



Human Rights

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/](https://www.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/](https://www.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.

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

- Hotline: 1651
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www.facebook.com/bangchakmemberclub
- Telephone No: 0 2335 4410

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/](https://www.facebook.com/Bangchak/)