

# Human Rights

Bangchak recognizes the importance of human rights management in systematic business operation. The Company conducts its businesses by adhering to the rights of all stakeholders including LGBTQ+ group and accepts differences of opinion as well as social equality such as religion, skin color, and ethnicity. To build confidence in doing business with respect to human rights, Bangchak's human rights policy has been established in accordance to the UN Global Compact, Universal Declaration of Human Right (UDHR), United Nation Guiding Principles on Business and Human Rights (UNGP), and Women's Empowerment 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 Empowerment Principles (WEPs) is a guideline for gender equality under the concept "Diversified energy sources create energy security. Just as diversity and equality strengthens organizations. At Bangchak Group we recognize the importance of gender equality and create a workplace where everyone is truly engaged" and promote this issue, and the company has signed a contract accepting the principles of WEPs.

(<https://www.bangchak.co.th/storage/document/sustainability/2021/women-empowerment-principles.pdf>)

## Awards for the promotion and activities related to human rights

In 2021, Bangchak received 2 awards from the UN Women 2021 Thailand Women's Empowerment Principles Awards (WEPs) as follow:



- 1<sup>st</sup> Runner Up in the Gender Inclusive and Workplace Category
- Honorable Mention Community Engagement and Partnerships

published on <https://www.weps.org/company/bangchak-corporation-plc>

# Human Rights Due Diligence Process

## 2021 Key Operations

Policy Commitment	Human Rights Impact Self Assessment	Access to Remedy	Human Rights Due Diligence	Performance Tracking & Reporting
<ul style="list-style-type: none"> <li>Develop a policy of Business Responsibilities on Human Rights Policy as a guideline for the Board of Directors and employees.</li> <li>Policy announcement*</li> </ul> <p><b>Note :</b> *The guidelines are in accordance with</p> <ul style="list-style-type: none"> <li>UNGC</li> <li>UDHR</li> <li>WEPs</li> <li>annually reviewed</li> <li>ISO26000</li> <li>UNGP</li> <li>Announcement via BCP Website</li> </ul>	<ul style="list-style-type: none"> <li>Assess the impact of all business processes affecting human rights.</li> <li>Review processes to improve and minimize the likelihood of abuse.</li> </ul> <p><b>Note :</b></p> <ul style="list-style-type: none"> <li>annually reviewed</li> </ul>	<ul style="list-style-type: none"> <li>Establish remedial mechanisms in the event of negative human rights impacts.</li> <li>Implement stakeholder engagement processes where remedies are needed.</li> </ul> <p><b>Note :</b></p> <ul style="list-style-type: none"> <li>annually assessment</li> </ul>	<ul style="list-style-type: none"> <li>Human rights checklist ( To ensure that there are no residual risks).</li> </ul>	<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><b>Note :</b></p> <ul style="list-style-type: none"> <li>Announcement via BCP Website</li> </ul>

## 2021 Key Operations

- Updated and announced the policy of business responsibility towards respect for human rights to include the principles of women empowerment (WEPs)
- Assessed relevant human rights risks Every year Bangchak conducts comprehensive human rights due diligence covering 8 main risk areas including construction and expansion of business operations, employees and contractors, surrounding communities, customers and consumers, business partners, foreign labors, and 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.
- 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.
- Human rights risks that have been assessed are as follows:

## Human Rights Risks

### Employees

1. Equal opportunities in recruitment, employment, compensation, and career advancement
2. Equal treatment in the workplace (e.g. verbally, gestures) for all genders, ages, religions, and educational level
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 negotiations related to work conditions
6. Violence, sexual harassment, and inappropriate conducts
7. Safe and hygienic work conditions
8. Whistleblower protection and confidentiality of victims

### Contractors (partners who provide services/labor)

1. Equality in the contractor’s selection process, temporary contractors migrant workers terms of employment wages and benefits not lower than that required by law
2. Equal treatment in the workplace (e.g. verbally, gestures) for all genders, ages, religions, and educational level
3. Equity 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 materials/products)

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 partners 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 business relationships

### Communities

1. Current land management and land acquisition for future investments consider:
  - Rights of communities to access natural resources and water
  - Impact on community culture
2. Establish process to survey needs/expectations of communities around areas of operations and process 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 supply chain to ensure that there are no negative impacts to communities on environmental, social, and economic aspects
5. Ensure systematic communication channel with the communities, including during emergency situations
6. Ensure channels for receiving complaints from the community as well as confidentiality of the complainant

### Customers

1. Establish guideline for equal treatments of customers such as verbal expressions, gestures, as well as precautions on any physical contacts or other contacts
2. Establish process to prevent the following issues:
  - Sexual harassment or other serious incidents where customers are threatened
  - Protection of customer personal information including storage, access, and use
  - Violation of the rights of children or women through public relations, media, or activities

## Human Rights Risk Assessment Results

	Employees	[Contractors & Tier 1 Suppliers]	Subsidiaries
Percentage of risk assessed for the last 3 years	100	100	100
Percentage of cases with identified risks	0	0	0
Percentage of risk identified with measures to reduce impact	0	0	0

## Risk Mitigation

### Land management during construction or expansion

**Details:**

- Impacts from noise, odor, dust, light, and vibration that could occur during construction

**Mitigation measures:**

- Verify that the acquisition of land is in accordance with the law and land acquisition does not affect the communities' way of life including resources and culture. Compliance with laws and regulations include:
  - Town Planning Act and Highway Act
  - Ministerial regulations, announcements, and ordinance specific to the area
  - Ministerial regulations on gas stations
- Establish measures to prevent noise, vibration, dust, smoke, odor, reflection, and wastewater treatment during construction of gas stations
- Establish measures for receiving communities' inputs, survey the needs and expectations of communities around the area before and during the project
- Establish channels for receiving complains through whistleblower channel and Hot Line 1651

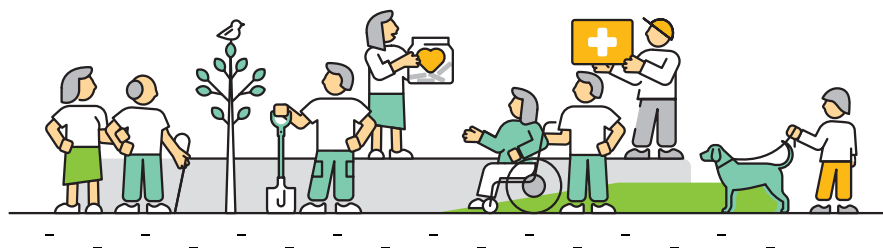
### Community relations activities do not cover vulnerable groups, women, disabled, or other disadvantaged groups in the community

**Details:**

- There is a possibility that community relation activities may leave impressions that social cares do not cover vulnerable groups, children, women, disabled, or other disadvantage groups and are inconsistent with the needs to neighboring communities

**Mitigation measures:**

- Organize forums to hear communities' inputs, survey expectations, and use the information gathered to analyze and improve projects/activities to better align with communities' expectations and culture as well as inclusive of all at risk groups
- Take care of neighboring community to ensure that the management of safety and environment are up to standard in accordance with SHEE Policy
- Ensure advance communication before stop and start of refinery turnarounds
- Conduct evacuation drill with communities around the refinery
- Receive grievances, suggestions, and establish a remedial mechanism in case the community is affected by the Company's operations and ensure that complaints are protected and information is kept confidential
- 8.00-17.00 น. 02 335 4102-5
- 17.01-7.59 น. 02 335 4151



## Customer service and gas station safety



### Details:

- There is a possibility that customers leave cigarette butts at the 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 installation of safety system to cover entire service station
- Conduct basic fire fighting drills for service station personnel at least once a year
- Establish rally point for customers and facilitate disabled customers to safety
- Establish screening process for business partners and trading partners in accordance with legal requirements
- Guarantee against damages from the Company's operations to customers, where cases are proven
- Receive customer complaints through Call Center 1651 or 02 335 4410 including conducting investigations, corrections, and follow-up of complaints
- Protection of personal information in accordance with international cybersecurity management standards – ISO/ IES 27001: 2013 ISO/IES 27032: 2012 และ NIST Cyber Security Framework

## Employment through recruitment companies not complying with legal requirements



### Details:

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

### Mitigation measures:

- Inform all important business partners to know and comply with the Code of Conduct for the manufacturers and procurement of goods, raw materials, and services
- Regularly assess business partners' performance on environment, safety, human rights, and good governance
- Track suppliers' performance through supplier annual self-assessment
- Establish a supply chain management system covering partners' selection process, performance monitoring, and evaluation
- Communicate the Company's expectations of performance to business partners to uphold company's standards
- Communicate potential impacts of operations to human rights to suppliers and business partners through the annual seminar
- Establish channels for receiving complains through whistleblower channel and Hot Line 1651



## Discrimination in work areas



### Details:

- There is a possibility that employees may receive discriminatory actions through words, gestures, touches and other inappropriate actions at work or during work hours due to differences in political views

### Mitigation measures:

- Provide equal treatment to guard against discrimination in accordance with Business Responsibilities on Human Rights Policy
- Establish rules regarding behavior, verbal use, and unity in the employee handbook
- Communicate and provide training on how to appropriately express political opinions as to not affect collaboration at work
- Provide opportunities for management and employees to negotiate employees benefits through labor union
- Transparently receive complaints through the Whistleblower Channel
- Protect employees and whistleblowers by establishing a confidential database accessible only by those involved

## Measures for Receiving Complaints and Tips

The Company provides channels for reporting complaints regarding human rights. For issues that violate legal ethics both from employees and other interested parties, there is a mechanism to protect employees and those who report the tips by creating a secret database system that can only be accessed by relevant parties. A committee will be established to handle the case. Committee members include representatives from different departments who have no vested interest in the case. Investigation proceeds in line with the regulations and will report results to those who filed the complaint.

Channels of receiving complaints and tips are as follows:

- Information disclosure through Labor Unions or the Company's employee committee
- Hot line 1651
- e-mail to internal audit department

## Collective Bargaining

The Company ensures open communication between management and employees for the negotiation of employee's benefits through Bangchak's Labor Union. The Labor Union has been registered in accordance with regulations and currently 27.76% of employees (304 of out 1095 employees) are members. All (100%) of employees are covered under the negation terms between the Labor Union and management. The Labor Union has the rights to appoint committee members (currently there are 13 members) who act as employees' representatives to work with management to improve employees benefits and response to employees' expectations. Meeting between Labor Union and management are held regularly in accordance with regulations. Accomplishments in 2021 included: project "Ruam Jai" was initiated for employees under 60 who wish to early retire, modification of special payment for shift workers level 8 and 9, and modifications on the supplier and business partner selections in case of employee resignation.

2021 Complaints and Disputes: There were no significant cases of complaints and disputes including labor disputes, human right violations, breach of regulations, and negative impacts to the community and society for the past 3 years.