigation Measures:

- Put up safety signs and raise safety awareness in service stations.
- Establish measures to inspect areas and important equipment and to increase the installations of security system to cover gas service stations.
- Conduct basic fire extinguishing drills for service station at least once annually.
- Establish rally point for customers and facilitate disabled customers to safety.
- Establish screening process for business partners and trading partners in accordance with the legal requirements.
- Guarantee against damages from the company's operations to customers, where cases are proven.
- Protect personal information in accordance with international cybersecurity management standards, ISO/IES 27001: 2013, ISO/IES 27032: 2012, and NIST Cyber Security Framework.

### Receive customer complaints through:

- Hotline: 1651
- Social media: [www.facebook.com/bangchakmemberclub](https://www.facebook.com/bangchakmemberclub)
- Telephone: 02 335 4410

## Employment through recruitment companies not complying with legal requirements

### Details:

- The company may be directly or indirectly involved when business partner do not comply with legal requirements.

### Mitigation Measures:

- Inform all important business partners to know and comply with the Supplier Code of Conduct for the business operations of goods manufacturers and suppliers of goods, raw materials and services.
- Regularly assess business partners on environmental, safety, human rights and good corporate governance issues.
- Track suppliers' performance through supplier annual self-assessment
- Establish supply chain management system covering partners' selection process, performance monitoring, and evaluation.
- Communicate with trade partners on the operational level to inform them about the performance that the company expects from them in line with the company's standards.
- Communicate potential impacts of operations to human rights to suppliers and business partners through the annual seminar.

### Accept complaints through the following channels:

- Website: [www.bangchak.co.th/th/cg/whistleblowing-form](http://www.bangchak.co.th/th/cg/whistleblowing-form)
- Social media: [www.facebook.com/Bangchak/](https://www.facebook.com/Bangchak/)
- CEO suggestions box.
- E-mail: [ico@bangchak.co.th](mailto:ico@bangchak.co.th)
- Telephone: 02 335 8570
- Complaint letter in an intranet system within the company

## Sexual Violence and Harassment

### Description:

- This is a possibility that employees might experience sexual violations in the workplace.

### Mitigation Measures:

- Communicate practice guidelines to inform employees through every channel to ensure their understanding about the guidelines according to the corporate responsibility policy on respect for human rights.
- Provide training on expressing appropriate political opinions without causing work impacts.
- Specify work regulations concerning conduct and verbal use, as well as unity, in employee work manuals.
- Provide protection to employees and whistleblowers by creating a confidential database accessible only to the persons involved.

### Accept complaints through the following channels:

- Website: [www.bangchak.co.th/th/cg/whistleblowing-form](http://www.bangchak.co.th/th/cg/whistleblowing-form).
- CEO suggestions box.
- E-mail: [ico@bangchak.co.th](mailto:ico@bangchak.co.th)
- Complaint letter in an intranet system within the company
- Telephone: 02 335 8570

## Measures for Receiving Complaints and Tips

The company has established channels for whistleblowing and filing complaints regarding human rights issues, illegal activity, and misconduct, open to both employees and other stakeholders. To protect employees and complaint filers, a confidential database accessible only by the persons involved parties has been created, and fact-finding committees composed of representatives from on-involved work sections have been established to investigate complaints according to regulations. The committees will announce their findings to the complainants within an appropriate timeframe, depending on the severity of the complaint. The company's whistleblowing and complaint channels are as follows:

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

## Collective Bargaining

The company provides opportunities for employees to have representatives who can communicate with the company's management in the form of a labor union, consisting of the employees of Bangchak Corporation Public Company Limited. The labor union is registered as another juristic person in accordance with the law, and the company grants it the authority to act independently. The company also supports the activities of the labor union in accordance with the law including facilitating annual labor union meetings or publicizing labor union activities through the company's communication channels. Currently, the membership of the company's employee labor union is 473 employees or 43%. All employees are subject to the mutual negotiations through regular meetings and discussions with executives. Furthermore, the labor union has the right to appoint an employee committee (currently with 13 members) to develop the welfare and benefits of employees together with the representatives of Management to ensure that employees receive benefits appropriately according to their intentions and expectations and hold joint discussion meetings every quarter in line with the law. In 2022, some of the results from the joint meetings include improvement of the marketing representative vehicle policy to ensure greater appropriateness to use, addition of benefits in giving souvenirs to employees who have worked for up to 30 years and providing convenience through increasing the channels for communication between employees and the employee committee through email.

## Disputes and Complaints

The human rights strategies and activities mentioned above resulted in the company receiving any human rights complaints in 2022 regarding its business activities or trade partners. These complaints could be related to the non-use of forced labor, absence of labor disputes, freedom of negotiation, non-discrimination, non-violation of the rights of vulnerable groups such as disabled persons, children and indigenous people, as well as non-violation of significant social laws and regulations.