



Human Rights and Labour Practices Policy

Siam Makro Public Company Limited

1. Principle

Siam Makro Public Limited Company (the "Company") is committed to respecting fundamental human rights and Labour practices with continuous effort to operate the business sustainably through employees, customers, suppliers and other stakeholders along the supply chain. The Company aims to prevent human rights protect discrimination, harassment and provide equal opportunity for capability development.

The Company respects fundamental human rights and Labour practices in every country where the Company operates and adherences to follow international principles and practices as the Universal Declaration of Human Rights: (UDHR), the Ten Principles of the United Nations Global Compact (UN Global Compact), UN Guiding Principles on Business and Human Rights (UNGPs), Declaration on Fundamental Principles and Rights at Work and International Labour Organization (ILO).

2. Scope

This policy applies to the business operation of Siam Makro Public Limited Company and its subsidiaries.

3. Definition

The Company means Siam Makro Public Company Limited and its subsidiaries.

Subsidiaries means companies that Siam Makro holds more than 50 percent shareholding or has authority in management.

Employee means employees and workers at all levels of the Company.

Business Partner means the significant organizations or group of persons who agree to work together with the Company to achieve a shared goal or to improve operational performance. The partnership is formed on a formal basis to assist in moving towards a shared goal or objective.

Human Rights are the basic freedoms inherent to all human beings, regardless of race, ethnicity, gender, nationality, language, religion or any other status. Everyone is entitled to these rights, without discrimination.

Diversity refers to different values, attitudes, cultural perspectives, beliefs, ethnic background, nationality, sexual orientation, gender identity, ability, health, social status, skill and other specific personal characteristics.

Harassment means any act is improper and unwelcome conduct that might reasonably be expected or perceived to cause offense or humiliation to another. This includes, but is not limited to, gestures or actions which tend to annoy, alarm, abuse, demean, intimidate, belittle or cause personal humiliation or embarrassment to another; or that cause an intimidating, hostile or offensive work environment.

Sexual Harassment means any behavior that infringes the rights of others in a sexual manner, whether verbal or physical conduct. This includes any forced sexual favors, rape, invasion of privacy, and any unwelcome, non-consensual conduct that causes shame or embarrassment.

Forced or compulsory Labour is all work or service which is exacted from any person under the threat of penalty and for which the person has not offered himself or herself voluntarily.

Discrimination refers to any different treatment or distinction or special treatment to an individual or group of people based, but not limited to, personal characteristic on race, nationality,

color, ethnic, religion, social status, gender, age, physical features or disability, political beliefs and related marital status.

4. Roles and Responsibilities

4.1 Sustainability Development Committee

4.1.1 Establish the structure and responsibility for the human rights and Labour practices as the working team in which members are assigned leaders from every related department to drive the organizational performance to comply with this policy and related requirement.

4.1.2 Endorse this policy, support and oversee the compliance to prevent violations of Human Rights and Labour Practices in all business activities of the Company including in its business value chains and concerned stakeholders.

4.2 Human Rights Due Diligence Working Team

4.2.1 Define and periodically review the human rights and Labour practice policy and guidelines to prevent any human rights violation within the Company's business operation include the business value chain and business partner.

4.2.2 Define and update the related procedure based on business context and compliance with this policy and related requirements in each country where the Company operates.

4.2.3 Implement the Human Rights Due Diligence process which consists of the following:

- 1) Integrated roles and responsibilities of human rights and Labour practices risk management to functional leader's objectives and targets.
- 2) Review feedback from stakeholder groups and management including plan the corporative process with other potentially affected groups and stakeholders.

- 3) Conduct human rights impact assessment by gathering and assessing salient issues from stakeholders.
- 4) Identify proper remediation measures to reduce the impacts also the preventive measures and action to mitigate the internal and external risks.
- 5) Track and monitor the effectiveness of preventive measures and whistleblowing mechanisms.
- 6) Communicate the human rights impact assessment, remediation measure, status of case correction that is addressed from human rights violations.
- 7) Engage all relevant groups through open dialogue or feedback with affected groups, human rights experts and civil society organizations.
- 8) Provide the effective grievance and remediation mechanism are in place for who is affected by human rights and Labour practices violations and witness must be protected as confidentiality except required by regulation.

4.2.4 The related document and information of human rights and Labour practices impact are collect and retain with proper record keeping.

4.2.5 Report the compliance of human rights and labour practices to the Sustainability Development Committee and the involved functional management at least once annually.

4.3 Functional Management

4.3.1 Communicate the human rights and labour practices policy and the objective to all employees and stakeholders in the supply chain which is under responsibility for appropriate awareness and practice.

4.3.2 Supervise all employees under responsibility to ensure they understand this policy and guideline include encourage them to inform if find any risk that potentially against this policy.

5. Guideline

To promote human rights and labour practices within the whole organization and assure the employee including stakeholder groups are protected their rights as equality and fairness. The written guideline for implementation are following by

5.1 Respect for Human Rights

5.1.1 Civil and Political Rights

1) Encourage diversity and inclusion to all employees to foster coexistence on the basis of equality.

2) Any harassment that might create any violence, intimidation, hostile or unfriendly work environment is not permitted include verbal, written, physical or mental harassment.

3) Any harassment action that might interfere with other employee's work performance or cause a nuisance is not permitted.

4) Sexual harassment and other immoral behaviors are not permitted. Such behavior includes molestation, indecent exposure and obscene acts both physical and verbal, all of which can cause the victim to be humiliated, intimidated or offended.

5) Any restrictions on freedom of expression and freedom to participate in political activities are not allowed, as they are both fundamental human rights. On the contrary, the mentioning of Siam Makro or the use of the Company's asset in political activities are not permitted under any circumstance.

5.1.2 Economic, Social and Cultural Rights

1) Employees are entitled to access to social security, medical insurance and other welfare benefits.

2) Provide the resting hour during working days, monitor and control the working hours that do not exceed local Labour regulations and full remunerations during public holidays.

3) Infringement on employee's rights to perform their religious and cultural activities are not permitted.

5.2 Labour Practice Guideline

5.2.1 Human Trafficking and Forced Labour

Strictly prohibit any practice that related to human trafficking and forced Labour to the employees, subcontractors, subcontractor's employees including the coercion, penalty or forcing the workers to work unwillingly such as involuntary work, coercion with intimidation, physical violence, sexual abuse, restriction of movement, withholding or non-payment of wages, debt bondage or retains their identity documents, etc.

5.2.2 Child Labour

1) Prohibit the hiring of child Labour based on criteria within local applicable laws and regulations.

2) Prohibit the hiring of any child Labour to work in unsafe conditions or risky environments which are defined by local laws, including any work that can be harmful to their health, growth and development or interfering with their compulsory educations.

3) Prohibit the hiring of child Labour to work overtime or during public holidays.

5.2.3 Zero tolerance for Discrimination and Equal Remuneration

1) Strictly prohibit any discrimination towards the employee under any circumstance or action that bring inequality or inferiority due to prejudice even non-related working issue.

2) Strictly prohibit any discrimination towards job applicants. The criteria as age, gender, race, physical or mental disability, religion and marital status are not permitted to apply as the job requirement and qualification of recruitment.

3) Salaries, wages and benefits are to be paid on time, in compliance with legal requirements. The deduction from employees' wages are not allowed, except if local regulation states.

4) Remuneration is equal for both men and women for equal job value and responsibility.

5) Employee's development program must be equally arranged without discrimination while also depending on their training needs for current position and career progression.

6) Determine and disclose the employees' performance evaluation criteria.

7) Feedback employee's performance evaluation results in a transparently and fairly manner for their performance improvement.

8) Job transfer and rotation must be conducted with equality and fairness for career progression without any discrimination.

9) Any dismissal must be considered the qualification with the performance evaluation criteria, disciplinary action, medical condition as doctor's diagnosis or any other reasons which are not from discrimination.

5.2.4 Freedom of Association

1) The rights to assembly is allowed under the condition that gatherings are peaceful and without arms.

2) The rights to assembly can be done only without any compromising on work performance or interfering with continuity in servicing to customers.

3) Do not infringe on the rights to assembly, except if the said infringements are done to protect public interests, to maintain peace and order, or to prevent any violation of local laws or the code of conduct

4) Respect the rights of assembly and association including participation in collective bargaining, all of which are fundamental rights, will lead to the protection of other rights that will maintain and advance social and sustainable development.


5.2.5 The grievance mechanism must follow the detail of the Anti-corruption policy and whistleblowing guidelines within the employee manual and supplier code of conduct manual.



This policy implementation is consistent with the intent of the Company based on the core philosophy "3-Benefit to Sustainability (for the Country, People and Company)" that operating on good governance, social and environmental responsibility. This includes encouraging business partners to grow responsibility together in accordance with the international practice for sustainability development.


Effective from 2 August 2021 onwards.

(Mrs. Suchada Ithijarukul)

Group Chief Executive Officer – Siam Makro

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Group Chief Executive Officer	Approved by	Suchada Ithijarukul	Group Chief Executive Officer (Chairman of SD Committee)	

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Policy Version Control			
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