



# 2024

## Human Rights Due Diligence Process and Human Rights Impact Assessment and Management (HRIAM) Report

## Our Commitment & Strategy

- *Challenges, Risks and Impacts*
- *Thailoil Group Commitment*
- *Thailoil Group Human Rights Journey and 5 years Roadmap Year 2025-2029*
- *National Action Plan on Business and Human Rights Phase 2 (NAP 2)*

## Our Key Policy

- *Thailoil Group Human Rights Policy in Workplace (revision 2)*
- *Thailoil Group Business and Human Rights Policy for Supply Chain (revision 2)*
- *Business Partners Code of Conducts-Business and Human Rights Policy (revision 2)*
- *Thailoil Group Privacy Policy*
- *Privacy Data Policy*
- *People First for Employee Support Policy*
- *Thailoil Group Human Rights Working Team*

## Our Key Procedure

- *Human Rights Impact Assessments and Management Procedure*
- *Grievance Mechanisms and Effective Remedy Framework Procedure*
- *Fitness for Work and Return to Work Procedure*
- *Related Procedures to Human Rights Management*

## Our Salient Human Rights Issues

- *Human Rights Due Diligence Process*
- *Human Rights Risks Assessment 2024 and Mitigation Plan*

## Spotlight on Human Rights Programs and Activities

- *Strengthening Mitigation Plan and Achievement*
- *Scaling up Human Rights Mindset*
- *Human Rights to Thailoil Group Healthy Environment*

## Challenges, Risks and Impacts

In these recent years, the sustainability especially, a clean environment, human well-being and biodiversity have been raised to be critical issues. As a result, both government and business sectors are placing importance to drive their operations to achieve the Sustainable Development Goals (SDGs). At the same time, human rights has been one of the issues as global commitment of all organizations.

Meanwhile in Thailand, the government launched the 2<sup>nd</sup> National Action Plan on Business and Human Rights (NAP2) Year 2023-2027 as a guideline for all relevant parties to follow. With the aim to uplift human rights agenda, Thaioil Group has been intensively starting up the Clean Fuel Project (CFP) and expanding to international market. Therefore, it is a challenge to sustain human rights for stakeholders: employees, contractors, communities including other stakeholders in Thaioil Group's value chain. Our practices under the guideline that **“human rights are a beneficial challenge which preventive plan, implementation, and control are manageable. Every concern has a solution due to priority and taking seriously. As a result, employees and stakeholders will be sustainable protected and promoted their own human rights.”**

With Thaioil Group's commitment, we has determinately continued to raise the level of human rights protection of our stakeholders as an essential agenda. The main principles include:

- 1. Insight human rights knowledge and obligations.***
- 2. Embed “human rights mindset” as a key success factor to achieve corporate mission and goals as well as gain stakeholders’ trust and creditability.***
- 3. Protect and ensure human rights practice in the organization seriously and sustainably.***
- 4. Take role by all employee levels and corporate in promoting and protecting human rights in the value chain.***

A background image showing a close-up of a person wearing a white hard hat and safety glasses, looking upwards and to the right. The image is slightly blurred, emphasizing the text overlay.

# HUMAN RIGHTS CHALLENGES, RISKS, AND IMPACTS



# THAILOIL GROUP COMMITMENT

## Our Commitment

Thaioil Group has strongly committed to promote good human rights practices throughout our value chain as well as committed to respect human rights in all our operational areas across the value chain. We consistently continue to operate as mandated by the Human Rights Policies: **The Human Rights Policy in Workplace and Business and Human Rights Policy for Business Supply Chain including the Supplier Code of Conduct (SCOC)**. These human rights policies and related procedures have been aligned with the UN Guiding Principles on Business and Human Rights, or the **UNGP**, which guide us towards the protection of the human rights of our employees, business partners (i.e. suppliers, contractors, and customers), communities, as well as environmental rights relating to natural resources, and a clean environment free of pollution.

We uphold our commitment to ensure that our treatment to stakeholders throughout the value chain **go above and beyond expected human rights standards**, such that looking into leading practices on sustainable management both in Thailand and abroad.

Due to the construction of the Clean Fuel Project (CFP) and the global trends in sustainability, Thaioil Group has progressively made improvement in Thaioil Group human rights policies and procedures to uplift human rights in our value chain. In addition, Thaioil group's stakeholders support and corporate according to policies and procedures related to protect, prevent and reduce any risks that might have an effect on continuing business.

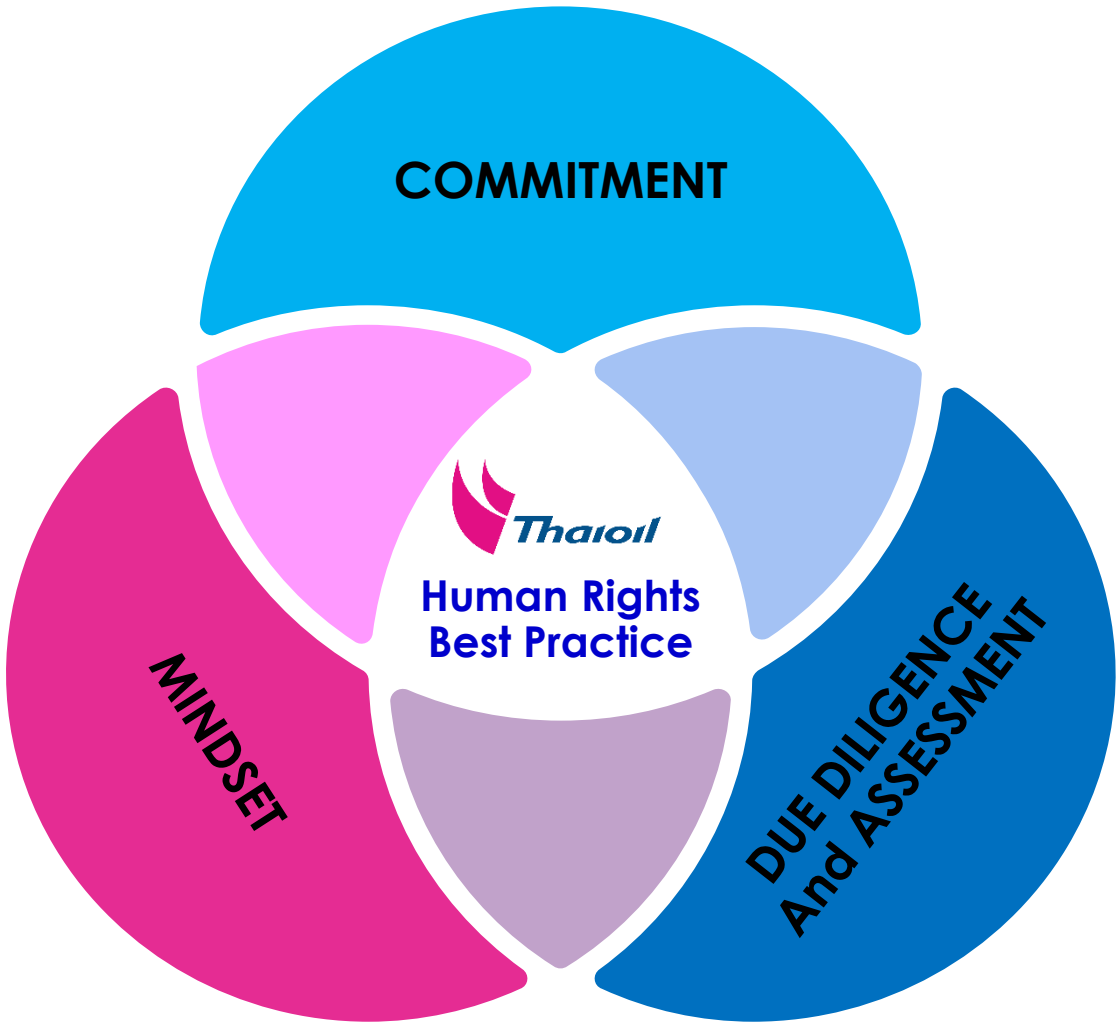
At the same time, Thaioil Group expands its businesses to international markets more according to corporate strategic direction, where human rights laws and regulations requiring different practices from Thailand's. As a result, Thaioil Group has therefore developed human rights in aspect of international clients and suppliers to ensure that the whole value chain respect to human rights of stakeholder across the business activities comprehensively.

Importantly, Thaioil Group has placed importance of human rights in action across its value chains by identifying key potential risk of human rights and targets for 8 years since 2016 . With this respect, **Thaioil Group continuously achieves zero non-compliance with human rights to all stakeholders every year.**



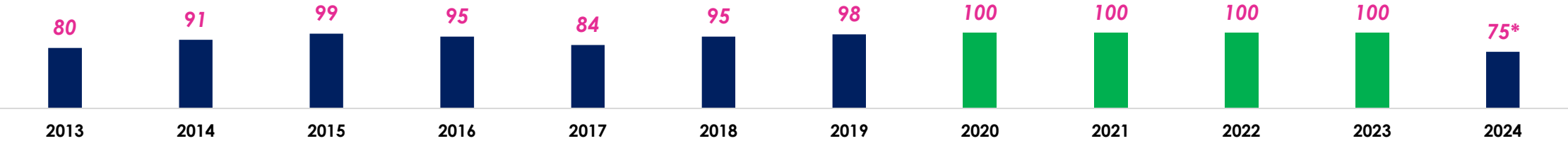
# Our Strategic Framework

To sustainably deploy human rights policy into practice and actions according to Thailoil Group human Rights Roadmap with systematic and beyond best practice.



# Thaioil Group Human Rights Journey and 5 years Roadmap (2025-2029)

DJSI Score in part of human rights



\* Got full 100 scores but deducted 25 due to oil spill

Human Rights Dimension	2025	2026	2027	2028	2029	Measures
Commitment to Thailand government's human rights guideline.	• Align & ensure compliance with the 2 <sup>nd</sup> National Action Plan on Business and Human Rights (NAP2).			• Align & ensure compliance with the 3 <sup>rd</sup> National Action Plan on Business and Human Rights (NAP3).		• 100% business operations alignment with NAP 1 and NAP 2.
Commitment to global/international human rights guideline.	• Continuously study and monitor global/international human rights principles and analyze to define revision of Thaioil Group policies, procedures and practices related. ✓ Global human rights standards and guidelines of international organizations e.g., UN, ILO, etc. ✓ Human rights practices of leading business organizations. ✓ Study and monitor practices on grievance and remedy mechanisms of international organizations and continuously review the effectiveness of Thaioil Group's practices.					• Up-to-date human rights polices and procedures • Zero complaint on human rights • Human Rights Award
Practice and compliance with Thaioil Group Human Rights Policies.	• Promote and support to ensure Thaioil Group business operations in our value chain as well as our business partners (suppliers, contractors, vendors) complying with Thaioil Group's human rights policies. • Update policies and practices related to human rights to align with regulations of the government and global sustainability standards.					
Practice and comply with Thaioil Group Human Rights Policy: Foreign workers' rights	• Study how to protect and manage potential risks and impact to foreign worker rights as well as study ethical selection process of Thaioil Group.	• Establish the guidance and practices to protect and manage potential risks and impact to foreign worker rights. • Communicate and educate the guidance and practice to related and concerned parties and all employees. • Monitor effectiveness of implementation.				
Human Rights Due Diligence Assessment	• Conduct Human Rights Due Diligence. • Continuously monitor the implementation of remedial measures.	• Conduct Human Rights Due Diligence and Risk Assessment by 3 <sup>rd</sup> party. • Put in place effective remedy mechanisms.	• Conduct Human Rights Due Diligence. • Continuously monitor the implementation of remedial measures.			
Human Rights Mindset	• Scale up human rights mindset of Thai Oil Group employees and stakeholders through E-learning, activities, and leadership communication.					

# *The 2<sup>nd</sup> National Action Plan on Business and Human Rights (NAP 2)*



1

**Labour**



2

**Community, Land,  
Natural Resources And  
The Environment**



3

**Human Rights  
Defenders**



4

**Cross Border  
Investment And  
Multinational  
Enterprises**



**Employees and Contractors**

1. Compliance with labour laws, labour standards and the principles of human rights.
2. Labour rights and welfare.
3. Elimination of discrimination in the workplace.
4. Grievance Mechanism and Remediation.

**Local Communities and  
Environment**

1. Compliance with laws, standards and human rights principles governing the environment, natural resources and land.
2. Allowing participation from communities and public.
3. Environmental/Health Impact Assessment (EIA/EHIA).
4. Grievance Mechanism and Remediation.

**Complainants**

1. Compliance with laws, measures, and human rights principles on the protection of human rights defenders.
2. Providing knowledge and understanding of the duties of human rights defenders.
3. Establishing measures to protect human rights defenders.
4. Grievance Mechanism and Remediation.

**Clients and Consumers**

1. Compliance with laws, standards, and human rights principles related to international investment and multinational corporations.
2. Raising awareness of international principles or standards on human rights and legitimate business operations.
3. Grievance Mechanism and Remediation.



## Summary of Thaioil Group Implementation in Accordance with the 2<sup>nd</sup> NAP



Expectation of the 2 <sup>nd</sup> NAP	Alignment & Action of Thaioil Group
1. Expectation on labour	100%
2. Expectation on community, land, natural resources and the environment	100%
3. Expectation on human rights defenders	100%
4. Expectation on cross border investment and multinational enterprises	100%

# 1. Thaioil Group in Action to alignment with Labour in the 2<sup>nd</sup> NAP

100% Alignment



Issues	Expectation of the 2 <sup>nd</sup> NAP	Alignment and Action of Thaioil Group
<b>1. Compliance with labour laws, labour standards and the principles of human rights</b>	1.1 Businesses must review the rules and regulations of their organisations, provide an announcement or a statement on the human rights policy in their organisations, as well as promote, understand and support the amendment of rules, regulations, announcements or statements of subsidiaries and supply chains to ensure labour protection in line with international human rights laws and the UNGPs.	Thaoil Group has human rights policies on respect for human rights that is constantly updated and disseminated to stakeholders for their acknowledgement and compliance.
	1.2 Businesses must disseminate laws, measures, rules, regulations and local and international human rights principles related to labour laws, labour standards and labour protection to staff within their subsidiaries and supply chains.	Thaoil Group has continuously promoted knowledge and understanding of human rights to stakeholders through various the company activities, including orientation for new hires. All employees can learn through the company's e-Learning platform at any time.
	1.3 Businesses must respect and strictly comply with local and international labour laws and regulations, as well as encourage their subsidiaries and supply chains to also respect such principles. This includes not forcing workers to work overtime, unfair dismissal, insurance for workers in the workplace, providing welfare according to the law, etc.	Thaoil Group and its subsidiaries along with supply chain strictly respect and comply with human rights laws. In the past year, there were no complaints from employees/workers regarding human rights violations.
<b>2. Labour rights and welfare</b>	2.1 Businesses that use migrant workers should be responsible for the costs of recruiting labour and other expenses in accordance with the "employer pays principle".	Currently, Thaioil Group policy has already adhered to the "employer pays principle"
	2.2 Businesses should establish measures to certify or insure healthcare for workers in the workplace, such as vacation, leave, negotiations, etc.	Thaoil Group provides competitive benefits and welfare to employees, with annual benchmarking with leading companies. In addition, regular meetings are held with the Employee Committee (EC) every two months.
	2.3 Businesses should provide welfare for workers and their families, such as childcare centres in the workplace.	Thaoil Group provides welfare to employees' families, such as medical benefits and access to PTT childcare.
<b>3. Elimination of discrimination in the workplace</b>	3.1 Businesses should specify measures/policies to show the intention of supporting equal opportunities without discrimination in employment, recruitment, compensation, termination, promotion and removal of any conditions that cause a negative impact on employees and job seekers as appropriate, regardless of gender, HIV/AIDS infection, disability, age, ethnicity, etc	Thaoil Group has established a non-discrimination policy in its human rights policies, which has been disseminated to stakeholders for their acknowledgement and compliance.
	3.2 Increase the employment of women, ethnic groups, persons with disabilities, senior citizens, ex-convicts, etc., by considering them as appropriate, including requiring the establishments to have proper facilities setup.	Thaoil Group has hired persons with disabilities in accordance with labor laws and government policy aimed at promoting and improving the quality of life of persons with disabilities, following Section 35 (3) by providing subcontracted or outsourced employment through special measures, and Section 35 (7) by offering other forms of assistance as specified in the relevant regulations.
	3.3 Businesses should establish measures and policies to prevent sexual harassment in the workplace.	Thaoil Group has addressed sexual harassment and workplace violence in its human rights policies, which is disseminated to stakeholders for their acknowledgement and compliance.
	3.4 Businesses should adopt local and international best practices, such as Good Labour Practice (GLP) in business management and conducting Human Rights Due Diligence by conducting assessments within the organisation and workers within the supply chain to prevent labour exploitation.	Thaoil Group adopts national and international best practices as well as conducts Human Rights Due Diligence (HRDD) by 3 <sup>rd</sup> party every three years. After that effective mitigation plans are established. Also, Thaioil Group conduct annual monitoring to prevent human rights risks regularly.
<b>4. Complaint and remedy mechanisms</b>	4.1 Businesses should provide internal channels for operational grievance mechanisms (OMG) and keep confidential information. Many channels should be opened and must have convenient and fast access for tracking, such as on the website and via an application on mobile phones, etc.	Thaoil Group provides grievance mechanisms within the organization. Details define in the Grievance Mechanisms and Effective Remedy Framework Procedure.
	4.2 Businesses should consider holding discussions to mediate disputes to achieve resolutions between workers by giving the opportunity for workers to participate in negotiations.	Thaoil Group encourages employees' participation in all activities. Details define in the Grievance Mechanisms and Effective Remedy Framework Procedure.
	4.3 Businesses should cooperate with the government, international organisations and other independent mechanisms to check compliance with labour laws, labour standards and human rights principles.	Thaoil Group has continuously disclosed human rights in action to the public and cooperated with the government, international organisations and other independent mechanisms.
	4.4 Businesses should agree on measures to remedy damage to workers in the event that workers' human rights are violated (including measures/mechanisms to support and solve problems related to dismissal). The remedies should cover physical and mental damage.	Thaoil Group has established remedial measures in the Grievance Mechanisms and Effective Remedy Framework Procedure.

## 2. Thaioil Group in Action to alignment with Community Rights, Land, Natural Resources and Environment in the 2<sup>nd</sup> NAP

100% Alignment



Issues	Expectation of the 2 <sup>nd</sup> NAP	Alignment and Action of Thaioil Group
1. Compliance with laws, standards and human rights principles governing the environment, natural resources and land	1.1 Businesses must review the rules and regulations of the organisation and provide a declaration/policy statement on respect for the human rights of the organisation. They should promote, understand and support amendments to rules, regulations, regulations, notices/policy statements of subsidiaries, affiliates as well as supply chains to ensure the protection of human rights related to the environment, natural resources, communities and land in accordance with international human rights laws and standards, especially the UNGPs.	Thaioil Group has human rights policies on respect for human rights that is constantly updated and disseminated to stakeholders for their acknowledgement and compliance.
	1.2 Businesses must disseminate laws, measures, rules, regulations, and human rights principles both within and between countries relating to human rights in terms of environment, natural resources, communities and land among their personnel, including those in subsidiaries, affiliates and supply chains in a way that is accessible to everyone.	Thaioil Group has continuously promoted knowledge and understanding of human rights to stakeholders through various the company activities, including orientation for new hires. All employees can learn through the company's e-Learning platform at any time.
	1.3 Businesses must respect and abide by the laws, standards and human rights principles related to the environment, natural resources, communities and lands that are strictly protected under national and international law. They should encourage and monitor the subsidiaries, affiliates and supply chains to respect the aforementioned laws, standards and principles as well.	Thaioil Group and its subsidiaries along with supply chain strictly respect and comply with human rights laws. In the past year, there were no complaints from employees/workers regarding human rights violations.
	1.4 Businesses should consider preparing an annual Human Rights Impact Assessment (HRDD) report for dissemination to the public	Thaioil Group conducts Human Rights Due Diligence (human rights risk assessments) throughout the entire Thaioil Group's supply chain.
	1.5 Consider climate change issues in business operations, in alignment with the Thai government's commitment to reducing greenhouse gas emissions alongside the global community, as outlined in the Thailand's Long-term Low Greenhouse Gas Emission Development Strategies (LT-LEDS). This includes both mitigation of greenhouse gas emissions and adaptation to the impacts of climate change, in order to prevent severe consequences on the economy, society, and the environment that could affect the public and society at large.	Thaioil Group clearly demonstrates its intention and sets a plan, including milestones, to reduce greenhouse gas emissions through the Net Zero project.
2. Allowing participation from communities and public	2.1 Businesses should disseminate information about their businesses, projects, and the assessed environmental/health impact reports to the public, especially the community and people in the area before, during and after the implementation of the project for transparency. This includes encouraging and monitoring the subsidiaries, affiliates and supply chains to disseminate such information as well.	Thaioil Group discloses information about its business, projects and assessed environmental/health impacts to the public through an Integrated Report.
	2.2 Businesses should communicate with people and nearby communities to create shared understanding. Opinions of the public from all sectors must be heard, and the participatory process of stakeholders must be respected.	Thaioil Group continuously communicates with the public and communities and has easily accessible channels for stakeholder engagement, such as organizing community visits to plant tour, holding meetings with the community and government agencies, as well as via telephone hotlines and online channels.
	2.3 Businesses should work closely with communities to support valuable and appropriate production processes.	Thaioil Group and communities closely work together to improve the quality of life of the communities surrounding the refinery by assigning the Community Relations section as the primary responsible for taking concrete actions in collaboration with communities.
3. Environmental/Health Impact Assessment (EIA/EHIA)	3.1 Businesses should conduct a transparent EIA/EHIA assessment in strict compliance with the law, code of conduct and practice guidelines through the participation of all sectors involved. The appraisal report provider must be independent, proficient as well as able to disseminate relevant information in advance in order to provide stakeholders with sufficient time to understand the proposals and prepare their recommendations. In the event that stakeholders are ethnic groups, localizations should be prepared and communicated in an appropriate manner to promote genuine participation.	Thaioil Group conducts EIA (Environmental Impact Assessment) and EHIA (Environmental and Health Impact Assessment) by independent agencies, with stakeholder participation as required by law.
	3.2 Businesses should cooperate with the government and various agencies/mechanisms in validating accuracy and transparency in the preparation of EIA/EHIA. This also includes a rehearsal of dealing with the impact of the project implementation	Thaioil Group conducts EIA (Environmental Impact Assessment) and EHIA (Environmental and Health Impact Assessment) by independent agencies, with stakeholder participation as required by law.
4. Grievance Mechanism and Remediation	4.1 Businesses should establish grievance mechanisms within the organisation (Operational Grievance Mechanism: OGM). They should ensure that confidential information is protected and various channels for complaints are provided, noting that the channels are easily and quickly accessible, the complaint results are traceable, and can be coordinated with other agencies. Examples include a complaint system on the website, a complaint system via mobile phone, etc.	Thaioil Group provides grievance mechanisms within the organization. Details define in the Grievance Mechanisms and Effective Remedy Framework Procedure.
	4.2 Businesses should consider settling disputes regarding lands, natural resources and the environment with the community through mutual dialogue and conversation. In this regard, relevant agencies in the area may be coordinated to help mediate and settle disputes.	Thaioil Group provides grievance mechanisms. Details define in the Grievance Mechanisms and Effective Remedy Framework Procedure. Also, there is local representative to help mediate and settle disputes.
	4.3 Businesses should cooperate with the government sector, international organisations and other independent mechanisms in the event of operational monitoring in accordance with laws, standards and human rights principles related to the environment, natural resources, communities and land.	Thaioil Group has continuously disclosed human rights in action to the public and cooperated with the government, international organisations and other independent mechanisms.
	4.4 Businesses should be equipped with remedial measures to compensate for individuals and communities affected by human rights violations as a result of business covering physical, mental, economic and social damage.	Thaioil Group has established remediation measures in the Grievance Mechanisms and Effective Remedy Framework Procedure.

### 3. Thaioil Group in Action to alignment with Human Rights Defenders in the 2<sup>nd</sup> NAP

**100% Alignment**



Issues	Expectation of the 2 <sup>nd</sup> NAP	Alignment and Action of Thaioil Group
<b>1. Compliance with laws, measures, and human rights principles on the protection of human rights defenders</b>	1.1 Businesses must review the rules, regulations, and regulations in their organisations for compliance. They should promote subsidiaries, affiliates, and supply chains to do the same and seek to understand and support the amendment of rules and regulations for the protection of human rights defenders. They should collaborate with and ensure human rights defenders will not be unfairly dismissed/ prosecuted for demanding human rights for themselves/ for other individuals/ or for public interest.	<b>Thaioil Group provides grievance mechanisms within the organization. Details define in the Grievance Mechanisms and Effective Remedy Framework Procedure.</b>
	1.2 Businesses shall make relevant laws, measures, rules, regulations, and human rights principles applicable to the protection of human rights defenders internally accessible to their personnel.	<b>Thaioil Group has published and disclosed the Grievance Mechanisms And Effective Remedy Framework Procedure on the company's website.</b>
<b>2. Providing knowledge and understanding of the duties of human rights defenders</b>	2.1 Businesses should study and assign specific staff or an entity in their respective business organisations to provide information, organise training activities, publicise, and foster an accurate understanding of the roles of human rights defenders to their staff and affiliated entities, including their connections and network. They should participate in activities organised by government agencies on the above topics.	<b>Thaioil Group has designated the Labor/ Employee Relations section to be responsible for coordinating and implementing human rights-related matters within Thaioil Group.</b>
	2.2 Businesses should set up a platform to dialogue with human rights defenders to foster an understanding of their collaboration.	<b>In principle, Thaioil Group holds meetings with the Employee Committee, Welfare Committee as well as employee representatives, and other stakeholders to build understanding, engage in discussions, and reach mutual agreements.</b>
<b>3. Establishing measures to protect human rights defenders</b>	3.1 Businesses should engage with governmental agencies in developing measures to protect human rights defenders and strengthen understanding of the roles of human rights defenders.	<b>Thaioil Group is committed to collaborating with governmental agencies to jointly develop appropriate measures whenever opportunities arise.</b>
	3.2 Businesses should cooperate with the government and international organisations as and when required to supply information on actions/lawsuits against human rights defenders. This includes providing information on the overall situation of the disputes and working with human rights defenders.	<b>Thaioil Group consistently discloses human rights information to the public and cooperate with the government and international organisations on an ongoing basis.</b>
<b>4. Grievance Mechanism and Remediation</b>	4.1 Businesses should establish a channel or a platform to consult with human rights defenders for understanding and constructive engagement. The platform may involve grievance handling to prevent, mitigate, and remedy adverse human rights impacts	<b>Thaioil Group provides internal grievance mechanisms. Details in the Grievance Mechanisms And Effective Remedy Framework Procedure.</b>
	4.2 Businesses should provide clear channels for receiving complaints and assign specific complaint procedures coordinators. They may consider dialogues and consultations with human rights defenders as methods for dispute resolution. Additionally, they may contact applicable local state agencies when using mediation and conciliations for dispute resolution. State-owned enterprises and businesses should avoid taking any legal actions against any human rights defenders who protect their rights/ other individuals' rights/ or public interests	<b>Thaioil Group provides internal grievance mechanisms. Details in the Grievance Mechanisms And Effective Remedy Framework Procedure.</b>



## 4. Thaioil Group in Action to alignment with Cross Border Investment and Multinational Enterprises in the 2<sup>nd</sup> NAP

100% Alignment



Issues	Expectation of the 2 <sup>nd</sup> NAP	Alignment and Action of Thaioil Group
<b>1. Compliance with laws, standards, and human rights principles related to international investment and multinational corporations</b>	1.1 Businesses must review, promote and understand the rules and regulations of their organisation. Amendments to rules and regulations of the organisations and their subsidiaries, affiliates, and supply chain are encouraged so that they are improved and aligned with the laws of the country in which the activities are implemented. Alignment with laws, standards, the UNGPs, and human rights principles regarding the environment, natural resources, communities, and land are included to prevent human rights violations.	<b>Thaioil Group has human rights policies on respect for human rights that is constantly updated and disseminated to stakeholders for their acknowledgement and compliance.</b>
	1.2 Businesses must comply with laws, rules, regulations, and standards regarding human rights, business supervision, and investment both in Thailand and in the country in which the investment is made, as for international investment.	<b>Thaioil, its subsidiaries and supply chain of Thaioil Group strictly respect and comply with human rights laws, including conducting human rights due diligence throughout the supply chain.</b>
	1.3 Businesses should monitor, inspect, and encourage their subsidiaries, affiliates, supply chain, and outsourced and subcontracting companies to respect the laws, rules, regulations, and standards on human rights, business supervision, and investment both in Thailand and in the country in which the investment is made, as for international investment.	<b>Thaioil, its subsidiaries and supply chain of Thaioil Group strictly respect and comply with human rights laws, including conducting human rights due diligence throughout the supply chain.</b>
	1.4 Businesses should cooperate with the government, international organisations, and other independent organisations in cases where their compliance with laws, rules, regulations, standards on human rights, business supervision, the UNGPs, and investment both locally and internationally, is being tracked or monitored.	<b>Thaioil Group consistently and continuously cooperate with the government, international organisations, and other independent organisations.</b>
<b>2. Raising awareness of international principles or standards on human rights and legitimate business operations</b>	2.1 Businesses should provide training on international principles or standards related to globally recognised human rights under the UNGPs, OECD guidelines and legitimate business principles such as the BCG Model for corporate officers, subsidiaries, affiliates, and their supply chain.	<b>Thaioil Group has continuously promoted knowledge and understanding of human rights to stakeholders through various the company activities, including orientation for new hires. All employees can learn through the company's e-Learning platform at any time.</b>
	2.2 Human Rights Due Diligence should be conducted by businesses operating in Thailand and businesses operating in foreign countries in which Thai entrepreneurs have invested. The results of the assessment should be disclosed to the public, especially the community and people in the vicinity, before, during and after the implementation of the project for transparency purposes.	<b>Thaioil Group conducts Human Rights Due Diligence (human rights risk assessments) throughout the entire Thaioil Group's supply chain and discloses this information publicly on its website.</b>
	2.3 Businesses investing locally and internationally must disclose information about their ongoing projects both directly and through agents. The information should be accessible to the public locally and internationally and should especially include its impact on human rights in terms of land, environment, and health.	<b>Thaioil Group discloses information about its business, projects and assessed environmental/health impacts to the public through an integrated sustainability report.</b>
<b>3. Grievance Mechanism and Remediation</b>	3.1 Businesses should provide channels or mechanisms for receiving complaints about violations caused by business operations. Confidentiality should be applied. Also, the information should be forwarded to related departments, and the progress should be trackable. (Operational Grievance Mechanism) (OGM).	<b>Thaioil Group provides grievance channels and mechanisms for stakeholders in accordance with the Grievance Mechanisms and Effective Remedy Framework Procedure.</b>
	3.2 Businesses should create a good practices handbook on establishing and implementing a channel or mechanism for receiving complaints about violations caused by their business operations. (Operational Grievance Mechanism) (OGM)	<b>Thaioil Group provides grievance channels and mechanisms for stakeholders in accordance with the Grievance Mechanisms and Effective Remedy Framework Procedure.</b>
	3.3 Businesses operating in Thailand and abroad where Thai entrepreneurs are investing in foreign countries should assess and set remedial measures for individuals and communities affected by human rights violations resulting from their business operations. The remedy must be based on international human rights principles. It should be fair, appropriate, and effective. They should also ensure the participation of those affected.	<b>Thaioil Group provides grievance channels and mechanisms for stakeholders in accordance with the Grievance Mechanisms and Effective Remedy Framework Procedure.</b>

### ***VISION: Empower Human Life through Sustainable Energy and Chemicals***

**The commitment of Thaioil Group to respect human rights in the workplace and all areas where Thaioil Group operates business** appear clearly in the business path of Thaioil Group operational system that strives for excellence including business practices and ethics. Thaioil Group announced its human rights policies in 2015 to demonstrate the commitment to protect and respect stakeholders' human rights.

We believe that although the state has an important duty to protect and supervise human rights compliance, Thaioil Group always considers that we have the duty and responsibility to perform and respect human rights and plays an important role in driving **Thaioil Group supply chain to respect and comply human rights law and regulations seriously.**

**Thaioil Group therefore operates its businesses with the intention and determination by strictly adhering to the principles of international human rights organizations** including *United Nations Universal Declaration of Human Rights: UNUDHR, United Nations Framework and Guiding Principles on Business and Human Rights (Ruggie Framework), The Universal Declaration of Human Rights, The International Covenant on Civil and Political Rights, The International Covenant on Economic, Social and Cultural Rights and The International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.*

In many areas of Thaioil Group business operations. We have found that social problems are part of a broad and complex group, both socially and economically as well as security. With this regard, these may affect its business in some aspects, therefore, we take into account them in Thaioil Group supply chain to **ensure our comprehensive and effective human rights management in all dimensions.**

# HUMAN RIGHTS POLICIES

THREE PILLARS of the UN GUIDING PRINCIPLES  
HUMAN RIGHTS



Thailoil Group Human Rights Deployment and Conformation



Thailoil group aims for sustainable growth and operational excellence, as well as a focus on economic development coupled with social responsibility and environmental protection (ESG) to create values for our stakeholders.

The human rights issues related to *the vulnerable groups cover Thailoil Group's stakeholders and supply chain*. Thailoil group assures human rights protection and respect of vulnerable groups ;

- 1) Women and girls;

2) children;

3) refugees;

4) internally displaced persons;

5) stateless persons;

6) national minorities;

women
- 7) indigenous peoples

8) migrant workers;

9) disabled persons;

10) elderly persons;

11) HIV positive persons and AIDS victims;

12) Roma/Gypsies/Sinti; and

13) lesbian, gay and transgender people.

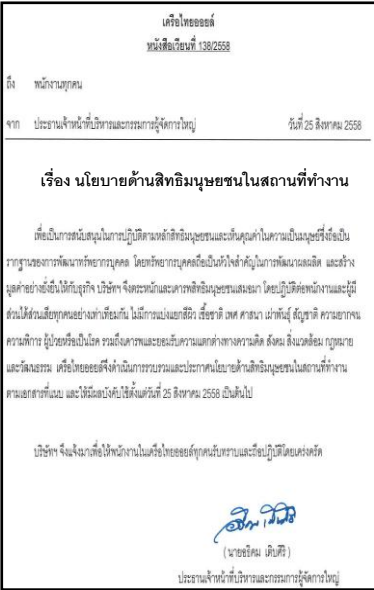
Thailoil Group Value Chain

Employees	Safety, Security and Environment	Social and Communities	Suppliers and Contractors	Customers
People Management	Quality Management & Corporate Affaire	Community Affaire	Procurement and Contract	Commercial & Treasury
<u>Labour Rights</u> <div><div>• Working conditions</div><div>• Safety and Health at Work</div><div>• Freedom of association &amp; collective bargaining</div><div>• Equal pay</div><div>• Non-Discrimination and Anti-Harassment</div><div>• Anti-Slavery and Human Trafficking</div><div>• Forced and compulsory</div><div>• Child labor</div></div>	<u>Safety, Security and Environment Rights</u> <div><div>• Safety &amp; security management</div><div>• Security training</div><div>• Water security</div><div>• Impact of pollution</div><div>• Waste and hazardous materials management</div><div>• Preservation of biodiversity</div></div>	<u>Community Rights</u> <div><div>• Standards of living and quality of life</div><div>• Community health and safety</div><div>• Community engagement</div><div>• Cultural heritage</div><div>• Minorities including indigenous peoples</div><div>• Resettlement</div></div>	<u>Supplier Code of Conduct</u> <div><div>• Compliance with Thailoil Group Business and Human Rights Policy for Stakeholder and Supplier Code of Conduct (SCOC)</div></div>	<u>Customer Rights</u> <div><div>• Consumer health and safety</div><div>• Data privacy</div><div>• Access to energy</div></div>
Preventive control and monitoring in all stakeholders (by mechanism of Thailoil Group Risk Management by Corporate Strategic Risk department)				



2017-2024

## 2015 Thaioil Group Human Rights Policy in Workplace

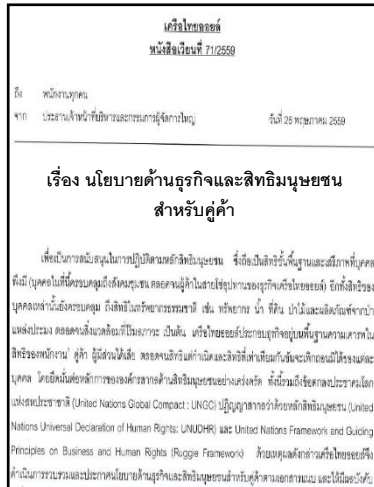


## นโยบายด้านสิทธิมนุษยชนในสถานที่ทำงาน

1. ขอบข่ายการดำเนินงาน  
สิทธิมนุษยชน เป็นสิทธิขั้นพื้นฐานและเสรีภาพที่บุคคลมี บุคคลที่มีส่วนเกี่ยวข้องในกระบวนการของ Thaioil Group ได้แก่ พนักงาน ผู้มีส่วนได้เสีย คู่ค้า ผู้รับเหมา และผู้ให้บริการภายนอก

นโยบายของ Thaioil Group มุ่งเน้นการส่งเสริมสิทธิมนุษยชนในสถานที่ทำงาน โดยคำนึงถึงสิทธิขั้นพื้นฐานของบุคคล โดยยึดมั่นต่อหลักการของสากลด้านสิทธิมนุษยชนอย่างเคร่งครัด

## 2016 Thaioil Group Business and Human Rights Policy for Stakeholder and Stakeholder Code – for Thaioil Group Business and Human Rights Policy

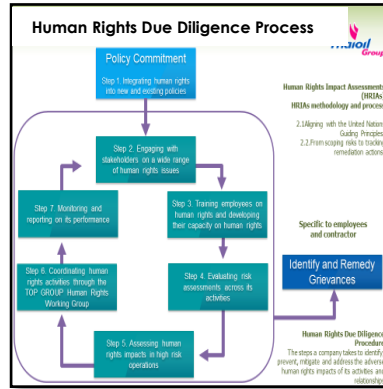


## หลักปฏิบัติสำหรับคู่ค้า

### ด้านนโยบายธุรกิจและสิทธิมนุษยชน

1. ขอบเขตผล  
หลักปฏิบัติสำหรับคู่ค้าของ Thaioil Group (พหุปฏิบัติ) ได้พัฒนาและปรับปรุงอย่างต่อเนื่อง เพื่อให้สอดคล้องกับหลักการของสากลด้านสิทธิมนุษยชน และหลักการของสากลด้านสิทธิมนุษยชน

## 2016 Thaioil Group Human Rights Due Diligence Process (risk assessment & HRIAM)



## Human Rights Risk Assessment focus in Employee and Contractor



1. Thaioil Group Supply Chain and Business Operations
2. Thaioil Group Human Rights Risk Assessment
3. Thaioil Group Human Rights Working Team
4. Human Rights Impact Assessment and Management (HRIAM) Report
5. Human Rights Training via e-learning for all employees
6. Sustainable Code of Conduct for Supplier (SCOC)
7. Human Rights criteria for yearly evaluation of supplier and contractors.
8. Thaioil Group Human Rights Impact Assessments and Management Procedure
9. Grievance mechanisms and effective remedy framework Procedure
10. Fitness for Work Procedure
11. Return to Work Procedure
12. Work From Home Policy
13. Thaioil Group Privacy Policy and Privacy Data Policy
14. 2021 Thaioil Group Human Rights Policy in Workplace (revision1)
15. 2021 Thaioil Group Business and Human Rights Policy for Supply Chain (revision1)
16. People First for Employee Support Policy
17. "COMPLIANCE WITH HUMAN RIGHTS LAWS" in Sale & Purchase Agreement
18. 2023 Thaioil Group SCOC (revision)
19. 2025 Thaioil Group Human Rights Policy in Workplace (revision2)
20. 2025 Thaioil Group Business and Human Rights Policy for Supply Chain (revision2)





Thaioil and its subsidiaries respect the rights of employees and stakeholders **without discrimination** against their perspectives, races, skin colours, religions, disabilities, birth origin, genetic information, genders, pregnancy, age, sexual orientation, gender identity, gender expression, marital status, nationalities, or other statuses considered as human rights.

Thaioil and its subsidiaries will utilize the reasonable and comprehensive practices of human rights justice to all business operations, focusing on disposing the injustice, discrimination, threatening, and other forms of rights violations.

Thaioil and its subsidiaries' employees in all levels must have clear and thorough understandings about relevant laws associated with work to be responsible and strictly follow them. With this regard, if an employee is uncertain about actions, it is advised to consult the law office and must not act without instruction.

Thaioil and its subsidiaries categorize and comply with laws, rules and regulation for **employees get known and understood by appropriately and adequately educating employees on the relevant laws and regulations.**

Thaioil and its subsidiaries must strictly follow international human rights standards. Employees have given education and communication regularly so that they are able to apply with their work or assignment. Also, it expects **employees must not support any business which violates international human rights standards.**

Employees who are assigned to operate abroad should study about laws, cultures and traditions of the destined country prior to travelling, to ensure that products, product samples, brought equipment and travel document as well as travelling purpose and operation are legal and do not go against cultures and traditions of the destined country.



Under the Universal Declaration of Human Rights with due regard for human dignity, rights and freedom, and equality, Thaioil and its subsidiaries refrain from improper actions and strictly discourage violation of human rights' principles by diligently examining any involvement in such violation, through the following practices;

1) Thaioil and its subsidiaries **strictly monitor the Universal Declaration of Human Rights at national and international levels, including the constraints posed by labor laws in countries where businesses operate**, by instituting workplaces that are safe, internationally-standardized hygienic, and narcotics-free. Thaioil and its subsidiaries **treat all employees equally; do not discriminate** due to the similarity or difference of birth origin, gender, age, skin color, race, nationality, religion, belief, political view, disability, family background, or any other status unrelated to business operation. Thaioil and its subsidiaries also **respect individual rights and freedom as well as protect personal data**.

2) Thaioil and its subsidiaries must actively ensure that the **business operation does not involve with the violation of human rights**, and that it participates and adopts guidelines helpful to society, including United Nations' human rights principles.

3) Thaioil and its subsidiaries must **educate employees about human rights principles** in order to apply with their operations and must not support businesses and/or activities violating international human rights standards.

With the aforementioned policies and practices, the essential composition of products and services are the commitment to respecting human rights in the workplace of Thaioil and its subsidiaries. **Business partners must strictly adhere to the international human rights principles and SCOC**. Moreover, **Thaioil Group will regularly assess the activities of business partners to refrain from improper actions and strictly prevent the violation of human rights. The Policy covers the rights of labour and community as well as environmental impacts, customer safety, anti-corruption, policy communication, and violation reporting.**

### Thaioil Group Business and Human Rights Policy for Supply Chain

Thaioil and its subsidiaries' Business Partners Code of Conducts ("the Code") defines the non-negotiable minimum standards that we ask business partners to respect and adhere to when conducting business with Thaioil and its subsidiaries.

This policy helps continue the compliance with international standards such as the UN Guiding Principles on Business and Human Rights, the Core Conventions of the International Labour Organisation (ILO), the 10 Principles of the United Nations Global Compact, and further the Company's operations.

# Thaioil Group Human Rights Policy in Workplace 2025



Circular No. 136/2025

## Human Rights Policy in Workplace

To encourage the human rights practice and human value, the two significant foundations for the development of human resource, which is the heart of sustainable business operations, Thaioil and Subsidiaries are therefore fully aware of and always respect human rights by treating the employees and stakeholders equally without discrimination against their skin colours, races, genders, religions, nationalities, poverty, disabilities and illnesses while taking high regard of the diversity in opinions, environments, laws and cultures. Thaioil and Subsidiaries thereby announce Human Rights Policy in Workplace as follows:

### 1. SCOPE OF WORK

Human Rights are fundamental inalienable rights and freedom which all individuals possess. The term "individuals" refer to society communities and partners through all Thaioil and Subsidiaries' supply chain, including suppliers, contractors and partnerships. The individuals' rights cover the rights in natural resources i.e. water, land, forest and forest products, fishery resources and other unpolluted resources.

Thaioil and Subsidiaries respect stakeholders' human rights, as well as individuals' inborn rights and inalienable equal rights, strictly following the principles of international human rights organizations. These include the United Nations Global Compact (UGNC), the United Nations Universal Declaration of Human Rights (UNUDHR) and the United Nations Framework and Guiding Principles on Business and Human Rights (Ruggie Framework).

### 2. RESPECT FOR HUMAN RIGHTS

Thaioil and Subsidiaries respect the rights of employees and stakeholders without discrimination against their perspectives, races, skin colours, religions, disabilities, birth origin, genetic information, genders, pregnancy, age, sexual orientation, gender identity, gender expression, marital status, nationalities, or other statuses considered as human rights. The scope of this human rights policy and principles covers all relevant stakeholders and affected individuals throughout the supply chain. This includes employees, suppliers, contractors, business partners, customers and consumers, local communities, as well as vulnerable or at-risk

Upon this policy, the Circular No. 74/2021 on Human Rights Policy in Workplace, dated June 14, 2021 is hereby cancelled. 1/12

### 20.2 COMMUNICATION THROUGH OFFICIAL CHANNELS

Communication shall also be facilitated through the Company's official channels, including but not limited to corporate email, intranet, micro-learning modules via the Thaioil Academy application, and the official LINE account.

Chief Executive Officer and President

22<sup>nd</sup> July 2025

Upon this policy, the Circular No. 74/2021 on Human Rights Policy in Workplace, dated June 14, 2021 is hereby cancelled. 12/12

# Thaioil Group Business and Human Rights Policy for Supply Chain 2025



Circular No. 137/2025

## Business and Human Rights Policy for Supply Chain

To encourage the compliance with Human Rights, which are fundamental inalienable rights and freedom which all individuals possess ("individuals" refer to society communities and partners through all Thaioil and Subsidiaries' supply chain, and the rights of such individuals cover the rights in natural resources i.e. water, land, forest and forest products, fishery resource and other unpolluted resources, Thaioil and Subsidiaries respect stakeholders' human rights, as well as individuals' inborn rights and inalienable equal rights, strictly following the principles of international human rights organizations. These include the United Nations Global Compact (UGNC), the United Nations Universal Declaration of Human Rights (UNUDHR) and the United Nations Framework and Guiding Principles on Business and Human Rights (Ruggie Framework). Thaioil and Subsidiaries thereby announce Business and Human Rights Policy for Supply Chain, as well as practices for partners as follows:

### 1. Policy

Under the Universal Declaration of Human Rights with due regard for human dignity, rights and freedom, and equality, Thaioil and Subsidiaries refrain from improper actions and strictly discourage violation of human rights' principles by diligently examining any involvement in such violation, through the following practices;

1. Thaioil and Subsidiaries strictly monitor the Universal Declaration of Human Rights at national and international levels, including the constraints posed by labor laws in each country where a business operates, by instituting workplaces that are safe, internationally-standardized hygienic, and narcotics-free. Thaioil and Subsidiaries treat all employees equally; do not discriminate due to the similarity or difference of birth origin, gender, age, skin color, race, nationality, religion, belief, political view, disability, family background, or any other status unrelated to business operation. Thaioil and Subsidiaries also respect individual rights and freedom, and protect personal data.

### 12. VIOLATIONS REPORTING

12.1 The business partners shall report any suspected violations of regulations, laws and the Code. Violations should be reported to the Thaioil and Subsidiaries' contact person, or can be reported confidentially using one of the following available channels:

12.1.1 Web URL: <https://www.thaioilgroup.com/home/content.aspx?id=33&lang=th>

12.1.2 Email: [whistleblower@thaioilgroup.com](mailto:whistleblower@thaioilgroup.com)

12.2 If any violation of this policy by a business partner is reported, the consequences stipulated in the supply and distribution agreement or service agreement with the Thaioil and Subsidiaries will apply.

### 13. ACKNOWLEDGEMENT

Thaioil and subsidiaries' business partners must hereby confirm that have read the "Sustainable Code of Conduct for Suppliers of Thai Oil Group (SCOC)" carefully, signing and agree that business partners can fulfill all the requirements in SCOC. Business partners declare that it is acquainted with and has knowledge of SCOC which has been duly provided to the company as concerned.

### 14. POLICY COMMUNICATION AND TRAINING

Thaioil and Subsidiaries are committed to communicating this policy and intent of this policy to All employees, business partners and all parties concern through:

- Employee Orientation and employee training
- Communication by management and information system i.e. websites, intranet, E-mail
- Seminars or meetings with business partners

(Mr. Bandhit Thampajamchit)

Chief Executive Officer and President

22<sup>nd</sup> July 2025



## Circular Letter No. 82/2025 Thaioil and Subsidiaries' Privacy Policy



Thai Oil Public Company Limited and its affiliates in which Thai Oil directly or indirectly holds more than 50% share capital (collectively referred to as "TOP") respects the right to privacy and values importance to the protection of Personal Data in connection with or in conducting transactions with TOP. Therefore, this privacy policy is prepared to provide governing criteria, mechanisms, measures and governance for managing Personal Data as follows:

### 1. Scope of this Privacy Policy

This Privacy Policy applies to all employees which includes permanent employees, employees with definite contract period, temporary workers and contractors including Data Processor who processes Personal Data on behalf of TOP

### 2. Definition

2.1. "Personal Data" means data about a person that can directly or indirectly identify such person but does not include data of a deceased person in particular

2.2. "Sensitive Personal Data" means data that is a truly personal matter but is sensitive and may risk unfair discrimination such as race, ethnicity, political views, creed, religion or philosophy behavior, sexual behavior, criminal history, health data, disability, labor union data, genetic data, biological data or any other data that affects the Data Subject in the same way as prescribed by the Personal Data Protection Committee

2.3. "Processing" means actions relating to the collection, use, disclosure, deletion or destruction of Personal Data

2.4. "Data Subject" means natural person who is the owner of the Personal Data and such Personal Data is directly or indirectly identifiable to such person

2.5. "Data Controller" means person or juristic person having the authority to make decision about the collection, use, or disclosure of Personal Data

2.6. "Data Processor" means person or juristic person undertaking the collection, use or disclosure of Personal Data in accordance with an order or on behalf of TOP. Thus, this person or juristic person is not a Data Controller

### 3. Collection of Personal Data

3.1. TOP will collect Personal Data with purposes, scope and apply lawful and fair methods. The collection will be done only as necessary for the business objectives of TOP.

3.2. In the case of collection of Sensitive Personal Data, TOP will ensure that the Data Subject acknowledges and give consent to such collection via electronic method or other methods. TOP will explicitly request for consent from the Data Subject prior to the collection of Sensitive Personal Data unless such collection of Personal Data and Sensitive Personal Data falls under an exception provided under the Personal Data Protection Act B.E.2562 or other laws.

.....

### 7. Data Subject Rights

7.1. Right to access and request a copy of Personal Data about the Data Subject or right to request the sources of Personal Data TOP receives without the Data Subject's consent.

7.2. Right to object the collection, use and disclosure of Personal Data of the Data Subject

7.3. Right to request for delete or destruction or anonymization of Personal Data

7.4. Right to restrict the use of Personal Data

7.5. Right to withdraw consent for the processing of Personal Data that has previously been given, in any cases such withdrawal will not affect the collection, use or disclosure of Personal Data that has already been consented for.

7.6. Right to request for correction of Personal Data

7.7. Right to Personal Data portability

.....

### 9. Contact TOP

Personal Data Protection Officer (DPO)  
(Corporate Governance, Compliance and Secretary Department)  
Thai Oil Public Company Limited  
555/1 Energy Complex, Building A, Floor 12  
Vibhavadi Rangsit Road, Chatuchak, Bangkok 10900  
Telephone: 66 (0) 2299-0000, 66 (0) 2797-2999 ext.42222  
Fax: 66 (0) 2797-2973  
E-mail DPOoffice@thaioilgroup.com



Privacy Notice for Employee



Privacy Notice for Employee's Family



Privacy Notice for Board of Directors and/or  
Prospective Board Member Nominees



Privacy Notice for Customers



Privacy Notice for Shareholders



Privacy Notice for Corporate Social  
Responsibility (CSR)



Privacy Notice for TOP Group Community  
Health Program



Privacy Notice for Suppliers and Business  
Partner



Privacy Notice for Investors



Privacy Notice for Candidates



Privacy Notice for Trainee



Privacy Notice for Visitors



Notice of processing of personal data  
before PDPA

## Privacy Notice for Customers

### Privacy Notice for Customers

Thai Oil Public Company Limited and Thai Oil Group Company ("Company") values your privacy and strives to protect your personal data ("Personal Data") based on the Personal Data Protection Act B.E. 2562 (2019) ("PDPA"). The Company has, therefore, prepared this Privacy Notice to inform you of details about the collection, use and/or disclosure of your Personal Data.

#### 1. Purposes of collection, use and disclosure of Personal Data

The Company will collect, use and disclose your Personal Data only where there are proper reasons and/or legal grounds to do so. This includes sharing it to third parties under the following main purposes:

- 1.1 for performance of a contract or before the Company enters into a contract with you;
- 1.2 for the processing of your Personal Data in compliance with the law or obligations under the law;
- 1.3 for trading, transactions and investment risk assessments according to internal processes, applicable law and regulations;
- 1.4 for processing information about payment, charge or pay, including accounting purposes, accounting management, company auditing or debt collection;
- 1.5 for performance appraisal, internal report, data analysis and manage contractual employment;
- 1.6 for regulatory compliance and audit the Company's business affair (Both internal and external);
- 1.7 for maintain company security;
- 1.8 for the Company's legitimate interests in processing your Personal Data while still considering that your fundamental rights does not exceed the benefits of the Company;
- and
- 1.9 for a specific purpose in accordance with the consent you gave to the Company in processing your Personal Data.

#### 2. Collection of Personal Data

The Company collects and uses many kinds of Personal Data, depending on the circumstances that are relevant to the selling or providing of services.

##### 2.1 Sources of data for the collection of Personal Data

The Company collects your Personal Data from a variety of sources, such as:

- When you buy products and/or request services from the Company;

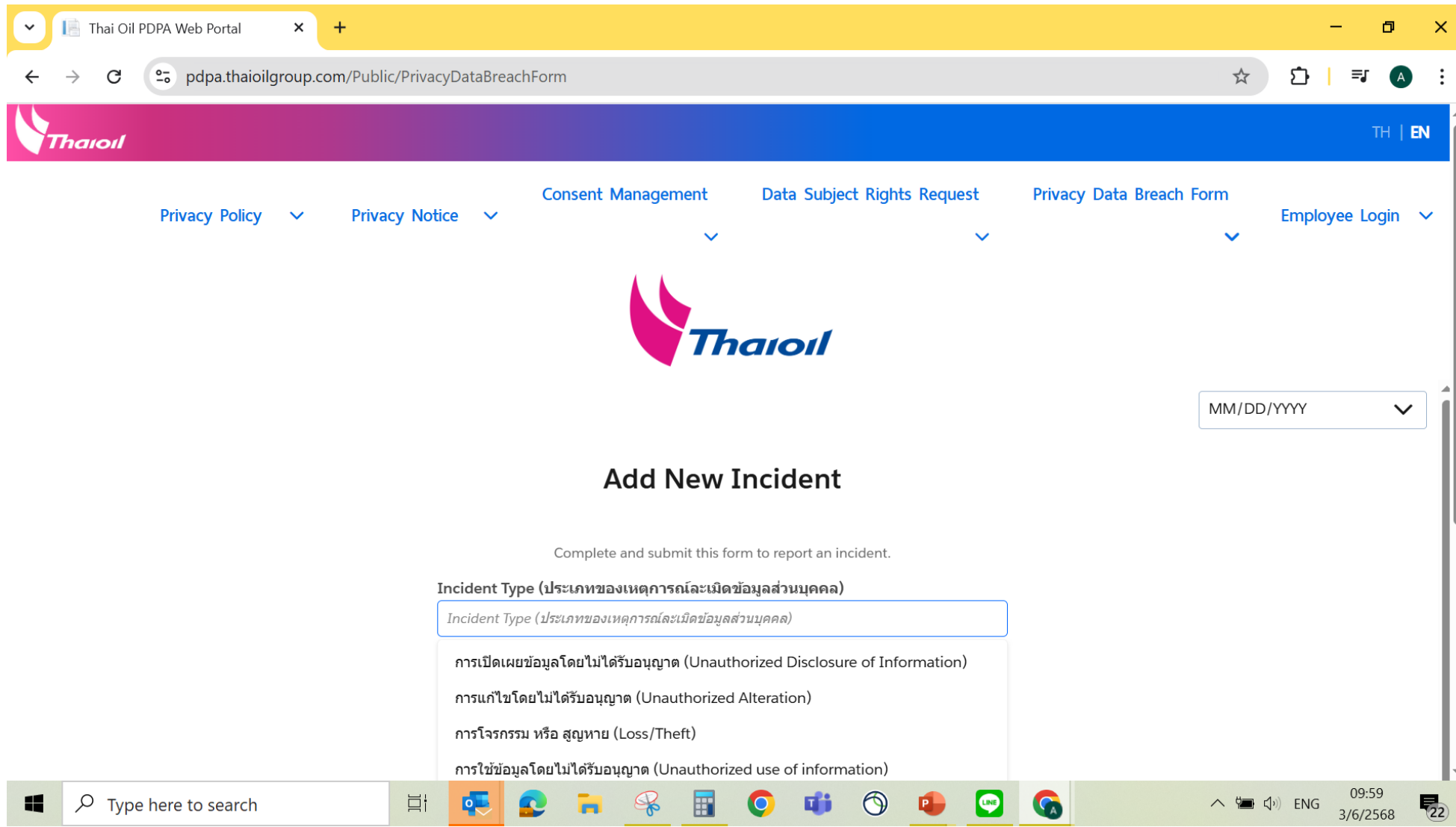
\* Type of Data Subject

Candidates	Community Health Program	Vendors / Suppliers and Business Partner
Customers	Investors	Shareholders
Visitors	Contractors	Board Members
Spouse	Child Major	Child Minor
Other		

\* Select request type(s)

Right to withdraw consent	Right to access and/or reception of a copy of Personal Data	Right to revise and updating Personal Data to become correct, up to date and complete
Right to delete, destroy or anonymize your Personal Data	Right to object to the processing of your Personal Data	Right to restrict the processing of your Personal Data
Right to Portability (Transfer your Personal Data)		






Thai Oil PDPA Web Portal

pdpa.thaioilgroup.com/Public/PrivacyDataBreachForm

TH | EN

Privacy Policy ▾ Privacy Notice ▾ Consent Management ▾ Data Subject Rights Request ▾ Privacy Data Breach Form ▾ Employee Login ▾



MM/DD/YYYY ▾

## Add New Incident

Complete and submit this form to report an incident.

Incident Type (ประเภทของเหตุการณ์ละเมิดข้อมูลส่วนบุคคล)

Incident Type (ประเภทของเหตุการณ์ละเมิดข้อมูลส่วนบุคคล)

- การเปิดเผยข้อมูลโดยไม่ได้รับอนุญาต (Unauthorized Disclosure of Information)
- การแก้ไขโดยไม่ได้รับอนุญาต (Unauthorized Alteration)
- การโจรกรรม หรือ สูญหาย (Loss/Theft)
- การใช้ข้อมูลโดยไม่ได้รับอนุญาต (Unauthorized use of information)

Type here to search

09:59 3/6/2568

The purpose of Thaioil Group's grievance mechanisms is to receive and manage grievances from all stakeholders throughout Thaioil Group's supply chain to minimize the social risks to business. The human rights grievance mechanism is a designated process for suppliers in the supply chain to collect complainant data, respond to the concerns, and demonstrate transparency in the grievance and concern management process within Thaioil Group. This helps reduce potential conflicts and strengthen relationships between business partners and Thaioil Group.

To access grievance mechanisms, stakeholders can submit grievances or concerns by explicitly noting the confidentiality of the document(s) to Chairman of the Board, Chairman of the Corporate Governance Committee, Chairman of the Audit Committee, Chief Executive Officer, President, Company Secretary, or email to [whistleblower@thaioilgroup.com](mailto:whistleblower@thaioilgroup.com)

Moreover, Thaioil Group also has specific complaint channels for each stakeholder group to monitor and collect feedback. **For suppliers, the complaint channels are provided on Thaioil Group's Supplier Relations website or [srm@thaioilgroup.com](mailto:srm@thaioilgroup.com)**

Thaioil Group has designated a coordinating function to receive reports on incidents or complaints directly from the communities in case where Thaioil Group's activities have affected the communities. **The main tool for collaboration with the communities is the Voice of Stakeholders (VOS) Management System**, which focuses on effective complaints resolution that may arise during both normal operations and construction expansion project. Thaioil Group also maintains continuous communication with surrounding communities through online platforms and conducts regular community visits to build trust and understanding, address community concerns, and ensure that Thaioil Group effectively manages, maintains, and protects the rights of all stakeholders.



### Digital Solutions for Happy Bodies and Good Health



Proactively promotes employees' physical health through the Health Meter Application, an application that collects health data, assesses health risks, and provides health tips

### Happy Hearts, Happy Energy



Whether they be small or big problems, professional or personal stress, employees can set up appointments to consult with mental experts or psychiatrists can use the OOCA Application

### Happy Appreciation, Sharing Good Feelings



Promotes a culture of appreciation in the organization through encouraging employees to send compliments, appreciation, and encouragement through the Admire Application, and together spreading positive energy and creating an enjoyable working environment

### Happy Wealth, Flexible Benefits



Employees can exchange certain benefits for reimbursements of products and services that better match their needs and personal lifestyles through the Flexible Benefits Application

### Happy Societies Click! Anywhere



Build a close virtual social relationships through The SAP JAM Application

Thaioil Group has **provided confidential and voluntary assistance** through its employee support program (People First for Employee Support Policy) **to all employees and their family members** who face with challenges of financial concerns, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional worries, childcare problems, etc. For the welfare of employees as well as for effective business operations, Thaioil Group encourages its employees to utilize the valuable benefits. The program can be reached 24 hours a day on weekdays and weekends.

All contacts between an employee and People First for Employee Support team are held strictly confidential. In cases an employee's continued employment is contingent on calling for employee support, the counselor will only verify whether the employee has contacted People First for Employee Support and, if ongoing treatment is necessary, that the employee is following through on the treatment. Information given to the EAP counselor may be released to Thaioil Group only if requested by the employee in writing. All counselors are guided by a professional code of ethics.

Continuing to 2024, with the commitment to take care and support our employees working happily and efficiently, Thaioil Group has arranged People First for Employee Support as follows;

1. **Flexible working hours** for shift employees called shift interchange. It allows the interchange of shift in personal necessary cases.
2. **Part-time working options.** Thaioil Group has employed employees of special hiring contract and fix-term employment contract. This type of employees will receive benefits as stipulated in employment contract.
3. **Work From Home policy.** After Covid-19 pandemic, to serve new normal working style and flexibility which employees are able to work at home as choice of employees and more balancing work-life. Thaioil Group has established Work From Home policy allowing employees to work from home 1-2 days per week. Thaioil has also developed digital infrastructure and IT system to increase and support work efficiency and employee performance while they work as hybrid or work from home. Since Work From Home policy has been implemented, our employees' satisfaction level increases every year.
4. **Childcare facilities and contributions.**
  - 4.1 Thaioil Group has established a club called **"Thaioil Club"**. The club is a place where employees and their family members (spouse and children.) as well as employees' guests (their parent, friends etc.) can play sports and regularly join health activities both indoor and outdoor. Thaioil Group sponsors by giving annual budgeted subsidy. All employees and family members are entitled to become club members. The club provides the following services, for example, library, In-door & out-door sports, swimming pool separated for adults and children for safety with having lifeguard all time, sport training for children as well as employees, and activities by many sub-clubs. Employees can leave their children at Thaioil club and go to work during club activities.
  - 4.2 PTT Group has **PTT Group Day Care** which is childcare service provided to all PTT Group subsidiaries Including Thaioil. With this respect, Thaioil group employees are allowed to use **PTT Group Day Care**. The day care offers children nurturing from professional staff.
  - 4.3 Providing **medical benefits** and treatments for employees' children. (including adoptive children).
  - 4.4 Providing **educational fee** for employees' children. Also, Thaioil Group has **scholarship** for employees' children with good academic performance.

### 5. Supportive office facilities:

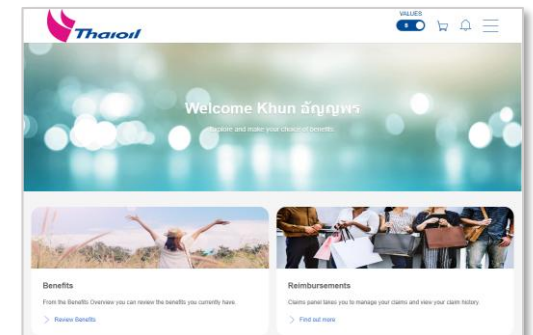
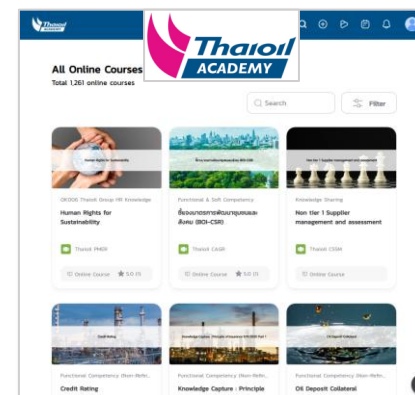
- 5.1 Supportive work environment at office called "**Synergy Space**" and "**Connex Room**" to occupy for organizing activities, relaxing, working in a comfortable atmosphere.
  - 5.2 A place for sleeping during the day called " **Nap Box**" for short break and napping.
  - 5.3 **Breast-feeding/ lactation room** for female employees in the office including **a refrigerator for storing breast milk** .
  - 5.4 Parking lot for **pregnant females** and **disables**.
  - 5.5 **Prayer rooms** in offices.
6. The female employee who is the primary caregiver has a right to take a **leave for maternity** before and after maternity a pregnancy at max 98 days. The company shall pay wage at max 60 days to the female employee taking a leave for maternity.
  7. For male employees who are the non-primary caregiver has the right to **parental leave** to take care of their family for up to **12 working days** per child and receive wages on the day of leave.
  8. Employees are eligible for **paid leave entitlement** according to the Company policy. Also, there is paid necessary business leave for employees in case of employees' parents or spouses' parents or employees' children (including adoptive children) have health issues/conditions up to 6 working days per year.
  9. During working hours of shift employees, they are allowed to exercise voting rights in an election day then return to work after that.
  10. Strengthen **Employee Well-being Program in new normal work** continuously as follows;
    - 10.1 Hygiene Kit: mask, gel alcohol for preliminary self-protection.
    - 10.2 Proactive employee protection with ATK support on request or necessary.
    - 10.3 Providing full medical treatment for COVID-19 infected employees and family members.
    - 10.4 Comprehensive hygiene management: regular UV care room & equipment sterilized, clean all work areas and provide alcohol gel in office.
    - 10.5 Providing annual influenza vaccine for all employees.
    - 10.6 Employee Support and Help ;
      - 10.6.1 Prevent infection & contamination with measures of access (In-out) office building and working areas for employees, visitors and contractors.
      - 10.6.2 Employees are able to work from home with company's support in digital infrastructure and medical check if required etc.
      - 10.6.3 Employees can contact the support team via PM4U Call Center as everyday service.
      - 10.6.4 Checking employees after recovery about their fitness for work and return to work to assure employees' health and well-being for ability to work with safe.
      - 10.6.5 Employees are able to check-in/check-out, do self assessment on work efficiency in Spark Joy application during work from home or even working at office.
      - 10.6.6 Regularly communicate/educate situations and company' s measures to ensure employee safe.
      - 10.6.7 PPE and safety wears to employees working in refinery field as well as employees who visit in refinery areas from time to time.





### 11. Comprehensive Employee Well-Being via Digital Platform : 5 Happiness & Learning. Details as follows ;

- 11.1 **Mental Well-being-OOCA application** for mental health care of employees. Stress test and VDO call with psychologist and psychiatrist on any device, anywhere, anytime to consult with mental experts on their own any personal concerns with 100% privacy and confidentiality. Also, **mental rejuvenation** project launched, which aims to enhance employees' mental well-being. We have remarkable program of mental health care for employee is **"Sook Jai+"**, structural caring to uplift employees' mental health both physical and on-line activities.
- 11.2 **Physical Health Well-being- Health Meter application** : Annual health check report with analysis, Health record with analysis & recommendation, Health risk assessment and Medical self-service. Thailo Group organize annual event called **Health Day** focusing on all health care: protect and treatment etc. In this event, we have special health sharing session by external experts.
- 11.3 **Financial Well-being-Flexible benefits** digital application to transform some granted benefits (annual leave, uniform) to personalized benefits as employees' own choice. Also, providing **money knowledge DIY** to Thailo Group employees by external financial expert (a renowned asset management company in Thailand) in hybrid sessions (onsite and online). Mover, providing **1-on-1 money clinic** for employees applying to get personal financial consultant with experts.
- 11.4 **Social Well-being-We Connected** event in which arrange in onsite and online to accommodate employees working in different locations to join employee engagement activities together.
- 11.5 **Admire Well-being-Admire"** in Spark Joy application. to enhance appreciation, praise, admiration and recognition culture in Thailo Group. In addition, to drive recognition culture from leaders, we has launched 'Whale Done' program so that leaders and employee in all levels experience appreciation more.
- 11.6 **Career and Development Well-being-Thailo Academy application** (mobile learning app.): employees are able to self-learning on 24/7 access to uplift capabilities. Moreover, we have Internal Recruitment program which employee can choose potential next move in the organization.



- 12. Employee Involvement** : Besides annual **employee engagement survey** to get all employees' feedback for designing and executing programs to enhance employee engagement level and well-being. In 2024, we invented the employee hackathon program called "**Joyfinity**" to involve employees at all levels in pitching ideas on creating employee happiness resulting in greater satisfaction and engagement.
- 13. Disaster Relief Subsidy** : In case employees were affected from disaster resulting in their accomodations damaged, they can ask for initial relief subsidy according to the Company policy. Also, there is fund for employee group who propose to help fixing damaged houses of affected employees.
- 14. Other Employee Support Benefits:** **Funeral assistance for employees, spouse, children, and employee's parents, first-born childbirth gift,** and **housing benefits** for employees working base in Sriracha.
- 15. Retirement Welfare** : Providing **Pre-retirement course** to equip employees who will retire with readiness for their post-employment life. Retired employees will be able to apply for membership in **Thaioil Alumni Association** to receive post-retirement benefits and participate in the association's activities, including services from **Medical Center** and **annual health blood test**.





# Labor Practice Programs   Engaging Employee

Thaioil Group ensures adequate labor practice programs to employees towards effective management of our business operations. We have acknowledged that our employees are a key driver of Thaioil Group core strategies' success. As a result, the employee well-being remains a top priority.

SMILEX Activity		
S	Speed up Manpower	Promoting the organization's brand to authentically reflect its commitment to valuing employees has earned the recognition as The Best Place to Work by WorkVenture. This achievement not only enhances external awareness of the Company's reputation, but also effectively attracts potential candidates to work with the Company.
M	Meaningful Work	Fostering a culture of appreciation in various forms to enhance working motivation has been introduced through "Whale Done" activity. This initiative promotes a culture of appreciation by using a symbolic whale shield as a medium to share compliments and encouragement among employees.
I	Igniting Work-Life Harmony	Elevating the mental well-being of all employees, the Company has launched the Mental Rejuvenation project. This project includes activities, such as Health Day, focusing on mental health together with providing special mental health care programs for target groups.
L	Live & Learn	Developing key competencies among employees has been operated through the promotion of an open and collaborative learning culture within the organization under the Learning Organization initiative. In addition, the Company supports innovative culture through Innovative People project which encourages employees to focus on the creation of innovations in their work.
E	Employee Relationship	Empowering employees to design their own happiness at work through Joyfinity, a program that fosters individual and team well-being, and encouraging DIY (Design it by your team) team-building activities tailored to each department's unique needs.
X	eXtra	Enhancing employees' readiness for working abroad is prioritized through the WorldWander. This program focuses on developing employees' skills and expertise to prepare them for working oversea, while refining the Company's P&O (People & Organization) systems to effectively support overseas operations.




In 2024, Thaioil Group continues to foster a “**Happy Employee, Happy Company**” culture through **SMILEX** activities, building on SMILE project introduced the previous year. The SMILEX project focuses on six key areas designed to address the diverse needs of employees, promote a positive work environment, and prepare both employees and organizational systems for long-term growth and development.

These efforts demonstrate Thaioil Group’s commitment to the idea that employee well-being is crucial for boosting productivity and ensuring the organization's enduring success.



To provide opportunities for employees to voice their opinions and suggestions, Thaioil Group conducts **an annual employee engagement survey** and various activities, including management-employee activities, corporate recreational activities, and peer-peer engagement activities. **Feedback gathered from these activities is then analyzed to continually enhance the employee experience in benefits, welfares, activities and other employee support programs.**



**Thaioil Group has Employee Committee and Welfare Committee** which consists of employees' representatives. Both committees have regularly held the meeting for once every two months to update the feedback and concerns from employees regarding their benefits, working conditions, and employee well-being etc.

# Labor Practice Programs Ensuring equal wage and welfare

Thaioil Group's **equal pay policy** addresses its commitment to support the principle of equal treatment of employment and are committed to lawfully non-discriminate and unbiased procedures to determine wages and conditions of employment of all employees.



Circular No. 74/2021

## Human Rights Policy in Workplace

(Translated)

To encourage the human rights practice and human value, the two significant foundations for the development of human resource, which is the heart of product development and creates sustainable value for the business, Thaioil and Subsidiaries are therefore fully aware of and always respect human rights by treating the employees and stakeholders equally without discrimination against their skin colours, races, genders, religions, nationalities, poverty, disabilities and illnesses while taking high regard of the diversity in opinions, environments, laws and cultures. Thaioil and Subsidiaries thereby announce Human Rights Policy in Workplace as follows:

### 1. Scope of Work

Human Rights are fundamental inalienable rights and freedom which all individuals possess. The term "individuals" refer to society communities and partners through all Thaioil and Subsidiaries' supply chain. The individuals' rights cover the rights in natural resources i.e. water, land, forest and forest products, fishery resource and other unpolluted resources.

Thaioil and Subsidiaries respect stakeholders' human rights, as well as individuals' inborn rights and inalienable equal rights, strictly following the principles of international human rights organizations. These include the United Nations Global Compact (UGNC), the United Nations Universal Declaration of Human Rights (UNUDHR) and the United Nations Framework and Guiding Principles on Business and Human Rights (Ruggie Framework).

**Thaioil and its subsidiaries understand that equal payment is a legal right under Thai Labor Law** and therefore are committed to ensuring that Thaioil Group employment policies and practices comply with the requirements of the Constitution of the Kingdom of Thailand and aforementioned international standards besides the Company's own conducts.

Equal pay demonstrates a commitment to fairness and is a part of the benefits from working for Thaioil and its subsidiaries. Such pay therefore includes basic payment, welfare benefits, additional payments, overtime payment, medical benefits, contractual payments and annual leaves.

Additionally, Thaioil and its subsidiaries are committed to apply equal pay principles to all employees in order to comply with Thai Labor Law and other relevant legislations. Thaioil and its subsidiaries identify measures to avoid pay differences between male and female employees and implement appropriate action plans to review policies and practices, as well as examine to ensure equal pay.

## Program Monitoring in 2024:



**Equal remuneration for men and women are annually monitored** to close the gender pay gap. Thaioil Group reports gender pay indicators annually in the Integrated Report and Performance data.



**Thaioil Group has Leave and OT digital system** in place for line managers to consider and approve paid leave online to ensure that employees are taking their paid annual leave entitlements. Line managers will be following-up with individual's remaining paid leave before closing the fiscal year.



Through the system, **overtime working hours are managed and recorded** to ensure the maximum working hours and payment in accordance with regulations.



# Labor Practice Programs Living Wage Assessment

Thaioil Group living wage assessment is conducted to ensure that employees are ensured paid above living wage/cost of living. We refer to the Asia Floor Wage Alliance (AFWA) for the cost-of-living estimate in Asian countries. The AFWA uses Purchasing Power Parity (PPP) to standardize the living wage across the region. PPP adjusts wage calculations to reflect the relative costs of goods and services in each country. It considers four steps in calculating a Living Wage as follows:



The AFWA addressed the living wage for Thailand is **19,571 THB**.

## Step 1: Estimating Food Expenses

- **Caloric Requirements:** Using a standard of 3,000 calories per adult per day, the estimating food costs accounts for 45% of a household's wage-related spending.
- **Calculating Food Costs:** The required calorie intake was then multiplied by the average cost per calorie, based on actual food prices within the country.

## Step 2: Estimating Non-Food Expenses

A food-to-non-food spending ratio was determined based on typical household expenditure patterns in the region, accounting for the remaining 55% of household expenses.

## Step 3: Calculating Total Household Spending

Food and non-food expenses combined for the total monthly cost of living for a household, then adjusted using the World Bank's purchasing power parity (PPP) conversion rate to account for local cost differences.

## Step 4: Determining Regional and National Living Wages

- **Regional Wage Calculation:** An average living wage across multiple countries was calculated in PPP dollars to represent a regional standard.
- **Country-Specific Conversion:** This regional wage in PPP\$ was then translated into local currency values for each country using their respective PPP conversion rates, yielding country-specific living wage estimates.



## Our Procedure

Thaioil Group Human Rights Policies applies to every employee and officer in every Thaioil Group wholly owned entity, and in joint ventures (JVs) to the extent possible and reasonable given Thaioil's level of participation. In situations where Thaioil does not have overall control of a JV, we will do everything we reasonably can, to make sure JVs and JV partners follow similar principles.

Thaioil and its subsidiaries shall record and report internally all legitimate adverse human rights impacts, in line with Thaioil Group Human Rights Policies. In addition, We report annually to stakeholders on the implementation of Thaioil Group Human Rights Policies.

## Thaioil Group Human Rights Working Team

Thaioil Group Human Rights Working Team is appointed to manage and support Human Rights Policy implementation including oversee and support human rights principles implementation. Adhering to the principles of universal human rights organizations, the United Nations Global Compact (UNGC), the United Nations Universal Declaration of Human Rights (UNUDHR) and the United Nations Framework Convention on the Rights of the Child (Ruggie Framework )

[illegible]



**Thaioil Group Human Rights Impact Assessment and**

**Management Procedure**

**(แนวปฏิบัติการประเมินและจัดการผลกระทบ**

**ด้านสิทธิมนุษยชนกลุ่มไทยออยล์)**

**FOR**

**THAI OIL PUBLIC COMPANY LIMITED**

**AU UDOM, SRIRACHA, CHOLBURI**

**THAILAND**

**THIS DOCUMENT IS ISSUED UNDER THE AUTHORITY OF**

.....

**(CHIRAPORN KAMON-IN)**

**MANAGER - INDUSTRIAL/EMPLOYEE RELATIONS**



Document	3.3 Thaioil Group Human Rights Impact Assessment and Management Procedure
Document type	PDF / Online
Note	Originally in Thai

**Summary:**

This document outlines Thaioil Group Human Rights Impact Assessment and Management Procedure. The document is publicly disclosed in the URLs:

[https://www.thaioilgroup.com/upload/content\\_file/202011131655\\_ระบบการประเมินและจัดการผลกระทบด้านสิทธิมนุษยชนกลุ่มไทยออยล์.pdf](https://www.thaioilgroup.com/upload/content_file/202011131655_ระบบการประเมินและจัดการผลกระทบด้านสิทธิมนุษยชนกลุ่มไทยออยล์.pdf)

The content of the document includes;

- Thaioil's Human Rights Framework (pdf page 4-5)
- Human Rights Management for Thaioil's External Stakeholders and Voluntary Commitment (pdf page 5-6)
- Compliance and Government Supports (pdf page 7)
- Human Rights Implementation (pdf page 7-18)
  - Human Rights Commitment (pdf page 7-8)
  - Governance Structure related to human rights management in Corporate Level and Operational Level (pdf page 8-10)
- Human Rights Impact Management Procedure covering 7 steps of Human Rights Due Diligence (pdf page 10-18)

(summary version)

**FOR**

**TUNGSUKHLA, SRIRACHA, CHOLBURI**

## THAILAND

**THIS DOCUMENT IS ISSUED UNDER THE AUTHORITY OF**

**(CHIRAPORN KAMON-IN)**

**MANAGER-INDUSTRIAL/EMPLOYEE RELATIONS**

Document	3.3.2 Grievance Mechanisms and Effective Remedy Framework Procedure
Document type	PDF / Online
Note	Originally in Thai

This document outlines Thailoil Group Grievance Mechanisms and Effective Remedy Framework Procedure. The document is publicly disclosed in the URLs:

The content of the document includes:

- Responsibility and department in charge (pdf page 5)
- Whistle Blowing Procedure (pdf page 6-9)
- Grievance Mechanisms Guideline covering whistle blower protection (pdf page 10-11)
- Remedy Procedure and Continual Improvement (pdf page 12-15)




### MANAGER - PM SERVICES



- Responsibility and department in charge (pdf page 3-4)
- Remedy Procedure and Continual Improvement for sick employees, pregnant employees and employees who are unable to perform the job description agreed with the company (pdf page 4-7)

# Complaint Procedure

 **QSHE**

**COMPLAINT PROCEDURE**

FOR


THAI OIL PUBLIC COMPANY LIMITED  
TUNGSUKLA, SRIRACHA, CHOLBURI  
THAILAND

THIS DOCUMENT IS ISSUED UNDER THE AUTHORITY OF

.....

(SAWIT CHIPRAWAT)  
MANAGER-COMMUNITY AFFAIRS

Complaint Procedure  
for Community

 **QSHE**

**CUSTOMER COMPLAINT  
MANAGEMENT PROCEDURE**

FOR


THAI OIL PUBLIC COMPANY LIMITED  
TUNGSUKLA, SRIRACHA, CHOLBURI  
THAILAND

THIS DOCUMENT IS ISSUED UNDER THE AUTHORITY OF

.....

(VARAPORN PLUNGSOMBATI)  
MANAGER - CUSTOMERS RELATIONSHIP MANAGEMENT

Customer Complaint Management  
Procedure

 **QSHE**

**DOMESTIC PETROLEUM AND  
PETROCHEMICAL CUSTOMER  
COMPLAINT/CLAIM SETTLEMENT  
PROCEDURE**

FOR

THAI OIL PUBLIC COMPANY LIMITED  
TUNGSUKLA, SRIRACHA, CHOLBURI  
THAILAND

THIS DOCUMENT IS ISSUED UNDER THE AUTHORITY OF

.....

(SALIN IAMVASANT)  
MANAGER-DOMESTIC COMMERCIAL: PETROLEUM & PETROCHEMICALS

Domestic Petroleum And Petrochemical  
Customer Complaint/Claim Settlement  
Procedure

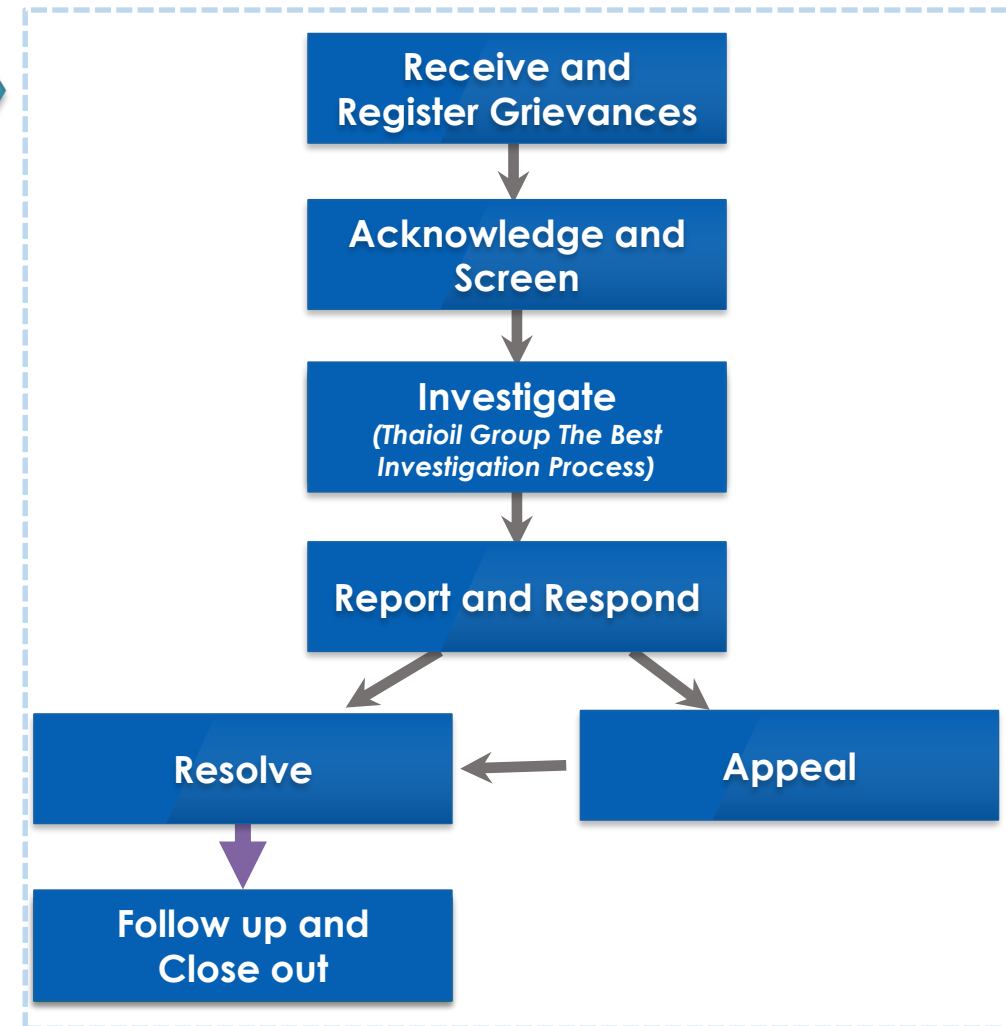
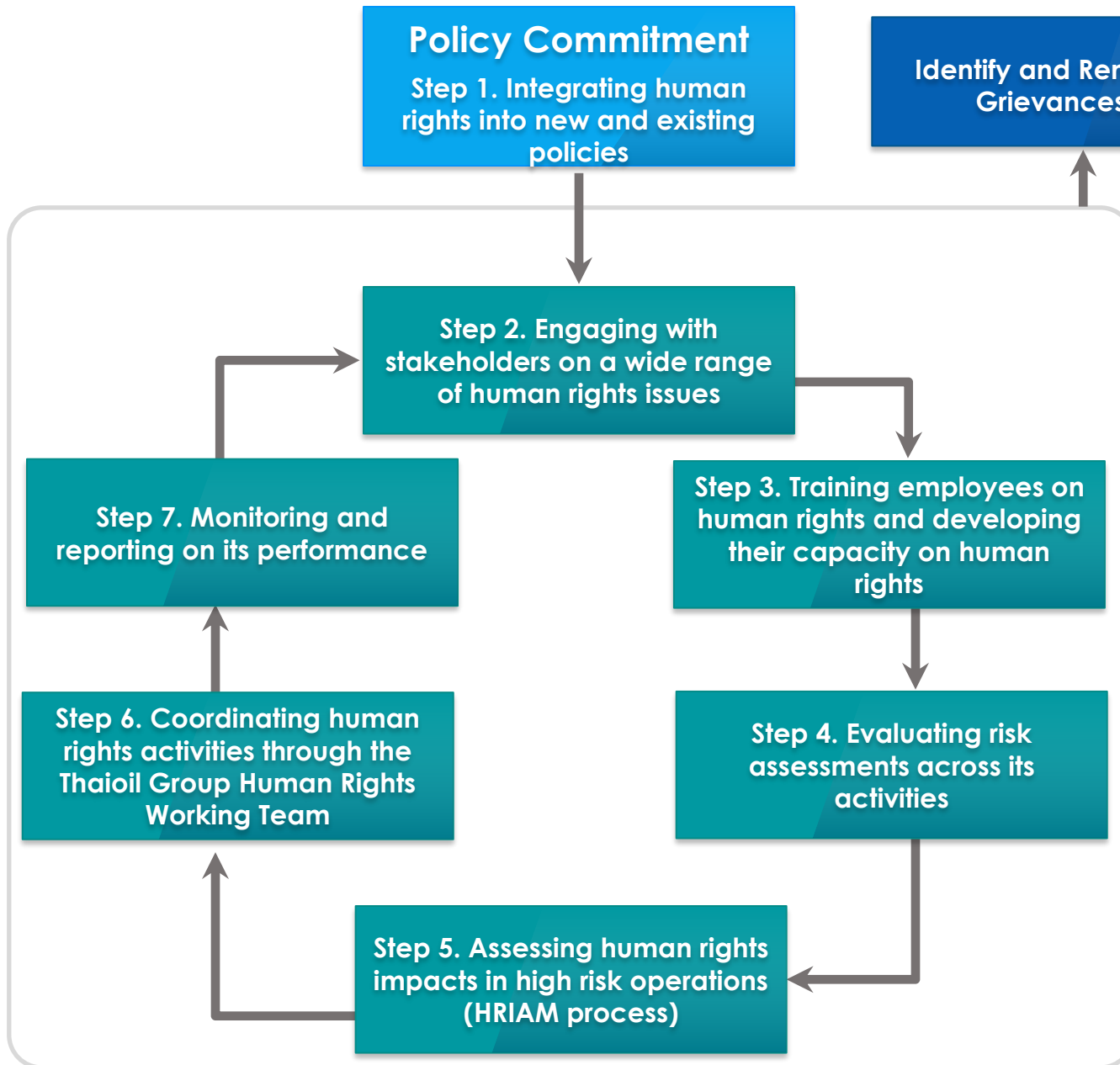
# HUMAN RIGHTS SALIENT ISSUES

## Our Salient Human Rights Issues

### Thaioil Group Human rights risk assessment : 7-step human rights due diligence process



Thaioil Group's human rights due diligence process is aligned with the UN Guiding Principles on Business and Human Rights. See more details on the [Thaioil website](#).



**Human Rights Due Diligence Procedure**  
The steps a company takes to identify, prevent, mitigate and address the adverse human rights impacts of its activities and relationships



Step 5. Assessing human rights impacts in high risk operations



Step 4. Evaluating risk assessments across its activities

Step 6. Coordinating human rights activities through the Thaioil Group Human Rights Working Team

Step 7. Monitoring and reporting on its performance

## HRIAM process ;

### 1. *Thaioil Group's approach to human rights.*

- 1.1. Thaioil Group corporate commitments.
- 1.2. Thaioil Group 7 Steps Human Rights Due Diligence Process.
- 1.3. Human rights impact assessments (HRIAs).

### 2. *HRIAs methodology and process.*

- 2.1. Aligning with the UN Guiding Principles on Business and Human Rights.
- 2.2. From scoping risks to tracking remediation actions.

### 3. *Scoping human rights risks.*

- 3.1. Understanding company-level human rights issues.
- 3.2. Identifying Thaioil Group's business activities.
- 3.3. Mapping external stakeholders.

### 4. *Assessing actual and potential human rights impacts.*

- 4.1. Assessing human rights impacts through 5 functional areas (Thaioil Value Chain).
- 4.2. Covering Thaioil Group's facilities and supply chains.
- 4.3. Engaging with rights-holders and stakeholders.

### 5. *Integrating and acting upon the findings.*

- 5.1. Best practices and areas for improvement identified.
- 5.2. Remediation actions implemented at the operations and company-levels.
- 5.3. Area-specific case studies (if any).

### 6. *Tracking responses and communicating how impacts are addressed.*

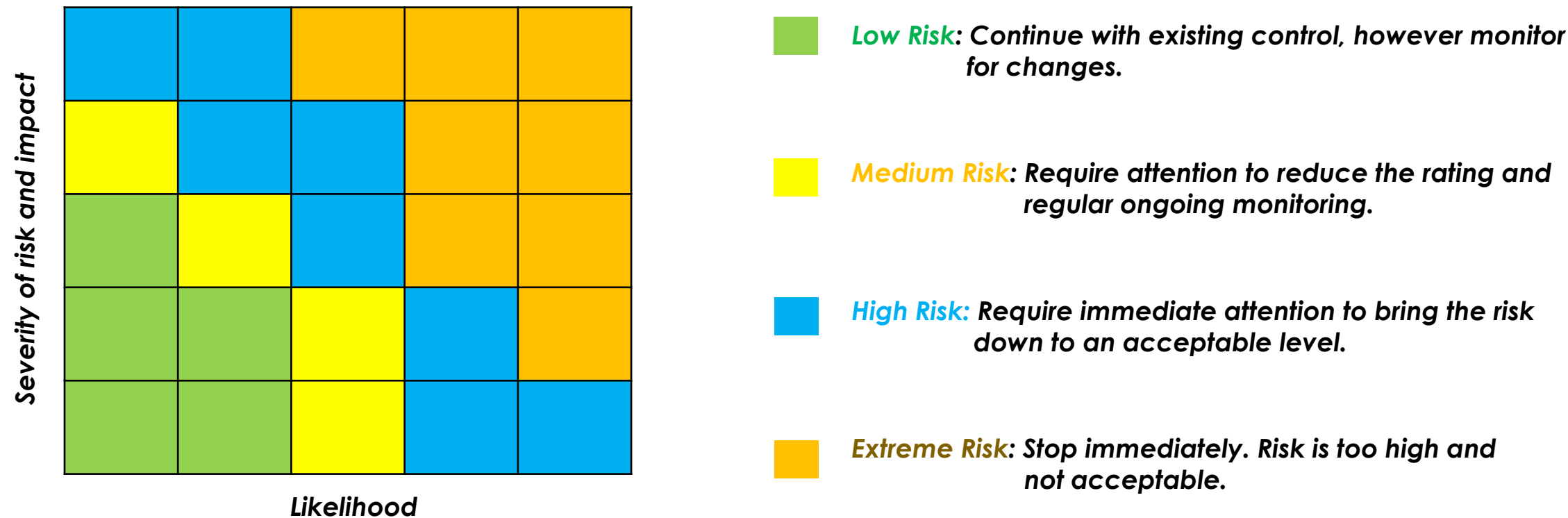
- 6.1. HRIAs Reports and Action Plans.
- 6.2. The challenge of communicating results.

### 7. *Mainstreaming human rights into Thaioil Group's policies and procedures.*

# Thaioil Human Rights Risks Assessment Matrix

The assessment of human rights risk level will be conducted using a matrix below to determine the significance of the human rights, where the Axis-X is the level of likelihood and Axis-Y is the level of severity.

The assessment takes into account Thaioil vulnerable groups covering all stakeholders, specifically our employees, contractors, sub-contractors, community, suppliers, customers, women and children, migrant labors, local community, disabled people, elderly, patients and transgender.



**Remarks:** Residual risks levels “Extreme High”  and “High”  are considered as key risks that Thaioil needs to understand the effectiveness of its existing controls.

## Thaioil Human Rights Risks Assessment Criteria : *Likelihood*

Likelihood	Probability	Frequency	Description (How often might it/ does it happen?)
<b>Almost Certain</b> (5)	<b>&gt;80%</b>	<b>Almost Yearly</b>	<b>Will undoubtedly happen/ recur, possibly frequently.</b>
<b>Likely</b> (4)	<b>&gt;60% - ≤ 80%</b>	<b>Every 1 to 2 Years</b>	<b>Will probably happen/ recur, but it is not a persisting issue/ circumstances.</b>
<b>Possible</b> (3)	<b>&gt;40% - ≤ 60%</b>	<b>Every 3 to 4 Years</b>	<b>Might happen or recur occasionally.</b>
<b>Unlikely</b> (2)	<b>&gt;20% - ≤ 40%</b>	<b>Every 5 to 10 Years</b>	<b>Do not expect it to happen/ recur, but it is possible it may do so.</b>
<b>Rare</b> (1)	<b>≤ 20%</b>	<b>Every 10 Years and Beyond</b>	<b>This will probably never happen/ recur.</b>

## Thaioil Human Rights Risks Assessment Criteria : *Severity of Risk Impact*

Severity	Scale	Scope	Remediability
<b>Catastrophic (5)</b>	<i>Severely affect health and life-threatening to the extent of disability or death.</i>	<i>It affects all relevant stakeholders in the group (for example, all community, all employees, all supplier) in the relevant activities.</i>	<i>Can not remedy the stakeholders concerned to return to normalcy.</i>
<b>Major (4)</b>	<i>Impact on health and safety reached the break of work for more than 3 days.</i>	<i>It affects virtually every stakeholder in the group (for example, all community, all employees, all supplier) in the relevant activities.</i>	<i>It takes a long time to recover relevant stakeholders over 5 years.</i>
<b>Moderate (3)</b>	<i>Impact on health and safety up to a 1-3 days break.</i>	<i>It has an impact on some of the stakeholders involved in the group.</i>	<i>It takes 3-5 years to recover relevant stakeholders.</i>
<b>Minor (2)</b>	<i>Cause minor injury or health impact requiring medical attention. (Not injured to the point of stopping work).</i>	<i>Impact on stakeholders related to a small group.</i>	<i>It takes 1-3 years to recover relevant stakeholders.</i>
<b>Low (1)</b>	<i>It has little effect on health and safety, (first aid) or not affect health.</i>	<i>It does not have any impact on the stakeholders involved.</i>	<i>It takes less than 1 year to recover relevant stakeholders.</i>



## Definition and goal

“Thaioil Group aims for sustainable growth and long-term persistence, operational excellence, as well as a focus on **economic development** coupled with **social responsibility** and **environmental protection** to create values for our stakeholders.”

## “Our stakeholders”

### Main human rights issues and vulnerable groups

#### Thaioil's Vulnerable Groups.

The human rights issues related to the vulnerable groups covers all stakeholders, including **Employee, Contractor, Sub-contractor, Community, Supplier, Customer, Children, Indigenous people, and Migrant labors** (covered and in line with 13 The Human Rights Protection of Vulnerable Groups).

#### The Human Rights Protection of Vulnerable Groups ;

- 1) women and girls;
- 2) children;
- 3) refugees;
- 4) internally displaced persons;
- 5) stateless persons;
- 6) national minorities;
- 7) indigenous peoples
- 8) migrant workers;
- 9) disabled persons;
- 10) elderly persons;
- 11) HIV positive persons and AIDS victims;
- 12) Roma/Gypsies/Sinti; and
- 13) lesbian, gay and transgender people.

# Scope of Thaioil Human Rights Risks Assessment : Stakeholders in Thaioil Group Supply Chain

## Right of Privacy

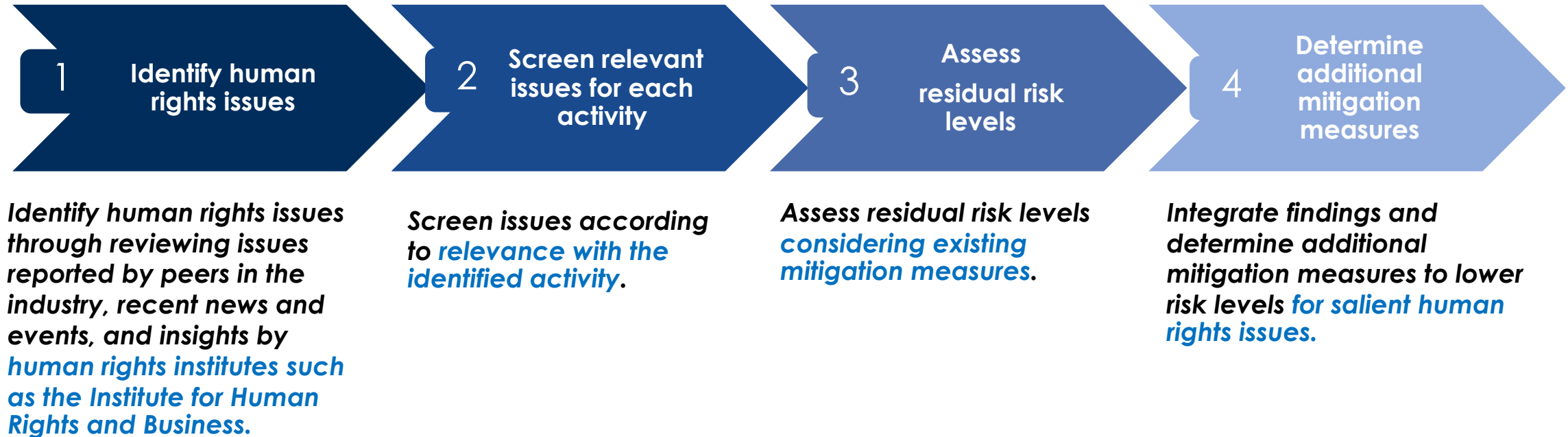
(Corporate Governance, Compliance and Legal department is caretaker and responsible)


Employees	Safety, Security and Environment	Social and Communities	Suppliers and Contractors	Customers
<i>People Management dept. Is caretaker and responsible</i>	<i>Quality Management &amp; Corporate Affaire depts. are caretaker and responsible</i>	<i>Community Affaire dept. Is caretaker and responsible</i>	<i>Procurement and Contract dept. is caretaker and responsible</i>	<i>Commercial &amp; Treasury dept. are caretaker and responsible</i>
<u>Labour Rights</u> <ul style="list-style-type: none"> <li>• Working conditions</li> <li>• Safety and Health at Work</li> <li>• Freedom of association &amp; collective bargaining</li> <li>• Equal pay</li> <li>• Non-Discrimination and Anti-Harassment</li> <li>• Anti-Slavery and Human Trafficking</li> <li>• Forced and compulsory</li> <li>• Child labor</li> </ul>	<u>Safety, Security and Environment Rights</u> <ul style="list-style-type: none"> <li>• Safety &amp; security management</li> <li>• Security training</li> <li>• Water security</li> <li>• Impact of pollution</li> <li>• Waste and hazardous materials management</li> <li>• Preservation of biodiversity</li> </ul>	<u>Community Rights</u> <ul style="list-style-type: none"> <li>• Standards of living and quality of life</li> <li>• Community health and safety</li> <li>• Community engagement</li> <li>• Cultural heritage</li> <li>• Minorities including indigenous peoples</li> <li>• Resettlement</li> </ul>	<u>Supplier Code of Conduct</u> <ul style="list-style-type: none"> <li>• Compliance with Thaioil Group Business and Human Rights Policy for Stakeholder and Supplier Code of Conduct (SCOC)</li> </ul>	<u>Customer Rights</u> <ul style="list-style-type: none"> <li>• Consumer health and safety</li> <li>• Data privacy</li> <li>• Access to energy</li> </ul>

Preventive control and monitoring in all stakeholders

(Thaioil Group Risk Assessment is caretaker and responsible by Corporate Strategic Risk dept.)

# Thaioil Group Human Rights Risk Assessment Process



An aerial photograph of a large industrial complex, likely an oil refinery or petrochemical plant, situated along a body of water. The facility includes numerous large storage tanks, processing units, and a network of pipes. The surrounding area is a mix of industrial infrastructure and greenery.

# **Thaioil Group Human Rights Due Diligence Risk Assessment 2024**







# Human Rights in **Thaioil Group** Own Operations

The assessment **covered all business activities in Thailoil's own operations**, including subsidiaries and joint ventures with management control



### Thailoil Human rights risk assessment : 7-step Human Rights Due Diligence Process



## Thailoil Group Value Chain: Own Operation

The assessment covered all business activities in Thailoil's own operations, including subsidiaries and joint ventures with management control



In May 2024, Thailoil assessed human rights risks in all business activities 100% throughout its value chain and ensured that all risks have mitigation measures: 36.4% (4 operational sites with salient issues / 11 operational sites assessed) of total operational sites assessed where risks have been identified.

Each main business is comprised of main activities and supporting activities.

- **Main activities:** Operations
- **Supporting Activities:** Human Resources, Procurement, Customer Relations, CSR

The supporting activities of the treasury business are under the responsibility of Oil Refinery through shared service.

### The assessment considering the rights' holders and vulnerable groups affected by Thailoil operations.

- Employees
- Community members
- Third-party contracted labour, subcontractors, and suppliers onsite
- Customers and end consumers
- Vulnerable groups ; Children, Indigenous peoples, Migrant workers, Religious or ethnic minorities, Persons with disabilities, Women, elderly, patients and transgender.

# Steps 1 and 2 : Scope and screen relevant issues

## Human Rights Issues Identified and Screened

Human Rights Issues	Oil Refinery (2 Operational Sites)					Power and Steam (1 Operational Site)					Petrochemical (2 Operational Sites)					Lube Base (1 Operational Site)					Solvents and Trader/Distributor (3 Operational Sites)					Other Supporting Business (Treasury) (2 Operational Sites)		
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3
Working Conditions																												
Health and Safety																												
Illegal Forms of Labor																												
Discrimination and Harassment																												
Freedom of Association and Collective Bargaining																												
Community Health and Safety																												
Community Standard of Living																												
Land Acquisition																												
Security Practices																												
Customer Safety																												
Data Privacy																												

1 Operations

2 Human Resources

3 Procurement

4 Customer Relations

5 CSR

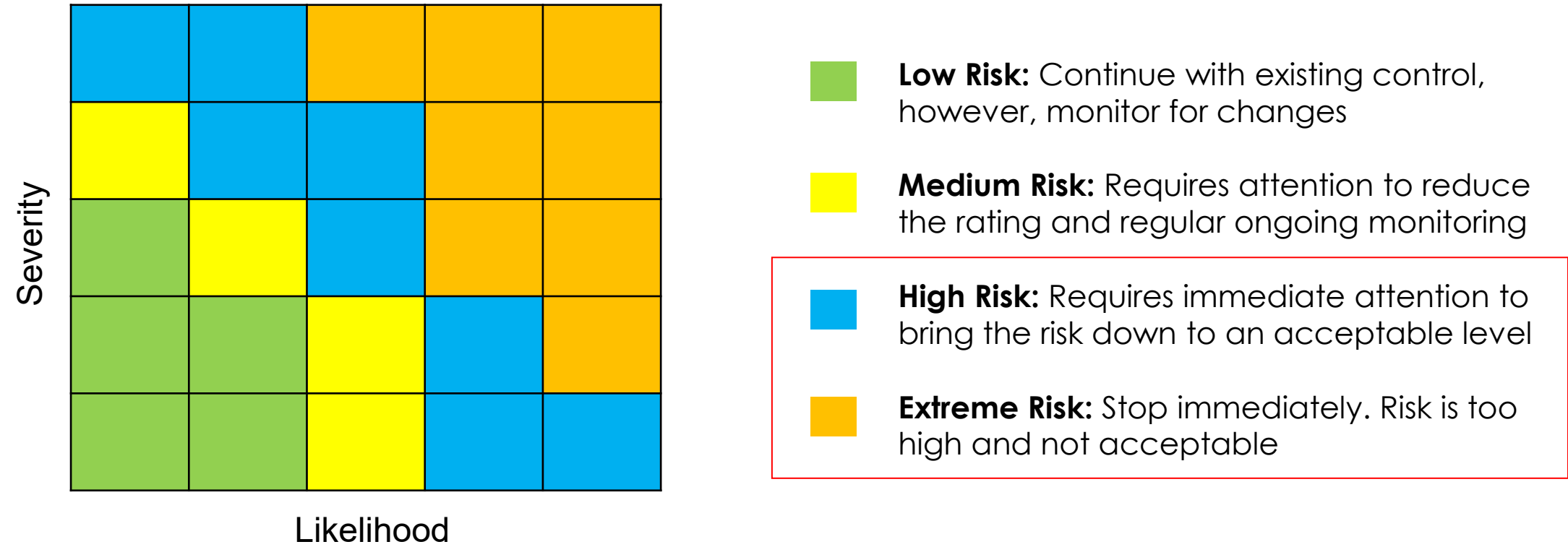
The supporting activities of the Treasury business are under the responsibility of Oil Refinery through shared service.

# Step 3 (1) : Assess residual risk levels : Risk Assessment Matrix



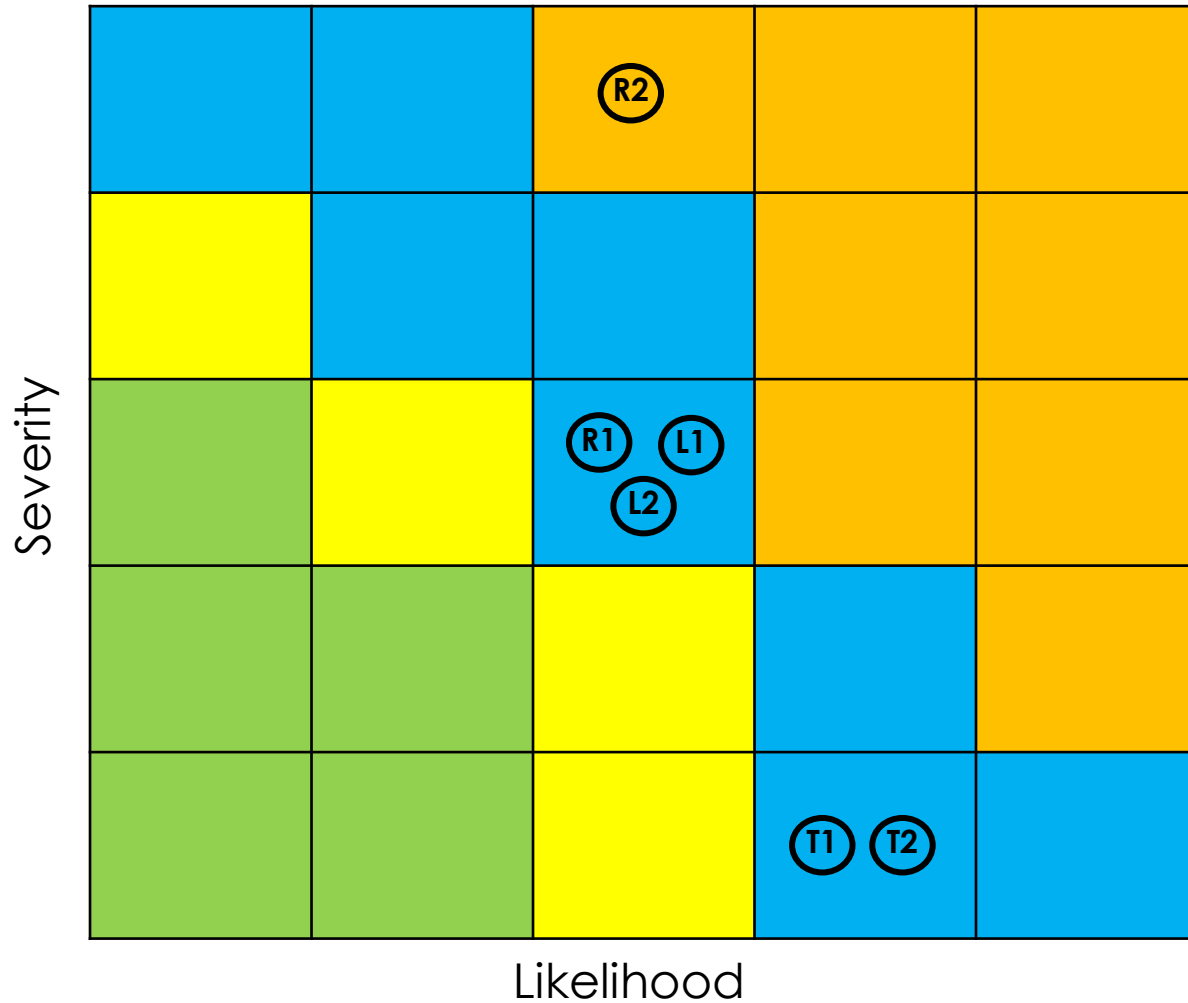
- The assessment of human rights risks considered **likelihood** and **severity** of each issue. Issues are plotted on a matrix like the one shown below, with likelihood in the x-axis and severity in the y-axis. Issues ranked at “high risk” and “extreme risk” are considered salient human rights issues.

The assessment takes into account Thaioil vulnerable groups covers all stakeholders, specifically our employees, contractor, sub-contractor, community, suppliers, customers, women and children, indigenous peoples, migrant workers, religious or ethnic, minorities, local community, persons with disabilities, elderly, patients and LGBTQI+





## Step 3 (2) : Assess residual risk levels: *Human Rights Salient Issues*



Business Activity: Oil Refinery (2 Operational Sites)	
R1	Employee Health and Safety
R2	Supplier/Contractor Health and Safety
Business Activity: Lube Base (1 Operational Site)	
L1	Employee Health and Safety
L2	Supplier/Contractor Health and Safety
Business Activity: Solvents and Trader/ Distributor (1 Operational Site)	
T1	Employee Health and Safety
T2	Supplier/Contractor Health and Safety

In **2024**, Thaioil assessed human rights risks in **all business activities** throughout its value chain and ensured that all risks have mitigation measures

100%

**% of total operational sites in own operations**  
(including subsidiaries and joint ventures with management control) assessed in the last three years

*(11 operational sites assessed / 11 operational sites)*

36.4%

**% of total operational sites assessed where risks have been identified**

*(4 operational sites with salient issues / 11 operational sites assessed)*

100%

**% of risk with mitigation or remediation process implemented**

*(4 operational sites with salient issues consisting mitigation measures/ 4 operational sites with salient issues)*

Remarks: Not only four operational sites with salient issue have mitigation measures, but Thaioil also monitor and implement mitigation measures to cover all operational sites.

## Step 4 : Determine additional mitigation measures

### Human Rights Salient Issues and Mitigation Measures

Associated Activities	Human Rights Issue	Description of Risks	Existing and Additional Mitigation Measures/ Remediation Action
<b>Oil Refinery</b>  <b>Lube Base</b>  <b>Solvents and Trader/Distributor</b>	<b>Employee Health and Safety</b>  This human rights risk issue may violate: <ul style="list-style-type: none"> <li>• Right to life</li> <li>• Rights to health</li> <li>• Right to enjoy just and favorable conditions of work</li> <li>• Right to access to effective remedies</li> </ul>	<ul style="list-style-type: none"> <li>• Accidents during operations such as supporting pipe structure, lifting accidents, falls from a height which may lead to fatality</li> <li>• Unsafe working environments such as extreme heat, smoke, smell from oil and gas, fire, leak, explosion, short circuit, narrow spaces, inappropriate PPE equipment</li> </ul>	<p>Thaioil Group has implemented the mitigation measures to control the risk that associated with health and safety concerns in order to uphold the rights of employee who work at Thaioil Group's own operational site including:</p> <ul style="list-style-type: none"> <li>☑ Acknowledging human rights policies for employee.</li> <li>☑ Safety management system certified by international standards such as OSHAS 18001 ISO 45001 IMS ISO/IEC 17025 OEMS Daily 5S for engineering site.</li> <li>☑ Thaioil Group has consistently implemented projects under 4C measures in order to mitigate risks, which include C-1 Control, C-2 Contain, C-3 Clean, C-4 Check.</li> <li>☑ All SAFE White Green Roll Out (Morning and Lunch) has been adopted to develop and raise operational safety awareness and leadership under the Operational Excellence to Business Excellence (O2Bx) strategy.</li> <li>☑ Promoting and distributing necessary equipment or PPE for the particular tasks, such as whistles, ear plugs, fabric/leather gloves, eyeglasses in order to protect employees while working on site and to prevent incidents.</li> <li>☑ The GEMBA (Management) walk activity aims to create an understanding and to recommend safety practices in activities.</li> <li>☑ Safety campaign and training to raise awareness the importance of health and safety.</li> <li>☑ Stop Work Authority when incidents occurred or likely to occur and apply Occupational Health and Safety Risk Assessment.</li> <li>☑ The Technical Safety team has consistently developed and improved process safety management to meet the international standards of the Occupational Safety and Health Administration (OSHA).</li> </ul>

## Step 4 : Determine additional mitigation measures

### Human Rights Salient Issues and Mitigation Measures

Associated Activities	Human Rights Issue	Description of Risks	Existing and Additional Mitigation Measures/ Remediation Action
<b>Oil Refinery</b>  <b>Lube Base</b>  <b>Solvents and Trader/Distributor</b>	<b>Supplier Health and Safety</b>  This human rights risk issue may violate: <ul style="list-style-type: none"> <li>• Right to life</li> <li>• Rights to health</li> <li>• Right to enjoy just and favorable conditions of work</li> <li>• Right to access to effective remedies</li> </ul>	Accidents during construction such as supporting pipe structure, lifting accidents, falls from a height which may lead to fatality	<p>Thaioil Group has implemented the mitigation measures to control the risk that associated with health and safety concerns in order to uphold the rights of suppliers and contractors who work at Thaioil Group's own operational site including:</p> <ul style="list-style-type: none"> <li>☑ Acknowledging Business and Human Rights Policy for Supply Chain.</li> <li>☑ Thaioil Supplier Code of Conduct to ensure strict compliance with safety procedures.</li> <li>☑ Safety management system certified by international standards such as OSHAS 18001 ISO 45001 IMS ISO/IEC 17025 OEMS Daily 5S for engineering site.</li> <li>☑ Thaioil Group has implemented projects under 4C measures in order to mitigate risks, which include C-1 Control, C-2 Contain, C-3 Clean, C-4 Check.</li> <li>☑ All SAFE White Green Roll Out (Morning and Lunch) has been adopted to develop and raise operational safety awareness and leadership under the Operational Excellence to Business Excellence (O2Bx) strategy.</li> <li>☑ Promoting and distributing necessary equipment or PPE for the particular tasks, such as whistles, ear plugs, fabric/leather gloves, eyeglasses in order to protect employees while working on site and to prevent incidents.</li> <li>☑ The GEMBA (Management) walk activity aims to create an understanding and to recommend safety practices in activities.</li> <li>☑ Safety campaign to raise awareness the importance of health and safety.</li> <li>☑ Safety introduction workshop for safety personnel and contractor supervisors.</li> <li>☑ Stop Work Authority when incidents occurred or likely occur and apply Occupational Health and Safety Risk Assessment.</li> </ul>





# Human Rights in **Thaioil Group** **Supply Chain**

# Human Rights Risk Assessment Approach in Supply Chain



## Desktop Review + Engagement with Stakeholders

- Human rights issues in the country's context
- Human Rights issues in each sector's context

## Analyzed Suppliers' information

- Analyzed suppliers' information received from relevant stakeholders

## Identify Suppliers with high risk & human rights issue associated with each supplier group

Mitigation measures identified and deployed to mitigate the impact and reduce the risk level

Input the suppliers' information received from relevant stakeholders into **HRRA Supply Chain Tool** to analyzed the human rights risks of each suppliers. **Suppliers that have analyzed score more than 80% are identified to be High Risk Suppliers. In 2024, there are 17 suppliers considered to be high risk, which is 1.5% of all Tier 1 Supplier.**

Owner	Supplier Name	Supplier ID	Group	Sub-group	Business Type	Geography	Notes	Country Context		Talkwalker																		Score after calculation on country context and talkwalker	Business Type			After considering business type																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
								Standard Weight	Max Value	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R		Count	R	Count		R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count	R	Count

# Determine **additional mitigation** measures

## **Human Rights Salient Issues and Mitigation Measures**

**The assessment covered all supplier groups of Thaioil's subcontractors and Tier-1 suppliers**

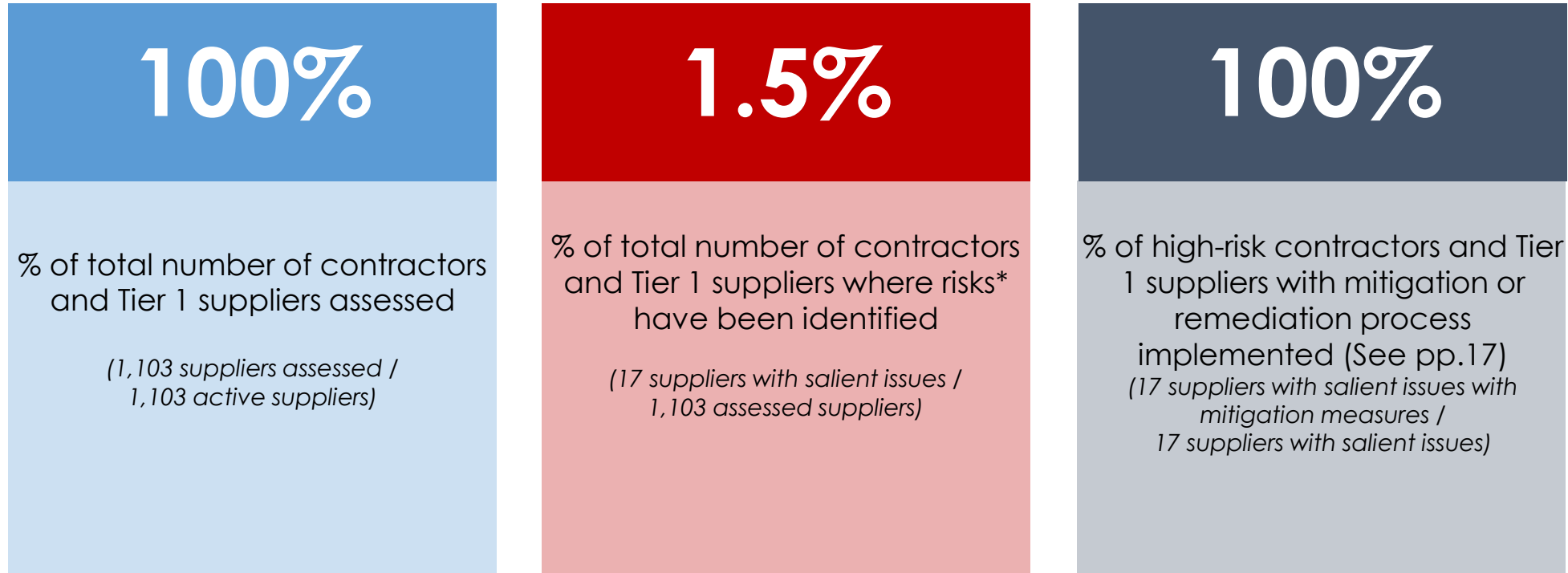
Non-Crude Procurement		Crude Procurement		
Material Manufacturing and Producer	Service Supplier Group	Major Oil/ International Oil Company	Trading Firm/ Trader	Logistics/ Shipping
<ul style="list-style-type: none"> <li>- Electrical equipment and accessories</li> <li>- General consumable and supply</li> <li>- Instrument equipment and accessories</li> <li>- IT and communication equipment</li> <li>- Marine, offshore, and accessories</li> <li>- Mechanical equipment and accessories</li> <li>- Oil, chemical, and laboratory supply</li> <li>- Pipe, valve, flange and fitting</li> <li>- Safety equipment</li> </ul>	<ul style="list-style-type: none"> <li>- Civil equipment and services</li> <li>- Electrical and instrument and services</li> <li>- General non-technical service</li> <li>- General technical service</li> <li>- IT and communication</li> <li>- Mechanical engineering and service</li> <li>- Piping engineering and service</li> <li>- Logistics/ Shipping</li> <li>- Manpower</li> <li>- Consulting service</li> <li>- Project management and engineering design</li> <li>- Utility and intercompany</li> </ul>			

**Countries in which Thaioil's subcontractors and Tier-1 Suppliers are located include** Australia, Austria, China, France, Germany, Hong Kong, India, Indonesia, Italy, Japan, Malaysia, Netherlands, Qatar, Russia, Singapore, South Korea, Switzerland, Taiwan, Thailand, USA, United Kingdom

**The human rights issues identified (i.e., salient issues) were:**

- **Freedom of Association and the Right to Collective Bargaining**
- **Working Condition**
- **Health and Safety**
- **Community Rights and Indigenous Rights**

**In 2024, Thaioil assessed human rights risks in **all tier 1 suppliers** and ensured that all risks have mitigation measures.**



**The human rights issues identified (i.e., salient issues) were:**

- Freedom of Association and the Right to Collective Bargaining
- Working Condition
- Health and Safety
- Community Rights and Indigenous Rights



# Determine additional mitigation measures

## Human Rights Salient Issues and Mitigation Measures

Supplier Type	Supplier Group	Human Rights Issue	Description of Risks	Existing and Additional Mitigation Measures/ Remediation Action
Crude and Non-Crude	Logistics/ Shipping	Working Conditions	<ul style="list-style-type: none"> <li>Unpaid wages</li> </ul>	<ul style="list-style-type: none"> <li>Regularly communicating Thaioil Group's policies regarding human rights and ESG to all tier-1 suppliers and contractors which require their recognition and compliance at least in Supplier Seminar held annually.</li> <li>Requiring Thaioil Group business partners (supplier, contractors, and vendors) acceptance and commitment to Supplier Code of Conduct (SCOC) that covers requirement on human rights commitments and practices.</li> <li>Conducting supplier screening, audit, and self-assessments regarding safety and human rights issues including labor practices and community practices.</li> <li>Conducting on-site audit/ workplace assessment specifically for human rights assessment.</li> <li>Collecting safety performance statistics from suppliers (e.g., TRIR) to analyze and establish preventive and corrective actions as appropriately.</li> <li>Developing tools and providing resources to suppliers so that they are able to utilize for improving human rights practices and assessment in their own operations.</li> </ul>
		Freedom of association and the Right to collective bargaining	<ul style="list-style-type: none"> <li>Union busting</li> </ul>	
		Employee Health and Safety	<ul style="list-style-type: none"> <li>Transportation accidents</li> </ul>	
		Community Rights	<ul style="list-style-type: none"> <li>Impacts of transportation accidents on local communities</li> </ul>	

# Spotlight on Human Rights Activities 2024

Thaioil Group's vision is to “**Empowering Human Life through Sustainable Energy and Chemicals**”

This means our goal is to become a highly competitive energy and chemicals company that will **generate sustainable returns to our stakeholders, increase their quality of life, and drive sustainable growth within the organization, in the meanwhile maintaining the balance across the economic, social, environmental, and governance dimensions along with respect for human rights.**

Since 2015, Thaioil Group has established policies and procedures comprehensively throughout its supply chain to ensure conduct business operations with respecting human rights in mindset.

Moreover, after Thai government announced the 2<sup>nd</sup> National Action Plan on Business and Human Rights (NAP2), Thaioil Group has immediately taken action to align with the 2<sup>nd</sup> NAP. Along with the business expanding plan such as the Clean Fuel Project, Thaioil Group has therefore raised the level of instilling awareness of human rights to be even more intense. Including giving importance to environmental conservation. Thaioil Group has taken the following actions:

1	Strengthening Mitigation Plan and Achievement
2	Scaling up Human Rights Mindset
3	Human Rights to Thaioil Group Healthy Environment



# 1

## ***Strengthening Mitigation Plan and Achievement 2024***

- *Own Operation*
- *Supplier*



1. Mitigation Plan Completion

Human Rights Salient Issues and Mitigation Measures

Employee

Associated Activities	Human Rights Issue	Description of Risks	Existing and Additional Mitigation Measures/ Remediation Action
Oil Refinery	<b>Employee Health and Safety</b>  This human rights risk issue may violate: <ul style="list-style-type: none"><li>• Right to life</li><li>• Rights to health</li><li>• Right to enjoy just and favorable conditions of work</li><li>• Right to access to effective remedies</li></ul>	<ul style="list-style-type: none"><li>• Accidents during operations such as supporting pipe structure, lifting accidents, falls from a height which may lead to fatality</li><li>• Unsafe working environments such as extreme heat, smoke, smell from oil and gas, fire, leak, explosion, short circuit, narrow spaces, inappropriate PPE equipment</li></ul>	Thaioil Group has implemented the mitigation measures to control the risk that associated with health and safety concerns in order to uphold the rights of employee who work at Thaioil Group's own operational site including: <ul style="list-style-type: none"><li>✓ Acknowledging human rights policies for employee.</li><li>✓ Safety management system certified by international standards such as OSHAS 18001 ISO 45001 IMS ISO/IEC 17025 OEMS Daily 5S for engineering site.</li><li>✓ Thaioil Group has consistently implemented projects under 4C measures in order to mitigate risks, which include C-1 Control, C-2 Contain, C-3 Clean, C-4 Check.</li><li>✓ AllSAFE White Green Roll Out (Morning and Lunch) has been adopted to develop and raise operational safety awareness and leadership under the Operational Excellence to Business Excellence (O2Bx) strategy.</li><li>✓ Promoting and distributing necessary equipment or PPE for the particular tasks, such as whistles, ear plugs, fabric/leather gloves, eyeglasses in order to protect employees while working on site and to prevent incidents.</li><li>✓ The GEMBA (Management) walk activity aims to create an understanding and to recommend safety practices in activities.</li><li>✓ Safety campaign and training to raise awareness the importance of health and safety.</li><li>✓ Stop Work Authority when incidents occurred or likely to occur and apply Occupational Health and Safety Risk Assessment.</li><li>✓ The Technical Safety team has consistently developed and improved process safety management to meet the international standards of the Occupational Safety and Health Administration (OSHA).</li></ul>
Lube Base			
Solvents and Trader/Distributor			

Supplier

Associated Activities	Human Rights Issue	Description of Risks	Existing and Additional Mitigation Measures/ Remediation Action
Oil Refinery	<b>Supplier Health and Safety</b>  This human rights risk issue may violate: <ul style="list-style-type: none"><li>• Right to life</li><li>• Rights to health</li><li>• Right to enjoy just and favorable conditions of work</li><li>• Right to access to effective remedies</li></ul>	Accidents during construction such as supporting pipe structure, lifting accidents, falls from a height which may lead to fatality	Thaioil Group has implemented the mitigation measures to control the risk that associated with health and safety concerns in order to uphold the rights of suppliers and contractors who work at Thaioil Group's own operational site including: <ul style="list-style-type: none"><li>✓ Acknowledging Business and Human Rights Policy for Supply Chain.</li><li>✓ Thaioil Supplier Code of Conduct to ensure strict compliance with safety procedures.</li><li>✓ Safety management system certified by international standards such as OSHAS 18001 ISO 45001 IMS ISO/IEC 17025 OEMS Daily 5S for engineering site.</li><li>✓ Thaioil Group has implemented projects under 4C measures in order to mitigate risks, which include C-1 Control, C-2 Contain, C-3 Clean, C-4 Check.</li><li>✓ AllSAFE White Green Roll Out (Morning and Lunch) has been adopted to develop and raise operational safety awareness and leadership under the Operational Excellence to Business Excellence (O2Bx) strategy.</li><li>✓ Promoting and distributing necessary equipment or PPE for the particular tasks, such as whistles, ear plugs, fabric/leather gloves, eyeglasses in order to protect employees while working on site and to prevent incidents.</li><li>✓ The GEMBA (Management) walk activity aims to create an understanding and to recommend safety practices in activities.</li><li>✓ Safety campaign to raise awareness the importance of health and safety.</li><li>✓ Safety introduction workshop for safety personnel and contractor supervisors.</li><li>✓ Stop Work Authority when incidents occurred or likely occur and apply Occupational Health and Safety Risk Assessment.</li></ul>
Lube Base			
Solvents and Trader/Distributor			

Action in 2024

1. Encouraging Human Rights Mindset

- ✓ E-learning for international subsidiaries
- ✓ Human rights activities for employees

2. Implementing Safety Program

- ✓ Refinery in the city: 4C Project
- ✓ All SAFE White Green program
- ✓ Safety campaign
- ✓ The GEMBA Walk
- ✓ Stop Work Authority

3. Ensuring Suppliers Respecting Human Rights

- ✓ Supplier to acknowledge policy and SCOC





# 1. Mitigation Plan Achievement

## 1. Encouraging Human Rights Mindset

- ☑ E-learning for international subsidiaries
- ☑ Human rights activities for employee



### E-Learning for international subsidiaries

E-Learning VDO in English version to share knowledge and create awareness to international staff

#### Thai version



EP.1

#### Human Rights for Sustainability : Introduction to Human Rights

Thai version 1292 views  
NEW! English version 116 views



EP.2

#### Human Rights for Sustainability : TOP Group Human Right Policy

Thai version 1753 views  
NEW! English version 68 views



EP.3

#### Human Rights for Sustainability : Human Rights Due Diligence

Thai version 1160 views  
NEW! English version 85 views



EP.4

#### Human Rights for Sustainability : Human Rights Due Diligence in Action: Risk Assessment

Thai version 1763 views  
NEW! English version 165 views

#### New in 2025: Discrimination and Harassment



#### Human Rights for Sustainability : Discrimination and Harassment

Thai version 715 views  
English version 90 views

# 1. Mitigation Plan Achievement

## 1. Encouraging Human Rights Mindset

- ✓ E-learning for international subsidiaries
- ✓ Human rights activities for employees

### Pride Month 2024



Thaioil Group organized **Pride Month 2024** event to create awareness/recognition in human rights and promote diversity in our workplace.

In Pride Month 2024 event we had:

- Human Rights booth
- Fun games and human rights souvenirs
- Pride Month Costume Contest
- WHALE DONE x Pride Month (scaling up recognition culture)
- Office decoration to foster workplace atmosphere
- Management joined the activities and employee site visit

Actual Result in 2024:  
✓ Complaint due to non-compliance with human rights = **0 case**



Satisfaction score = 4.77/5



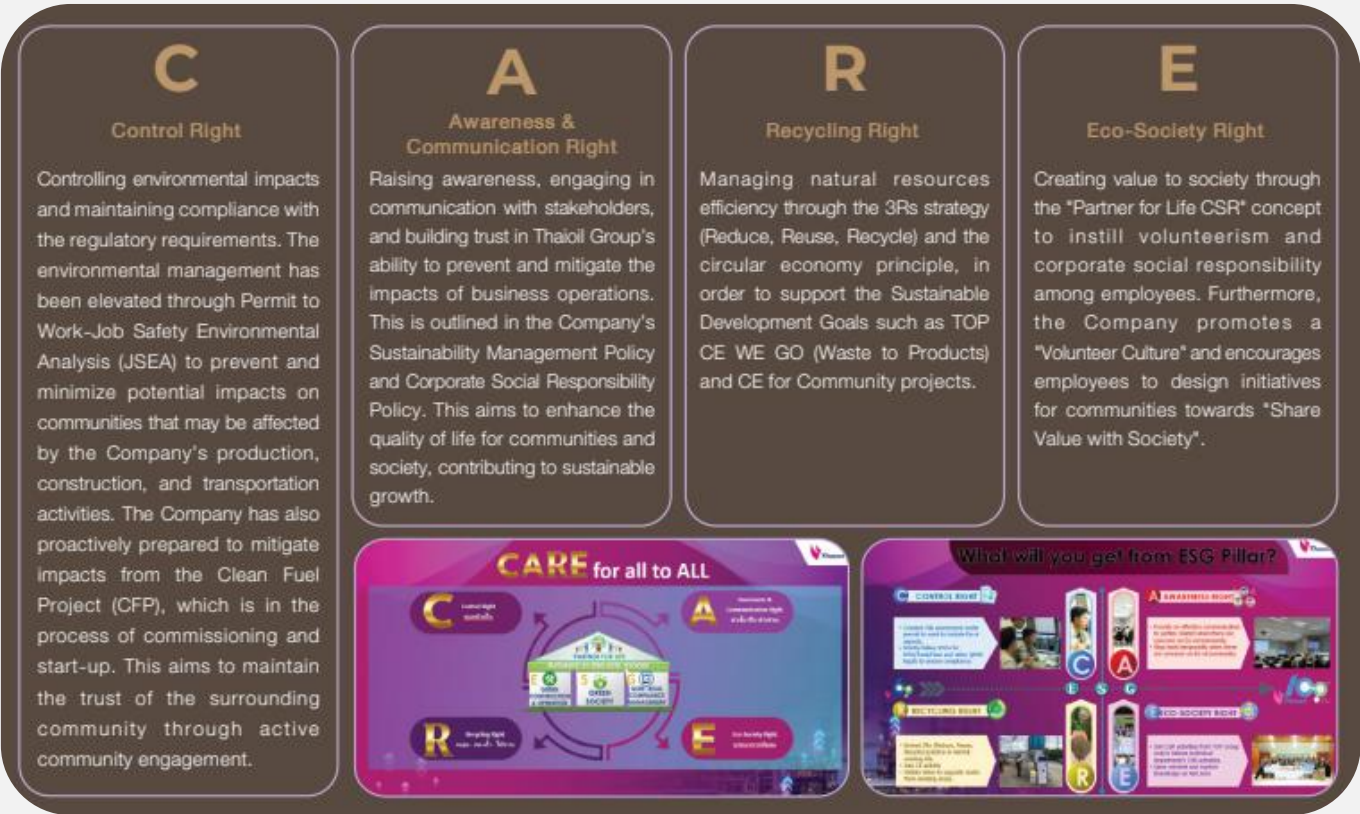
# 1. Mitigation Plan Achievement

## 2. Implementing Safety Program



The “**Refinery in The City**” model has been adopted in the management approach in pursuit of business excellence in Short-to+-Medium term, focusing on three main areas on **ESG**: Environmental management, Social management, and Governance compliance.

### The “Refinery in The City”



Key Highlighted Projects

In 2024, Thaioil Group launched development projects and upgraded its management of abnormal operating conditions and the environmental emergency situations. For example:

- Thaioil Group collaborated with the innovation department of PTT Public Company Limited to conduct the study and experiment of the Electronic Nose (E-Nose) system. The system is designed to assist in monitoring, detecting, and notifying the unpleasant odors that may arise from the production process and other activities, potentially affecting employees, contractors, communities, and other stakeholders. The system operates 24 hours a day, enabling the Company to identify the source of unpleasant odors and implement improvements promptly.

1. Mitigation Plan Achievement

2. Implementing Safety Program

The “Refinery in The City”

Particulate Matter (PM2.5) Management

“PM2.5 Taskforce” consistently monitors and determines the management approach to **drive and communicate activities to control PM2.5** under **4C measures : Control, Contain, Clean, and Check.**



In 2024, Thailo Group implemented projects under the 4C measures as follows:

**C-1 Control** Maintained the air quality at a better level than standards and legal requirements.

- Limit the use of vehicle and road usage, carpool campaign
- The change of carpool vehicles to electrical vehicle
- The adoption of “Fast & Flow” strategy to manage traffic flow
- Monitored and controlled the vehicles' conditions and their black smoke

**C-2 Contain** An activity to control the level of dust on walkways, aiming to reduce diffused and accumulated dust.

- Installing a dust collection net, using tarp
- Setting up wheel washes in the construction area
- Installing water spray
- Providing dust protection masks for employees and contractors working in risk areas.

**C-3 Clean** Clean in buildings, lorry loading areas, and construction sites

- Carpet cleaning, air conditioner cleaning
- 5S activities
- Big Cleaning Day, and the TOP Green Road.
- Control dust levels on Road near refinery area by spraying water.

**C-4 Check** Tracked dust pollution levels from the Pollution Control Department station, including the TOP AQMS lorry station, and used a PM2.5 NONG PIM detector to assess air quality both indoors and outdoors.



E-newsletter regarding PM2.5 situation, and advising employees to **work from home** when PM2.5 is potentially harmful for health.



# 1. Mitigation Plan Achievement

## 2. Implementing Safety Program

### All SAFE White Green program

All

All employees and contractors

S

Standard of works

A

Awareness on hazards and risk assessments

F

Full compliance on work standard with proper site supervision

E

Ensure continuous improvement

White

Drug Free

Green

Environmental impact mitigation

At the present, Thailoil Group adheres to the Operational Excellence to Business Excellence (O2Bx) strategy with the goal to become a world-class refinery after commissioning of the CFP project. Safety is recognized as one of the main pillars that must be developed and elevated. The 'All SAFE White Green' Principles were adopted to develop and raise operational safety awareness, culture, and leadership. Furthermore, safety performance is incorporated as one of the corporate KPIs, reflecting the senior management's commitment to prioritizing safety in operations.

Thailoil Group has a specific function to control and implement work plan. We have established **Safety, Occupational Health, and Working Environment Committee**, which more than 50% of the members are representatives of operational-level employees (excluding the committee chair). The committee requires at least one monthly meeting to share updates and monitor the progress of current performance and plans for future operations.

**Role and Responsibility of Safety, Occupational Health, and Working Environment Committee:**

- Review policies and plans related to occupational health and safety.
- Determine target related to the Safety, Occupational Health, and Working Environment.
- Develop a 5-year plan by prioritization and integration of the action plans with quantified targets to address those associated risks.
- Performance monitoring, evaluating, and reporting of progress in reducing/ preventing safety, health issues and associated risks related action items against targets.
- Report and provide recommendations to improve performance and maintain compliance with occupational health and safety regulations and standards in order to ensure the safety of all employees, subcontractors, and any other individual visiting onsite.
- Promote and support the organization of occupational health and safety-related activities.
- Conduct audits of occupational health and safety at operation areas and inspect statistics related to incidents in the area of operations at least once every month.

**Actual Result in 2024:**

- ✓ **Work-related Fatalities Employees = 0 case**
- ✓ **Work-related Fatalities Contractors = 0 case**

2. Implementing Safety Program

The GEMBA Walk

**GEMBA Walk** is a weekly management site visit to inspect key activities by making conversations with specific questions. This aims to create a mutual understanding and to recommend the safety practice in the activities that may pose risks on personal and process safety. The QSHE Rollout activity has been consistently organized with a focus on providing more accessibility. In addition, the campaign to raise awareness about quality, security, safety, and the environment for workers in all operational areas has been expanded to include all operational areas and to encourage worker engagement.



Actual Result of GEMBA walk and talk program in 2024

Description	Plan/ Action	2024												Total
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
GEMBA Management walk and talk program Action Plan 2024	Plan	5	4	4	5	4	4	4	4	4	5	4	5	52
	Actual	5	4	4	5	3	3	3	2	5	6	4	6	52

1. Mitigation Plan Achievement

2. Implementing Safety Program

Safety Campaign

Road to Year End with Goal Zero Campaign

(All SAFE with No Harm, No Leak – Goal Zero Achieved 30-60-90 Days)

**ROAD TO YEAR END WITH GOAL ZERO CAMPAIGN**

เริ่มตั้งแต่ 1 ต.ค.67 เป็นต้นไป

ทางฝ่าย QM ได้จัดทำ ROAD TO YEAR END WITH GOAL ZERO CAMPAIGN เพื่อรณรงค์ป้องกันอุบัติเหตุจากการดำเนินงานสำหรับพนักงานและผู้รับเหมาในพื้นที่กลุ่มบริษัทไทยออยล์

เราจะร่วมมือกันปฏิบัติงานด้วยความปลอดภัย (ALL SAFE) ดังนี้

- ▶ ประมาทอุบัติเหตุที่ไม่ได้พิจารณาจากสาเหตุ (M)
- ▶ ไม่เกิดอุบัติเหตุหรือข้อผิดพลาดในระบบการผลิต ที่มีความเสี่ยงสูง

ผู้เข้าร่วมกิจกรรม:

**3rd MILESTONES ACHIEVED**

**90 DAYS**

SCAN QR CODE

หรือ Microsoft team คลิกที่ link ด้านล่าง

เพื่อเป็นการขอบคุณเพื่อนพนักงานและผู้รับเหมาทุกท่านที่ร่วมแรงร่วมใจทำงานด้วยความปลอดภัย โดยปราศจากอุบัติเหตุที่ไม่ได้ระบบงานเป็นต้นมาซึ่งเป็นการรักษาความปลอดภัยทางการแพทย์ (MEDICAL TREATMENT CASE) และไม่เกิดอุบัติเหตุหรือข้อผิดพลาดที่ส่งผลกระทบต่อความปลอดภัยในระบบการผลิตที่มีความเสี่ยงตั้งแต่ TIER 1 ขึ้นไป (PSE) ซึ่งเริ่มต้นตั้งแต่วันที่ 1 ตุลาคม 2567 เป็นต้นไป

**LIVE ร่วมกิจกรรม "CELEBRATING ONLINE LIVE SHOW"**

พนักงานกิจกรรมรับรางวัล ร่วมสนุกเล่นเกมส์ และร่วมลุ้นรับรางวัลสร้อยคอทองคำ

มูลค่า 2 สร้อย	พนักงาน	ผู้รับเหมา
มูลค่า 1 สร้อย	4 รางวัล	4 รางวัล
มูลค่า 1 สร้อย	6 รางวัล	6 รางวัล

และรางวัลอื่น ๆ อีกมากมาย

ในวันพุธ ที่ 15 มกราคม 2568 เวลา 12.20-13.20 น.

"เพียงสองเดือนในบริษัทก็ครบถ้วนรับของขวัญ LUCKY DRAW เครื่องเล่นแล้ว!!"



In 2024, Thailoil Group implemented **Road to Year End with Goal Zero Campaign** to promote active participation of employees and contractors in working safely with zero incidents or accidents related to personal safety and process safety over consecutive periods of 30, 60, and 90 days. Recognition and rewards will be given upon achieving each milestone.

Campaign Goals:

- Achieve **zero Total Reportable Cases (TRC)**
- Achieve **zero Process Safety Events Tier 1 (PSE Tier 1)**

These indicators reflect zero injuries requiring medical treatment or higher, and zero high-severity process safety incidents.

Key activities included

- Milestone tracking at 30, 60, and 90 days
- Employee and contractor engagement in safety practices
- Continuous monitoring and proactive risk management
- Recognition and rewards for meeting safety targets

This campaign reflects the organization's commitment to a **"Goal Zero"** safety culture – ensuring no harm to people and no leaks or process-related incidents.

Actual Result in 2024:

- ✓ **Total Recordable Work-related Injury Rate (TRIR) for all workers (employees and contractors) = 0.25 cases per million hours worked**



1. Mitigation Plan Achievement

2. Implementing Safety Program

Safety Campaign

Walkabout Campaign  
(All SAFE with No Harm, No Leak – Goal Zero)

**WALKABOUT CAM**

PSM Newsletter  
Vol. 041/2024

**HEAT TRACING**

**ตัวอย่าง HEAT TRACING**  
ที่เข้าข่ายผิดปกติ

- HEAT TRACING มีการนำท่อเสียหรือสภาพไม่ปกติของฉนวนกันความร้อน (INSULATION) เชื่อมสลายหรือมีการรั่วไหลของความร้อนออกมาโดยรอบของท่อจนก่อให้เกิด HEAT LOSS หรือเกิดการกัดกร่อน
- ตรวจสอบ ELECTRIC TRACING หรือตรวจวัดพบว่าค่ากระแสไฟฟ้าไม่สม่ำเสมอ
- ตรวจสอบอุณหภูมิด้วยเครื่อง THERMO SCAN พบว่าไม่ร้อน
- BLOCK VALVE ของ STEAM TRACING ถูกเปิด
- STEAM TRAP ไม่ทำงาน (COLD)
- STEAM TRAP รั่ว (PASSING / LEAKING)
- ปิดวาล์ว STEAM TRAP ไว้เป็นเวลานาน เนื่องจากมีการรั่วไหลและไม่ได้รับการแก้ไข
- การระบายน้ำ CONDENSATE ลงในระบบหรือราง ที่มี HYDROCARBON (HC)
- ปิดวาล์ว CONDENSATE RETURN HEADER
- ตรวจสอบของแบริ่งกันความร้อน (INSULATION) ไม่ตรงตาม EFD เช่น INSULATION TYPE (HOT INSULATION) PERSONAL PROTECTION)
- มี BACK PRESSURE จาก HEADER RETURN CONDENSATE ทำให้ STEAM TRAP ไม่สามารถระบาย CONDENSATE ได้

**ประกาศรางวัล Walkabout ดีเด่น ประจำเดือน กรกฎาคม 2567**

**คุณแมน**

**WINNER**

ตรวจสอบจุดถึง Feranite Clar boiler of C-8803 Light reformer ที่ถูก stop leak ไว้แล้วจำนวนหนึ่งพบว่ายังมีสภาพผิดปกติ ไม่มี และ Leak ที่จุดใหม่.

**แจ้ง** Raise SAP No. 10979755 ให้ Engineer ตรวจสอบ

**จับคู่ป้องกัน** สหกรณ์ไทยออยล์ มูลค่า 300 บาท

ติดต่อขอรับรางวัลได้ที่คุณปัทมา (papat.saraor@thaioilgroup.com) 10645

สามารถติดตาม PSM Newsletter ฉบับอื่นๆ ได้ที่

**WALKABOUT CAMPAIGN IN AUGUST 2024**

Visual Control (Safety Critical Equipment, Bad Actor, Operating Window : IOW/DOW of Critical Equipment at Local Gauge)

**Visual Control**

- คือ การหาพบเห็นการผิดปกติ เพื่อช่วยให้นักการเดินปฏิบัติการทำงานเข้าใจสถานะอุปกรณ์เบื้องต้นโดยง่าย และชัดเจนยิ่งขึ้นเมื่อผิดปกติ ผ่านการใช้สัญลักษณ์ (Symbol) สัญญาณ (Signal) สี (Color Coding) และอื่นๆ
- จัดตั้งอุปกรณ์ใน Site ฐาน เช่น Safety Critical Equipment (เช่น Firewater Pump) รวมถึงอุปกรณ์ที่มีอยู่แต่การเตือนขาดหาย หรือที่เรียกว่า Bad Actor ที่อาจส่งผลกระทบต่อ Reliability หรือ Safety
- มีประโยชน์ด้านการสื่อสารให้พนักงานเข้าใจถึงความสำคัญของการเดิน โดยอุปกรณ์แต่ละส่วนไม่เดินส่งผลตาม Visual Control เพื่อความปลอดภัยทั้งด้านและทรัพย์สิน

**ตัวอย่าง อุปกรณ์ ที่ต้องติด Sticker**

**Safety Critical Equipment**

Safety Critical Equipment หมายความว่า เป็น Rotating Equipment ในสถานะที่ผู้ดำเนินการของ SCE มีหน้าที่ ตรวจสอบและดูแลรักษา

**BAD ACTOR**

Bad Actor Equipment หมายความว่า เป็น Rotating Equipment สามารถผลิตทั้ง RCU และอื่น ๆ ที่สามารถตรวจพบได้โดยคนเดิน Bad Actor (ถ้าเดินไม่พบโดยคนเดิน) จะถือว่ามีความผิดปกติ

**Local Gauge**

Local Gauge หมายความว่า เป็น Pressure gauge, Temperature Gauge, Level Gauge ที่ติดตั้งไว้กับเครื่องจักรหรืออุปกรณ์ และใช้เพื่อ Operating Alarm Limit จาก ระบบ Operator Data Management (ODM) ให้เดินตามขีดจำกัดที่ระบุไว้ Operating Condition และสถานะการทำงานตามปกติ

**การแจ้งเตือน**

- อุปกรณ์ SCE ที่มีสถานะ Bad Actor หรือ Local Gauge
- Raise SAP เมื่อมีการพบ Bad Actor หรือ Local Gauge
- มี Bad Actor หรือ Local Gauge Operating Condition ที่ผิดปกติ Local Gauge (อุปกรณ์ที่ SCE เช่น Pump, Compressor)

**กติกการร่วมสนุก**

- PSM Newsletter ฉบับนี้จะมี QR Code สำหรับ Walkabout Campaign
- เมื่อพนักงานมีการพบเห็นการผิดปกติ หรือ Bad Actor หรือ Local Gauge ให้ถ่ายรูปและแจ้งให้ทราบ
- PSM Newsletter ฉบับนี้จะมี QR Code สำหรับ Walkabout Campaign
- เมื่อพนักงานมีการพบเห็นการผิดปกติ หรือ Bad Actor หรือ Local Gauge ให้ถ่ายรูปและแจ้งให้ทราบ

**รายละเอียดการแจ้ง Email**

ส่งหัวข้อ Email: Walkabout Campaign หรือแบบฟอร์ม

ระยะเวลาการร่วมกิจกรรม Walkabout Campaign เริ่ม Visual Control เริ่มตั้งแต่ สิงหาคม ถึง วันที่ 31 ของเดือนกันยายน 2567

โปรดดู Walkabout Campaign ว่าเป็นไปตาม PSM Newsletter ฉบับนี้

The **Walkabout Campaign** is an initiative focused on inspecting equipment and pipelines within the production process that are at risk of leaks. The goal is to identify issues and make necessary improvements to ensure safe operation. It's all based on the "**Find, Report, Resolve**" concept:



**Find:** This means seeing, hearing, smelling, or feeling anything unusual or out of place.



**Report:** This involves notifying the relevant personnel about what you found along with attaching photos and any other crucial information.



**Resolve:** This is the process of conducting an engineering-based inspection and then performing maintenance or repairs to make everything safe again.

This campaign will feature **monthly awards** to encourage employees to be more aware of and committed to workplace safety.

- Actual Result in 2024:**
- ✓ Work-related Fatalities Employees = 0 case
  - ✓ Work-related Fatalities Contractors = 0 case




# 1. Mitigation Plan Achievement

## 2. Implementing Safety Program

### Stop Work Authority

เอกสารฉบับนี้ถูกเผยแพร่โดยไม่ใช้ระบบได้ไม่เกิน 24 ชั่วโมงนับจากวันที่ได้ทำการจัดพิมพ์ วันที่ 02/05/24 เวลา 10:23 น.

 **QSHE**

**STOP WORK AUTHORITY**

**TECHNICAL DATA**

FOR

THAI OIL PUBLIC COMPANY LIMITED

TUNGSUKLA, SRIRACHA, CHOLBURI

THAILAND

THIS DOCUMENT IS ISSUED UNDER THE AUTHORITY OF

.....

(NARONGRIT APINYOVICHEN)

MANAGER - OCCUPATIONAL HEALTH, SAFETY AND FIRE

Code No.	QMOS-STD-34
Issue Date	12 <sup>th</sup> September 2023
Issue No.	02
Page No.	1 of 8
Manual Copy No.	Original
Authorised Holder	QMOS
Signature of Holder	

Thaioil Group has aimed to **enhance safety management by uplifting employees and contractors' rights to work in a safe environment**. They are given the **STOP WORK AUTHORITY cards**, granting authority to stop the work when it was found that the working area has hazardous conditions to their health, or unsafety of oneself and co-workers.

When the STOP WORK AUTHORITY are presented, superior must show determination and emphasis on prevention and correction before accidents or incidents occur.

### STOP WORK when...

#### Worker / Collaborator

- Physical condition is not ready.
- Not involved in that work.
- Not trained.
- Don't know the work steps.
- PPE is not ready.

#### Equipment / Tools

- Broken
- No guards.
- Failed to pass inspection.
- Insufficient quantity
- Modified or misused.

#### How to work

- Do not have a work permit.
- There is no indication of danger.
- There is no operating procedure.
- Don't understand how it works.
- Change the way of working.

#### Environment

- Heavy rain, thunderstorms.
- Conditions at the work site are not safe.
- Impact on the community
- In a dangerous condition.
- Conditions at the work site have changed.

**STOP WORK AUTHORITY cards**  
(given to all employees and contractors)

สิทธิในการหยุดปฏิบัติงาน



การกระทำหรืออยู่ในสภาวะที่ไม่ปลอดภัย

ผู้บริหารกลุ่มไทยออยล์สนับสนุนให้พนักงานและผู้รับเหมาที่มีสิทธิปฏิบัติงานที่ปลอดภัยที่ตนเองได้รับมอบหมาย และมีอำนาจหยุดงานของผู้ขึ้นเมื่อพบความไม่ปลอดภัย และ/หรือส่งผลกระทบต่อชุมชน

*Bondit*

บัณฑิต อารัมประจำจิต

ประธานเจ้าหน้าที่บริหารและกรรมการผู้จัดการใหญ่

 1 พฤษภาคม 2566

หยุดคิดชักนำคิดว่าไม่ปลอดภัย  
หยุดการกระทำเมื่อ

ผู้ปฏิบัติงาน / ผู้ร่วมงาน

- สภาพร่างกายไม่พร้อม
- ไม่เกี่ยวข้องกัน
- ไม่ผ่านการฝึกอบรม
- ไม่ทราบขั้นตอนการทำงาน
- PPE ไม่พร้อม

อุปกรณ์ / เครื่องมือ

- ช่างชุด
- ไม่มีการ์ดป้องกัน
- ไม่ผ่านการตรวจสอบสภาพ
- จำนวนไม่เพียงพอ
- ตัดแปะหรือใช้ผิดประเภท

วิธีปฏิบัติงาน

- ไม่เป็นไปตามขั้นตอน
- ไม่มีการขึ้นบันไดอย่างปลอดภัย
- ไม่ใช้วิธีปฏิบัติงาน
- ไม่เข้าใจวิธีการทำงาน
- เปลี่ยนแปลงวิธีการทำงาน

สภาพแวดล้อม

- ฝนตกหนัก ลมแรง
- สภาพทำงานไม่ปลอดภัย
- ส่งผลกระทบต่อชุมชน
- อยู่ในสภาวะอันตราย
- สภาพแวดล้อมเปลี่ยนแปลง

Front

Back

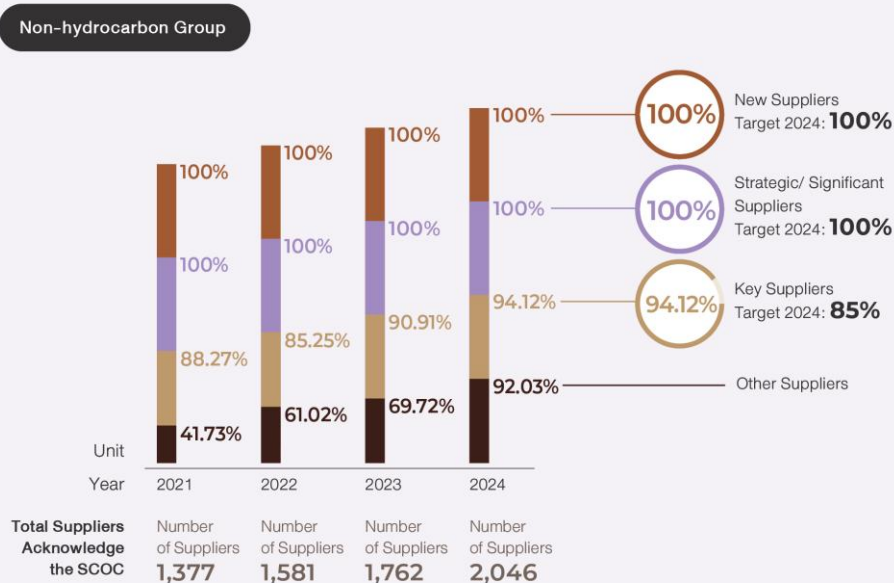
## Own Operation

## Suppliers to acknowledge policy and SCOC

To ensure that the procurement of products and services is efficient and aligned with the corporate strategic target. Thaioil Group has started with the step of supplier portfolio management that Thaioil Group has the business with. This step involved encouraging suppliers to adhere to SCOC, which **covers three dimensions: Environmental, Social, and Governance (ESG).**

The purpose is to drive towards sustainable supply chain management, enhance strategic cooperation, and create long-term growth with suppliers. Therefore, new registered suppliers must acknowledge and comply with the SCOC.

### Actual Result in 2024:



Human Rights Salient Issues and Mitigation Measures

Supplier Type	Supplier Group	Human Rights Issue	Description of Risks	Existing and Additional Mitigation Measures/ Remediation Action
Crude and Non-Crude	Logistics/ Shipping	Working Conditions	<ul style="list-style-type: none"><li>Unpaid wages</li></ul>	<ul style="list-style-type: none"><li>Regularly communicating Thairoil Group's policies regarding human rights and ESG to all tier-1 suppliers and contractors which require their recognition and compliance at least in Supplier Seminar held annually.</li><li>Requiring Thairoil Group business partners (supplier, contractors, and vendors) acceptance and commitment to Supplier Code of Conduct (SCOC) that covers requirement on human rights commitments and practices.</li><li>Conducting supplier screening, audit, and self-assessments regarding safety and human rights issues including labor practices and community practices.</li><li>Conducting on-site audit/ workplace assessment specifically for human rights assessment.</li><li>Collecting safety performance statistics from suppliers (e.g., TRIR) to analyze and establish preventive and corrective actions as appropriately.</li><li>Developing tools and providing resources to suppliers so that they are able to utilize for improving human rights practices and assessment in their own operations.</li></ul>
		Freedom of association and the Right to collective bargaining	<ul style="list-style-type: none"><li>Union busting</li></ul>	
		Employee Health and Safety	<ul style="list-style-type: none"><li>Transportation accidents</li></ul>	
		Community Rights	<ul style="list-style-type: none"><li>Impacts of transportation accidents on local communities</li></ul>	

Action in 2024

1. Encouraging Suppliers' Human Rights Mindset

☒ Activities to communicate Human Rights policy

2. Ensuring Suppliers Respecting Human Rights

☒ Supplier to acknowledge policy and SCOC

☒ Supplier assessment regarding safety and human rights issues

3. Ensuring Safety Programs

☒ Collecting safety statistics



# 1. Mitigation Plan Achievement

## 1. Encouraging Supplier's Human Rights mindset

### Activities to communicate Human Rights policy



In 2024, Thailoil Group communicated key matter of human rights and conducted Supplier ESG Programs as follows:

Thailoil Group has continuously conducted **annual supplier seminar** to communicate ESG topics e.g., **corporate vision, procurement strategic direction, sustainable procurements (SCOC, Supplier ESG roadmap), corporate sustainability(ESG) management policy, Quality, Safety, Occupational Health, and Environment (QSHE), Human Rights in the Supply Chain and Corporate Governance (CG)** to our suppliers, etc.

In 2024, Supplier seminar was conducted as a hybrid event (onsite and online). We provided information on sustainable procurement in actions including supplier ESG program and supplier assessment and development. We also encouraged suppliers to exchange knowledge, useful information, and feedback for more understanding and collaboration. This is a good opportunity to improve Thailoil Group operation and do business together with suppliers in the future.

**Actual Result in 2024: There was 213 suppliers attended Supplier Seminar 2024**



# 1. Mitigation Plan Achievement

## 2. Ensuring Supplier Respecting Human Rights

- ☑ Supplier to acknowledge policy and SCOC
- ☑ **Supplier assessment regarding safety and human rights issues**

### Supplier Desk Assessment

Thaioil Group has conducted supplier desk assessment with systematic verification of evidence by examining the certificates and assessment report issued by the Independent Accredited Auditing Body, including as follows:

- ISO Certification e.g., ISO14001, ISO50001, ISO45001, OHSAS18001, ISO9001, ISO17025, and ISO27001
- Green Industry Standard assessments by the Ministry of Industry
- Certifications from the Thai Private Sector Collective Action Against Corruption (CAC)
- Corporate Social Responsibility, and the Department of Industrial Work Award (CSR-DIW Award) by the Ministry of Industry.

### 2<sup>nd</sup> Party Supplier On-site Assessment

Supplier on-site assessments carried out by the company's employees or contracted consultant (2nd party assessment). For example; there are QSHE (Quality, Safety, Occupational Health, and Environment) assessments and waste assessments that are audited by the company at both Thaioil and Supplier Sites.

#### SSHE assessment



#### Waste assessment



### Supplier Assessment

### 3<sup>rd</sup> Party Supplier On-site Assessment

Supplier ESG on-site assessments carried out by the Management System Certification Institute (MASCI) as an independent accredited auditing body (3rd party assessment) to assess the Company's sustainable management practices of significant suppliers who have high potential ESG risks and/or strategic suppliers. These on-site assessments are conducted based on the criteria developed from ISO20400: Sustainable Procurement.



#### Actual Result 2024:

- ✓ Total number of significant suppliers assessed via desk assessments/ on-site assessments = **46 suppliers (92% above target at 90%)**
- ✓ Number of significant suppliers assessed with substantial actual/ potential negative impacts = **0 supplier**



1. Mitigation Plan Achievement

Supplier

2. Ensuring Supplier Respecting Human Rights

- Supplier to acknowledge policy and SCOC
- Supplier assessment regarding safety and human rights issues

Supplier Assessment

After the supplier ESG 3<sup>rd</sup> party onsite assessment is completely conducted, we have recognized the suppliers for putting in high effort, creating more collaboration, and supporting our long-term sustainability in the supply chain.



Actual Result in 2024:  
✓ No. of suppliers were assessed on ESG on site = 6 suppliers (completed 100% as planned)

แบบสอบถามด้านจริยธรรมทางธุรกิจ ความรับผิดชอบต่อสังคม ความปลอดภัย และสิ่งแวดล้อม				
****สรุปคะแนนด้านความยั่งยืนของผู้ค้า (ท่านสามารถดูผลการดำเนินงานของตนเองเมื่อดำเนินการแยกแบบประเมินแล้วเสร็จ หน้า Sheet "Summary")				
A. ระบบหรือนโยบายภายในบริษัท				
#	มาตรฐานสากลที่	หัวข้อ	หลักเกณฑ์การให้คะแนน	ตัวอย่างเอกสารที่เกี่ยวข้อง
A.1	ISO 20400:2017	บริษัทได้ลงนามในแนวทางการปฏิบัติงานที่เป็นประโยชน์ต่อผู้มีส่วนได้ส่วนเสีย หรือมีสื่อสารพนักงานทั่วทั้งองค์กรทราบหรือไม่		

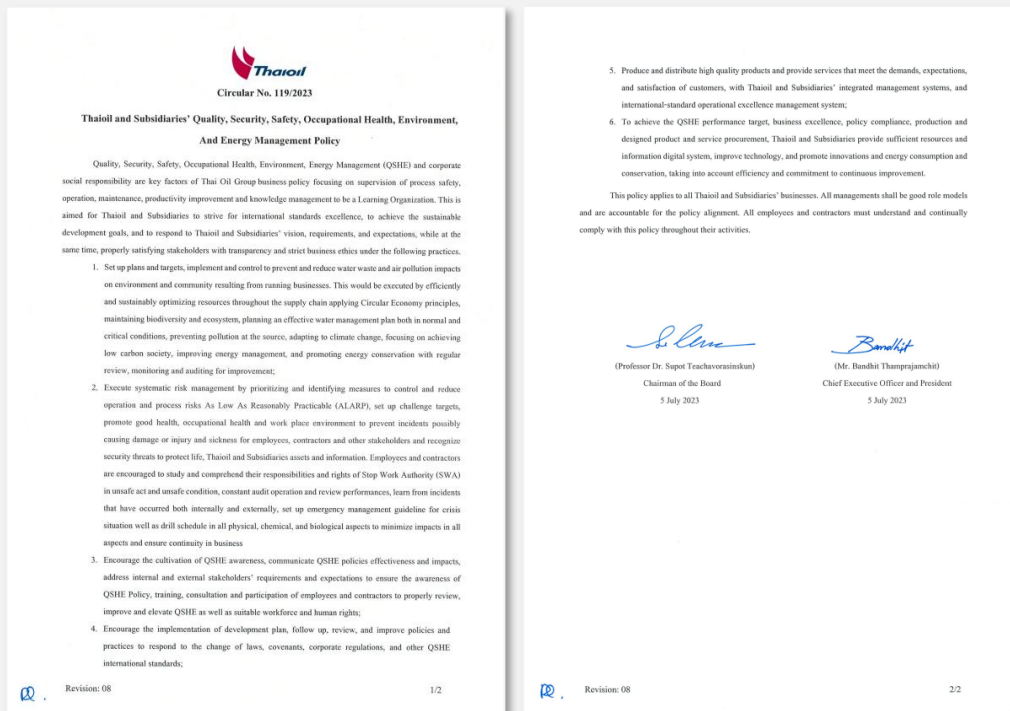
แบบสอบถามด้านจริยธรรมทางธุรกิจ ความรับผิดชอบต่อสังคม ความปลอดภัย และสิ่งแวดล้อม				
****สรุปคะแนนด้านความยั่งยืนของผู้ค้า (ท่านสามารถดูผลการดำเนินงานของตนเองเมื่อดำเนินการแยกแบบประเมินแล้วเสร็จ หน้า Sheet "Summary")				
C. สังคม Society				
สิทธิมนุษยชน Human rights				
#	มาตรฐานสากลที่	หัวข้อ	หลักเกณฑ์การให้คะแนน	ตัวอย่างเอกสารที่เกี่ยวข้อง
C.1*	ISO 26000:2010 SA 8000:2014 ISO 20400:2017	บริษัทมีเว็บไซต์บนที่แจ้งได้ว่าการจ้างงานเป็นการจ้างแรงงานที่ยุติธรรม และบริษัทไม่ยอมให้มีการใช้แรงงานบังคับหรือไม่		
C.2*	ISO 26000:2010 SA 8000:2014 ISO 20400:2017	บริษัทมีการจ้างงานพนักงานที่อายุต่ำกว่า 18 ปี ปฏิบัติงานที่เสี่ยงอันตรายหรือไม่		
C.3*	ISO 26000:2010 ISO 20400:2017	พนักงานของบริษัทมีสิทธิในการจัดตั้งหรือการรวมกลุ่มเพื่อการเจรจาต่อรองหรือไม่		
C.4*	ISO 26000:2010 ISO 20400:2017	บริษัทมีกระบวนการและช่องทางการร้องเรียน สำหรับพนักงาน (เช่น การร้องเรียนโดยไม่ลงชื่อ, ช่องทางการแจ้งเบาะแสหรือข้อร้องเรียน) หรือไม่		

# 1. Mitigation Plan Achievement

## 3. Ensuring Safety Programs

Thaioil Group manages occupational health and safety through **the Quality, Security, Safety, Occupational Health, Environment, and Energy Management Policy (QSHE policy)**. The policy is used as a framework to drive and strengthen Thaioil Group's towards continuous QSHE excellence and sustainability.

Thaioil Group has also established **Safety, Occupational Health, and Working Environment Committee** which requires at least one monthly meeting to share updates and monitor the progress of current performance and plans for future operations. Regard to the Occupational Health and Safety initiatives and programs, **the Occupational Health and Safety Risk Assessment** is required to conducted.



## Collecting safety statistics

### Occupational Health and Safety Risk Assessment

- **Review risk and hazard assessment** identification process that may cause major incidents.
- **Assess high-severity risks and hazards assessment**, and reviewed safety control and preventive measures. The proactive plans and measures on safety and security were established at different levels (defense in depth), covering all high-severity risks and hazards, especially chemical spills.
- **Review major accident event profiles to align with the risks, and the emergency response plan** according to the international best practices. Moreover, the Emergency Control Center was improved to be up-to-date, more efficient, and communicate to all relevant stakeholders.
- **Review accident and incident management practices** to cover every type of incident, including work-related injuries, occupational illnesses, near-miss events, and other incidents including incidents in production processes.

# 2

## *Human Rights Mindset*

- *Employee Mindset*
- *Supplier Mindset*
- *Customer Mindset*
- *Community Mindset*





Employee Mindset Share knowledge and create awareness via internal communication channels

Embedding human rights mindset since day 1 in orientation day for newcomers





“กลุ่มไทยออยล์ให้ความสำคัญกับ “คุณค่าของคน” เพราะเป็นปัจจัยหลักในการขับเคลื่อนธุรกิจสู่ความเป็นเลิศและการเติบโตอย่างยั่งยืน ควบคู่กับการดูแลผู้มีส่วนได้เสียทุกภาคส่วนให้ได้รับสิทธิที่พึงมี และยึดมั่นต่อหลักสิทธิมนุษยชนอย่างครบถ้วน”

คุณปวิช ธรรมปราจิณ  
ประธานเจ้าหน้าที่บริหารและกรรมการผู้จัดการใหญ่  
บริษัท ไทยออยล์ จำกัด (มหาชน)

### ร่วมเรียนรู้เรื่อง THAI OIL HUMAN RIGHTS

ทั้ง 4 วิชา ได้ทาง **Thaioil Academy**

• เรื่องที่ 1 •	Human Rights for Sustainability : Introduction to Human Rights	• เรื่องที่ 2 •	Human Rights for Sustainability: TOP Group Human Right Policy
• เรื่องที่ 3 •	Human Rights for Sustainability : การติดตามตรวจสอบกระบวนการสิทธิมนุษยชนอย่างรอบด้าน (Due Diligence)	• เรื่องที่ 4 •	Human Rights for Sustainability: Human Rights Due Diligence in Action (Risk Assessment)

**พิเศษสำหรับพนักงานใหม่**

ร่วมเรียนรู้เรื่อง Human Rights for Sustainability ทั้ง 4 เรื่องภายใน 1 เดือนที่เข้างาน  
รับ Gift Voucher สหกรณ์ไทยออยล์ มูลค่า 100 บาท!  
แจ้งได้ที่ PMER- Anyaporn

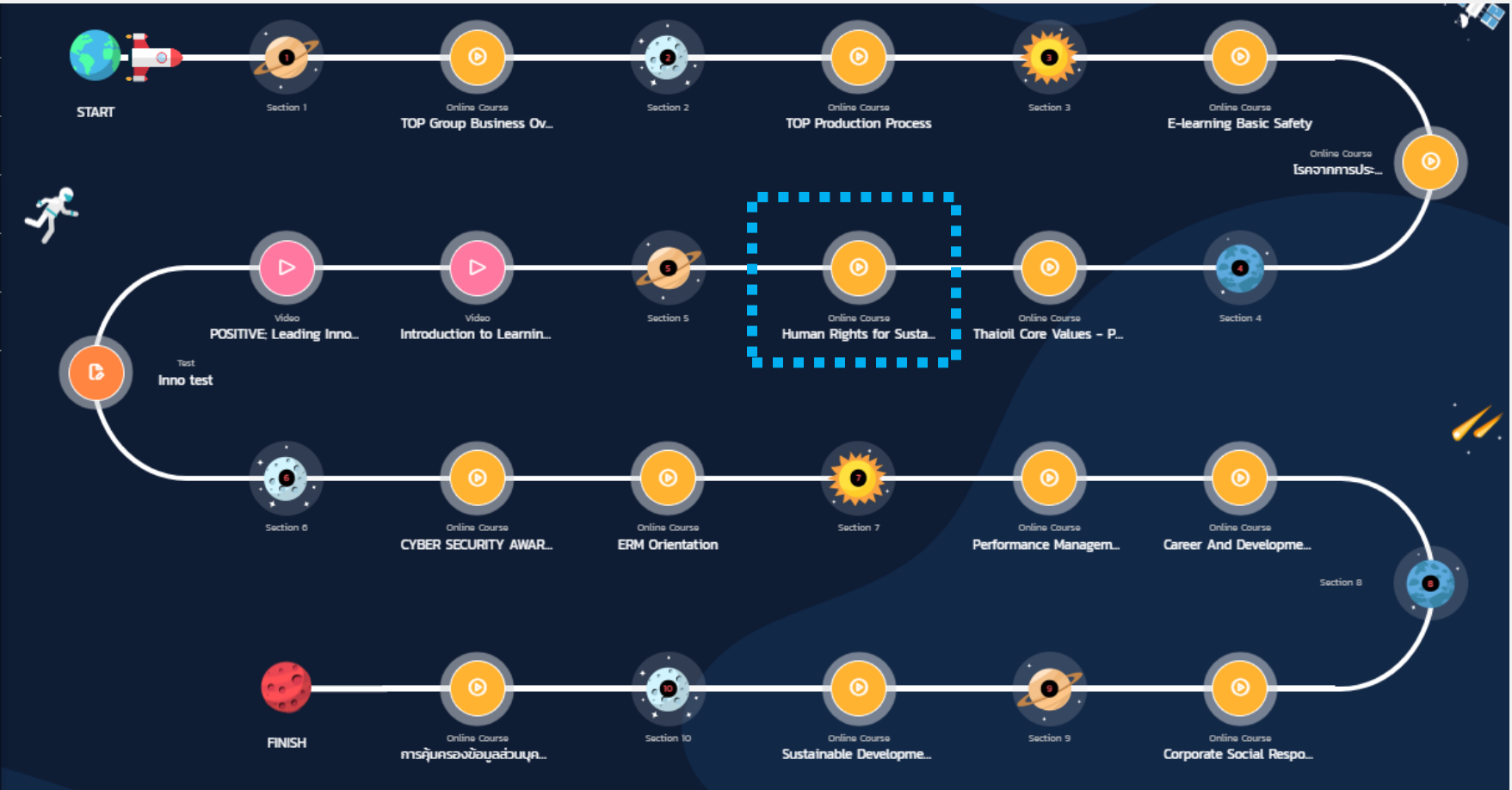




สามารถสแกน เพื่อเข้าเรียน  
หรือ search คำว่า  
Human Rights for  
Sustainability

Employee Mindset      Share knowledge and create awareness via internal communication channels

Thaioil Group human rights  
E-Learning Journey  
for newcomers





Employee Mindset Embed human rights mindset through employee experience.

Employee rights to enjoy favorable work conditions and well-being

**5 Happiness :** Through New Normal Work Life initiative, Thailoil Group has raised employee awareness of their own rights, including the benefits that employees and retired employees are entitled to. Thailoil Group also organized the 5 Happiness project as follows:



Proactively promotes employees' physical health through the Health Meter Application, an application that collects health data, assesses health risks, and provides health tips.

Whether they be small or big problems, professional or personal stress, employees can set up appointments to consult with mental experts or psychiatrists can use the OOCA Application.

Promotes a culture of appreciation in the organization through encouraging employees to send compliments, appreciation, and encouragement through the Admire Application, and together spreading positive energy and creating an enjoyable working environment.

Employees can exchange certain benefits for reimbursements of products and services that better match their needs and personal lifestyles through the Flexible Benefits Application.

Build a close virtual social relationships through The SAP JAM Application.



Hiring Persons with Disabilities

According to the **Persons with Disabilities Empowerment Act, B.E. 2550**, criteria and procedures stipulated in the Rules prescribed by the Committee (Section 35), Thailoil Group supports employments of persons with disabilities in total 19 people: 5 people from Thailoil Public Company and 14 people from Thailoil Energy Service Company support.



# Supplier Mindset

## Communication and activities for Thailoil Group's suppliers

Thailoil Group has continuously communicated potential human rights issues/concerns in Sustainable Supply Chain Development for Supplier and continuously hosted lectures on human rights for suppliers in the Annual Thailoil Group Supplier Seminar in 2024 (SRM Seminar 2024).

STOP CORRUPTION

HUMAN RIGHTS

CONTACT US

สอบถามข้อมูลเพิ่มเติม  
ติดต่อหน่วยงานที่ใกล้คุณ  
Email : [srm@thailoilgroup.com](mailto:srm@thailoilgroup.com)  
Tels. 038-408-500 ต่อ 21118, 21119

Thailoil

ฝ่ายจัดซื้อจัดจ้าง บริษัทไทยออยล์ จำกัด (มหาชน) ขอเรียนเชิญผู้ค้าเข้าร่วมรับฟังการบรรยาย

**SUSTAINABLE SUPPLY CHAIN**

**DEVELOPMENT PROGRAM FOR SUPPLIER**

ตั้งแต่วันที่ 09.00-16.00 น.  
ช่องทางการเรียนผ่านออนไลน์ MS Team

วัน/เดือน/ปี	หัวข้อ	เนื้อหาเรื่อง
14/05/2568	สิทธิมนุษยชนและการสร้างความเสมอภาคในองค์กร	<ul style="list-style-type: none"><li>ความรู้พื้นฐานด้านสิทธิมนุษยชนในบริบทธุรกิจ</li><li>การประเมินความเสี่ยงด้านสิทธิมนุษยชน</li><li>การสร้างความเสมอภาคในองค์กร</li><li>การจัดการข้อร้องเรียนและการเยียวยา</li></ul>
9/06/2568	จริยธรรมทางธุรกิจและการต่อต้านคอร์รัปชันและนโยบายความยั่งยืนด้านสิ่งแวดล้อมและการรักษาความลับ	<ul style="list-style-type: none"><li>หลักจริยธรรมทางธุรกิจพื้นฐาน</li><li>การต่อต้านคอร์รัปชันและการป้องกันการทุจริตในองค์กร</li><li>พื้นฐานการรักษาความลับข้อมูลและความปลอดภัย</li><li>การป้องกันและจัดการข้อมูลในยุคดิจิทัล</li></ul>

Mr.Kosid Keawtao

ที่ปรึกษาด้านมาตรฐานระบบบริหารจัดการ และความยั่งยืน (ESG)

- ผู้ตรวจมาตรฐานการฐาน ISO9001, ISO14001, ISO45001 ฯลฯ
- ที่ปรึกษาด้าน PDPA และระบบบริหารความยั่งยืนทางธุรกิจ

TOP PCSP-Phatmon

DT

PS

AJ

CK

MB

NS

SW

S

DS

WP

View all

84



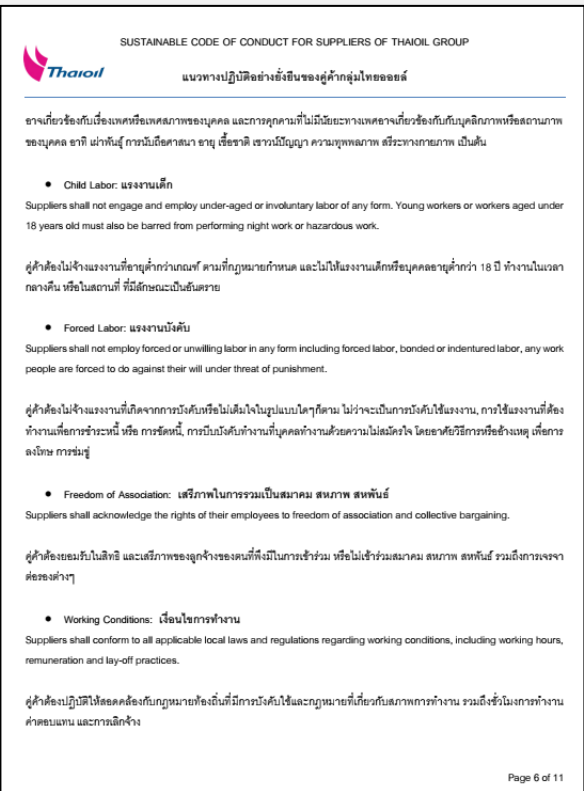
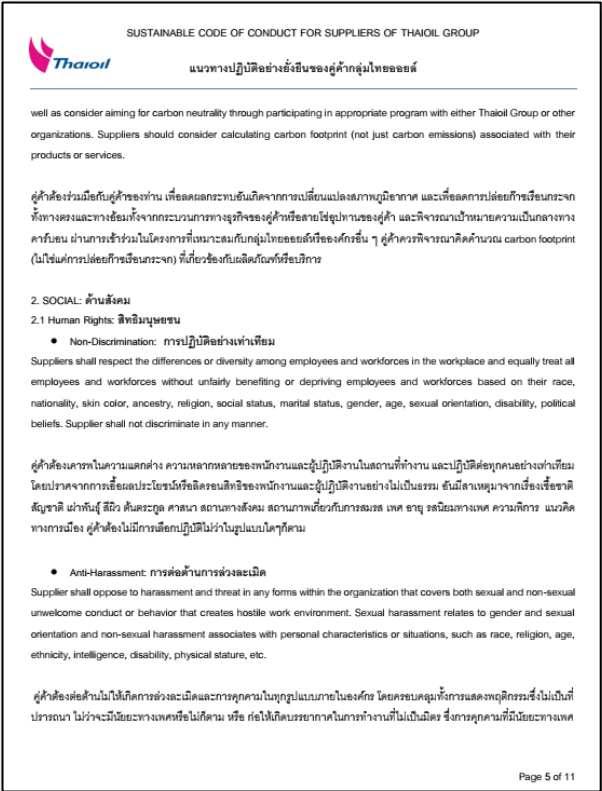
Supplier Mindset

Communication and activities for Thailoil Group's suppliers

Continuously reviewing Sustainable Code of Conduct For Suppliers (SCOC)

Suppliers are required to acknowledge on **ESG Assessment** and **Sustainable Code Of Conduct For Suppliers (SCOC)** which covers three dimensions: Environmental, Social, and Governance. **In 2024, Thailoil Group reviewed and amended SCOC to align with international standards and the changing global landscape.** To ensure that all suppliers understand SCOC, we have communicated tSCOC through Thailoil Group's website and the supplier seminar 2024.

**Actual Result 2024:** 100% of newly registered suppliers and significant suppliers rolling three-year period assessment have taken ESG Assessment which included the Sustainable Code of Conduct for Suppliers of Thailoil and Subsidiaries (SCOC).



# Customer Mindset

In 2024, Thailoil Group has continued to ensure Thailoil Group’s customers committing to respect human rights of their own employees and stakeholders.

## Compliance with human rights laws in Sale & Purchase Agreement

**28. COMPLIANCE WITH HUMAN RIGHTS AND ANTI-MONEY LAUNDERING LAWS**

28.1 Each Party hereby undertakes that any acts and/or obligations carried out in accordance with this Agreement shall not be in violation of any laws relating to human rights, anti-money laundering and counter financing of terrorism and that the Product sold under this Agreement shall not be used in relation to any violation of any human rights, anti-money laundering and counter financing of terrorism laws.

28.2 Each Party represents and warrants that, in connection with this Agreement, (i) the source of fund for payment of Product Price is lawful and transaction hereunder is not for money laundering and/or terrorism financing, and (ii) it is and shall stay knowledgeable about and shall comply with all applicable laws, regulations, rules and requirements relating to anti-money laundering and counter financing of terrorism, including that payments will not constitute the proceeds of crime in contravention of anti-money laundering and counter financing of terrorism laws, and shall not do anything which causes it or the other Party to be exposed to any risks under anti-money laundering and counter financing of terrorism laws.

28.3 Nothing in this Agreement will require a Party to perform or take any actions, if by doing so, the Party would not comply with anti-money laundering or counter financing of terrorism laws.

28.4 If either Party (i) has reasonable ground to believe that the other Party is involved in money laundering and/or terrorism financing and/or violates anti-money laundering or counter financing of terrorism laws, (ii) is aware that the other Party is in breach of Clause 28.1, 28.2 or 28.3, or (iii) becomes aware of an action, suit or proceeding pending against, or threatened against or affecting, the other Party before or by any court or governmental authority with respect to any human rights, anti-money laundering or counter financing of terrorism laws, such Party may at its sole discretion take any one or more of the following actions:

- (a) Terminate a pending transaction and/or this Agreement with an immediate effect by written notice to the other Party (without prejudice to its other rights or remedies); and/or
- (b) Not make any transactions with the other Party and/or suspend its performance hereunder until the action, suit or proceeding in question has been resolved (but excluding its obligations to make any payments); provided that such suspension shall not be construed or interpreted as a breach or non-performance of this Agreement.

28.5 Notwithstanding the right in Clause 28.4, in the event that either Party has a reason to believe that a breach of any of the obligations in this Clause has occurred or will occur, such non-defaulting Party shall have the right to:

- (i) Obtain from the other Party all information that the non-defaulting Party deems relevant in order to satisfy itself that no breach has occurred or will occur. Upon written request from the non-defaulting Party, the defaulting Party shall fully cooperate in providing all information requested; and/or

- (ii) Suspend its performance hereunder until the defaulting Party can demonstrate to the satisfaction of the non-defaulting Party that no breach has occurred or will occur (but excluding its obligations to make any payments); provided that such suspension shall not be construed or interpreted as a breach or non-performance of this Agreement.

28.6 The Parties acknowledge that (i) compliance with this Clause is essential, and that non-compliance may result in irreparable harm to the other Party; and (ii) failure to comply with this Clause will constitute a material breach of this Agreement, enabling the non-defaulting Party to immediately terminate this Agreement, even if such breach does not have any direct effect on this Agreement.

28.7 Defaulting Party shall indemnify, save, defend and hold harmless the non-defaulting Party and its affiliate(s) from and against any and all claims, liabilities, proceedings, damages, losses, costs and expenses, including without limitation, the legal fees and disbursement of counsel and/or lawyer selected by the non-defaulting Party in connection with enforcement of any provisions hereof or defence of any third-party claim and/or legal action brought by governmental authorities or directly or indirectly resulting from the defaulting Party’s breach of Clauses 28.1 to 28.6, incurred or suffered by the non-defaulting Party and its affiliate(s) or for which the non-defaulting Party and its affiliate(s) will become liable and which arises out of or in relation to the defaulting Party’s breach of Clauses 28.1 to 28.6.

- Customers who do not conform to the agreement will result in:
- Terminate with an immediate effect by written notice and/or
  - Not make transaction and/or suspend its performance.

Actual Result in 2024:

- ✓ Customer engagement - Thailoil Group: 93%
- ✓ Customer engagement - TOPNEXT: 91%



# Community Mindset

In 2024, Thailoil Group implemented **integrated community development plans through projects and initiatives in society and culture, health and quality of life, education, and environment.** Furthermore, Thailoil Group is committed to developing community, social, and environmental goals in line with Thailoil Group vision.

Thailoil Group conducts community relations activities with the communities surrounding the refinery area according to **the “3-synchronization model”** and **the “5-Together”** conceptual framework. This aims to encourage communities to participate in the development of their own communities, thereby becoming self-reliant and building strong communities while reducing impacts from Thailoil Group's operations.



**Actual Result in 2024:**  
**Community engagement score = 95.54%**  
(2024 Target : 85%, Long-term target (2030) : 90%)

# Community Mindset



## Public Participation Activities

Apart of holding **the “3-synchronization meeting”** every month, Thailoil Group reaches its communities by arranging meeting with community directly. Also, The public participation event will be organized when Thailoil Group has new projects which might affect on local people.

- ☑ **Build accurate understanding** of the company's operations and their impacts on the surrounding communities.
- ☑ **Listen to feedback, suggestions, and concerns** from the community in order to develop and improve operations in alignment with community needs.
- ☑ **Foster good relationships between the company and the community** through participation and two-way communication.
- ☑ **Update information about ongoing and planned community development projects** including corporate social responsibility (CSR) activities.
- ☑ **Establish a collaborative network** between the Company, government agencies, and the community for sustainable quality of life and environmental development in the community.





# 3

## *Human Rights to Healthy Environment*

**A safe, clean, healthy and sustainable environment**

**Key focus: Climate change, Pollution and Biodiversity loss**



### 3. Human Rights to Healthy Environment



## A safe, clean, healthy and sustainable environment

Thaioil Group strives to enhance its environmental management system in alignment with global trends, aiming to drive towards sustainable business growth while maintaining environmental awareness.

According to the Environment, Social, and Governance (ESG) practices, **Thaioil Group aims to reduce environmental impacts and create long-term business opportunities in collaboration with the community as specified in the policy.**

Since 2023, Thaioil Group has elevated the commitment in **Thaioil and Subsidiaries' Quality, Security, Safety, Occupational Health, Environment, and Energy Management Policy** through the approval of the Board of Directors to consistently drive the most efficient environmental management practices.




**Short- to Medium-term Strategy:** The “**Refinery in The City**” implemented a management approach known as the “**CARE Concept**”

- **C** – Control Right
- **A** – Awareness & Communication Right
- **R** – Recycling Right
- **E** – Eco-Society Right

**Long-term Strategy:** Thaioil Group is committed to **promoting business growth** while **maintaining environmental consciousness** and creating long-term business opportunities.

- the **Net Zero GHG Emissions strategy**
- the **Circular Economy strategy**

### QSHE Management Policy



Circular No. 119/2023

**Thaioil and Subsidiaries' Quality, Security, Safety, Occupational Health, Environment, And Energy Management Policy**

Quality, Security, Safety, Occupational Health, Environment, Energy Management (QSHE) and corporate social responsibility are key factors of Thai Oil Group business policy focusing on supervision of process safety, operation, maintenance, productivity improvement and knowledge management to be a Learning Organization. This is aimed for Thaioil and Subsidiaries to strive for international standards excellence, to achieve the sustainable development goals, and to respond to Thaioil and Subsidiaries' vision, requirements, and expectations, while at the same time, properly satisfying stakeholders with transparency and strict business ethics under the following practices.


1. Set up plans and targets, implement and control to prevent and reduce water waste and air pollution impacts on environment and community resulting from running businesses. This would be executed by efficiently and sustainably optimizing resources throughout the supply chain applying Circular Economy principles, maintaining biodiversity and ecosystem, planning an effective water management plan both in normal and critical conditions, preventing pollution at the source, adapting to climate change, focusing on achieving low carbon society, improving energy management, and promoting energy conservation with regular review, monitoring and auditing for improvement;
2. Execute systematic risk management by prioritizing and identifying measures to control and reduce operation and process risks As Low As Reasonably Practicable (ALARP), set up challenge targets, promote good health, occupational health and work place environment to prevent incidents possibly causing damage or injury and sickness for employees, contractors and other stakeholders and recognize security threats to protect life, Thaioil and Subsidiaries assets and information. Employees and contractors are encouraged to study and comprehend their responsibilities and rights of Stop Work Authority (SWA) in unsafe act and unsafe condition, constant audit operation and review performances, learn from incidents that have occurred both internally and externally, set up emergency management guideline for crisis situation well as drill schedule in all physical, chemical, and biological aspects to minimize impacts in all aspects and ensure continuity in business
3. Encourage the cultivation of QSHE awareness, communicate QSHE policies effectiveness and impacts, address internal and external stakeholders' requirements and expectations to ensure the awareness of QSHE Policy, training, consultation and participation of employees and contractors to properly review, improve and elevate QSHE as well as suitable workforce and human rights;
4. Encourage the implementation of development plan, follow up, review, and improve policies and practices to respond to the change of laws, covenants, corporate regulations, and other QSHE international standards;

Revision: 08 1/2


5. Produce and distribute high quality products and provide services that meet the demands, expectations, and satisfaction of customers, with Thaioil and Subsidiaries' integrated management systems, and international-standard operational excellence management system;

6. To achieve the QSHE performance target, business excellence, policy compliance, production and designed product and service procurement, Thaioil and Subsidiaries provide sufficient resources and information digital system, improve technology, and promote innovations and energy consumption and conservation, taking into account efficiency and commitment to continuous improvement.

This policy applies to all Thaioil and Subsidiaries' businesses. All managements shall be good role models and are accountable for the policy alignment. All employees and contractors must understand and continually comply with this policy throughout their activities.



(Professor Dr. Supot Teachavarasinsun)  
Chairman of the Board  
5 July 2023



(Mr. Bandhit Thamprajanchit)  
Chief Executive Officer and President  
5 July 2023

Revision: 08 2/2

### Actual Result in 2024:

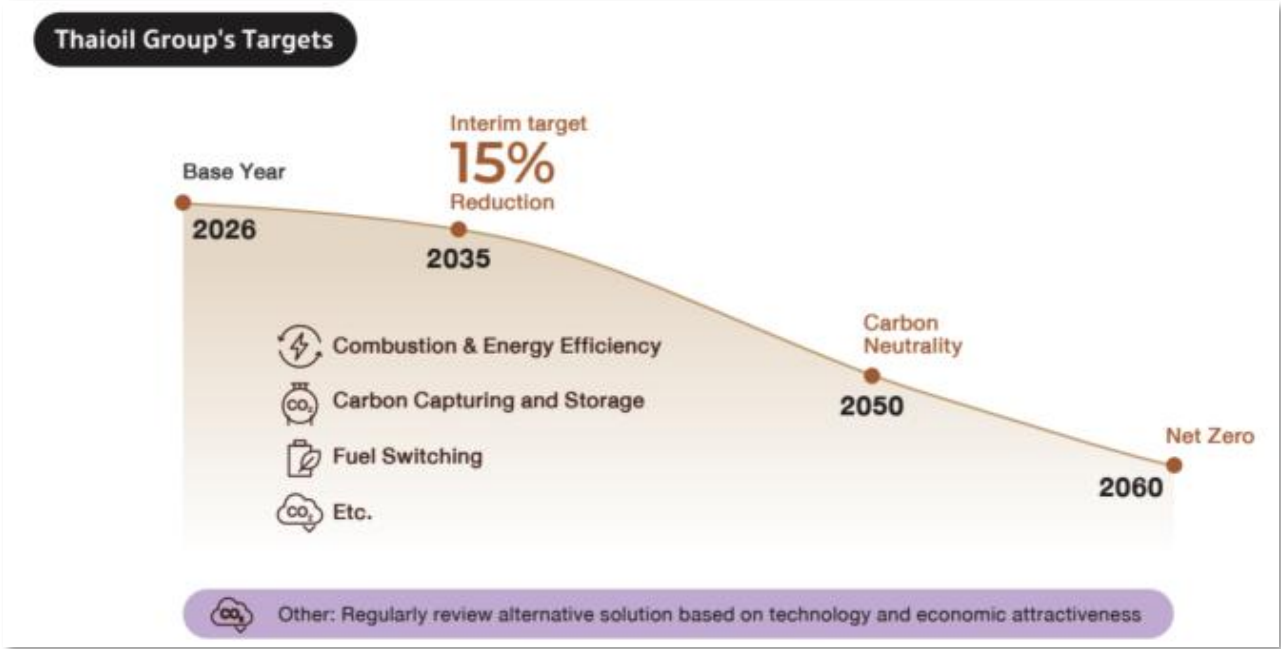
- ✓ **0 complaint** from communities related to environment impact.
- ✓ **100% environmental performance compliance** with environmental laws and regulations.



# NET ZERO GHG Emissions Strategy

Thaioil Group has acknowledged the importance of steering future business towards a clean energy business and a low-carbon society. We have established a policy in alignment with the Paris Agreement and Thailand’s Nationally Determined Contribution (NDC). Thaioil Group focuses on feasibility studies of new businesses, including high-value environmentally friendly products and process optimization for maximum efficiency.

Indicator	2024 Target	Long-term Target
GHG emission reductions	-	Reduce 15% of GHG emission by 2035 compared with the base year in 2026
GHG emissions	Less than 3,760,000	Carbon Neutrality by 2050
		Net Zero GHG Emissions by 2060



3. Human Rights to Healthy Environment

NET ZERO GHG Emissions Strategy

Thaioil Group defines the Net Zero GHG Emissions Strategy, known as the 3Cs strategies, with the details as follows:

- C – Cut Down Existing Emissions
- C – Compensate Residual Emissions
- C – Control Future Emissions



Actual Result in 2024:

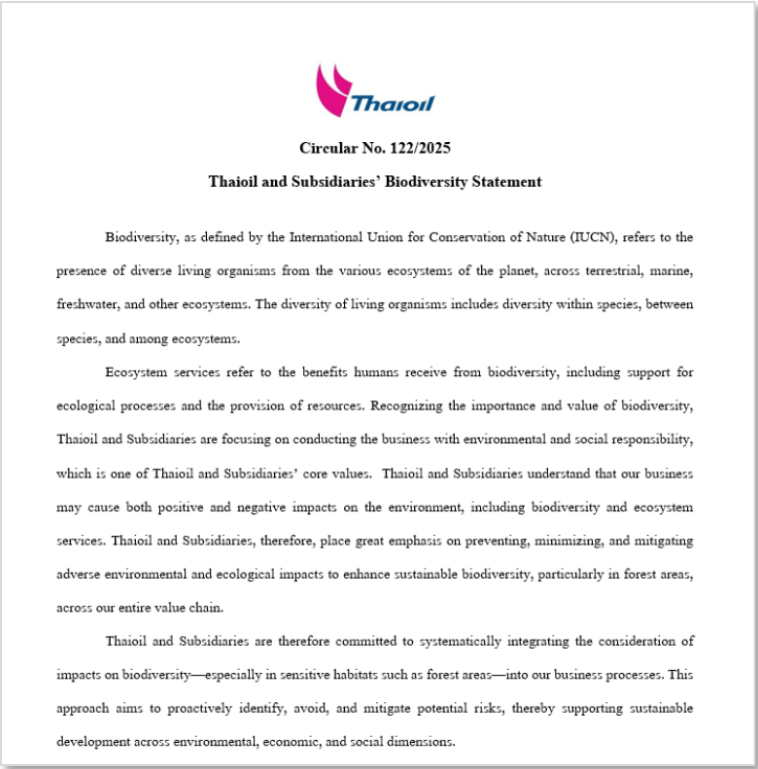
- ✓ Reduced direct GHG emissions by 28,985 tCO2e from energy efficiency improvement projects
- ✓ Accumulated carbon credits (2020-2024) amounting to 1,674,618 tCO2e

	Operational Approach	2024 Progress
<div>C</div> <div>Cut Down Existing Emission</div> <div>Reducing GHG emission in the current process of production (Scope 1 and 2)</div>	<div>Operational and Investment Approach prior 2030</div> <ul style="list-style-type: none"><li>• Focusing on continuous study and investment in improving energy efficiency, driven by the Energy and Loss Committee to oversee operations.</li><li>• Controlling the proportion of low greenhouse gas-emitting fuels used in the production process to exceed the amount of high greenhouse gas-emitting fuels.</li><li>• Utilizing high efficiency technologies and phase out older production units with long operational lifespans, resulting in a significant improvement in refinery energy efficiency.</li><li>• Discontinuing the use of fuel oil, a high greenhouse gas-emitting fuel, in the production process. This is because the refined fuel oil can be processed into high value products, thereby reducing greenhouse gas emissions in the end consumption phase.</li><li>• Exploring the feasibility of adopting Carbon Capture and Storage (CCS) technology for application in production units.</li></ul> <div>Operational and Investment Approach after 2030</div> <ul style="list-style-type: none"><li>• Studying and investing in Carbon Capture and Storage (CCS) technology in detail for production units to achieve the interim target of reducing greenhouse gas emissions by 15% by 2035, compared to the base year of 2026</li><li>• Reviewing and implementing strategies to achieve net-zero greenhouse gas emissions, with a goal of carbon neutrality by 2050 and net zero GHG emissions by 2060.</li></ul>	<ul style="list-style-type: none"><li>• Reviewed the operational and investments strategies aimed at reducing greenhouse gas emissions in the production process.</li><li>• Implemented a total of 39 energy efficiency improvement projects.</li><li>• Collaborated with the PTT Group in conducting a Preliminary Feasibility Study for the application of carbon capture, storage, and utilization technologies, as well as for hydrogen production modifications.</li><li>• Monitored and participated in the public consultation process for the draft Climate Change Act.</li></ul>
<div>C</div> <div>Compensate Residual Emission</div> <div>Offsetting the remaining greenhouse gases</div>	<ul style="list-style-type: none"><li>• Supporting the use of nature-based solutions (NbS) as a foundation for restoration.</li><li>• Promoting afforestation efforts to capture carbon in the atmosphere.</li><li>• Generating carbon credits from the cogeneration power plants of TOP SPP within the voluntary greenhouse gas reduction program under Thailand's T-VER standards.</li><li>• Exploring the feasibility of generating carbon credits from investment projects that support carbon reduction.</li><li>• Developing guidelines for carbon credit trading.</li></ul>	<ul style="list-style-type: none"><li>• An area of 8,656 rai has been allocated for project implementation in cooperation with the government, consisting of 8,300 rai of terrestrial forest and 356 rai of mangrove forest. Afforestation activities are currently underway on this land, with an estimated carbon dioxide sequestration of approximately 88,640 tons of CO<sub>2</sub> equivalent over the 10-year project duration.</li><li>• Carbon credits have been generated from the cogeneration power plants of TOP SPP in the voluntary greenhouse gas reduction program under Thailand's T-VER standards since 2019, with a total accumulated certification of 1,674,618 tons of CO<sub>2</sub> equivalent.</li><li>• Carbon credits have been generated from a project focused on energy efficiency improvements, totalling 554 tons of CO<sub>2</sub> equivalent.</li><li>• Raise awareness and understanding of the carbon market trends and related legal frameworks in Thailand and internationally among executives and employees.</li></ul>
<div>C</div> <div>Control Future Emission</div> <div>Controlling GHG emissions in the future</div>	<div>Seeking investment opportunities in businesses focused on low carbon products, such as Sustainable Aviation Fuel (SAF), bio-based businesses, low carbon hydrogen and its derivatives, and Carbon Capture, Utilization, and Storage (CCUS) technologies.</div>	<ul style="list-style-type: none"><li>• Conducted Primary Feasibility Studies on the following:<ul style="list-style-type: none"><li>- Production of Sustainable Aviation Fuel (SAF)</li><li>- Carbon Capture, Utilization, and Storage (CCUS) technologies</li><li>- Low carbon energy business projects, such as low-carbon hydrogen and its derivatives, and other biofuels.</li></ul></li><li>• Monitored international standards and government regulations.</li></ul>

### 3. Human Rights to Healthy Environment



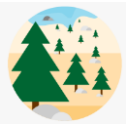
Thaioil Group has elevated **the commitment in “Thaioil and Subsidiaries’ Biodiversity Statement”** through the approval of the Board of Directors to consistently drive the most efficient environmental management practices.



“Thaioil and Subsidiaries’ Biodiversity Statement”

#### Thaioil and Subsidiaries’ Biodiversity Commitment:

##### No Deforestation Commitments



**By 2035**, Thaioil and Subsidiaries aim to achieve “**No Net Deforestation (NND)**”, meaning any forest loss will be offset through restoration or reforestation efforts.

**By 2040**, Thaioil and Subsidiaries target “**No Gross Deforestation (NGD)**”, ensuring that all new business operations will not cause any clearing of natural forests for future business activities.

##### Biodiversity Commitments



**By 2040**, Thaioil and Subsidiaries aims to achieve “**No Net Loss (NNL)**” of biodiversity without encroaching upon areas identified as biodiversity-sensitive or high conservation value areas.

**By 2050**, Thaioil and Subsidiaries target achieving a “**Net Positive Impact (NPI)**” on biodiversity in the long term. In achieving this, Thaioil and Subsidiaries will apply both the Mitigation Hierarchy and the **AR3T framework** (Avoid, Reduce, Regenerate, Restore, and Transform) to offset any residual impacts and to proactively avoid or reduce future biodiversity-related impacts.

##### Biodiversity Performance 2024/2025

- ☑ Reviewed and revised Thaioil and Subsidiaries’ Biodiversity Statement
- ☑ Announced Thaioil and Subsidiaries’ Deforestation and Biodiversity Commitments
- ☑ Developed Thaioil Group’s Biodiversity Management Plan for Biodiversity and Ecosystem Services Management
- ☑ **3-year project:** Study on the Impact of Crude Oil Spills on Coral Reef Ecosystems and Marine Natural Resources in the coastal areas of Ko Sichang and Ko Khang Khao, Chonburi Province.
- ☑ **3-year project:** Study on the Marine Biodiversity around the pier area of Thaioil Public Company Limited.



### 3. Human Rights to Healthy Environment



#### Thaioil Group activities to enhance biodiversity in 2024:

##### Progress in forestation efforts, planting over 8,000 rai of new forest



Thaioil conducted a field visit to monitor the progress of the 2024 reforestation project in Phrae Province. The inspection revealed significant progress, with over 5,000 rai of forest planted across five sites, marking an increase of more than 3,000 rai since August.

##### Conducted community engagement for sustainable afforestation



Thaioil Public Company Limited, led a team to host a community meeting aiming to raise awareness and encourage community engagement in the Mangrove Reforestation Project in Trang Province. In addition, the Company had the opportunity to explore local community's lifestyles for developing the reforestation area together with creating revenue for the community's sustainable growth.

##### Thaioil Group signed an MOU with the Department of Marine and Coastal Resources to become a member of the Thailand Mangrove Network



In 2024, Thaioil became a member of the Thailand Mangrove Network. This event took place at the Lampan Meeting Room of the DMCR, brought together over 30 government and private sector organizations to collectively drive sustainable conservation efforts for mangrove resources, encompassing environmental, social, and economic dimensions.





### Human Rights Performance

- ✓ **Zero** human rights violation **complaint from employees**  
(2022 - 2030 Target : 0)
- ✓ **Zero** complaint on violations of **labor practices, discrimination, and harassment** across 100% of business activities  
(2022 - 2030 Target : 0)
- ✓ **Zero** human rights **violation complaint from suppliers**  
(2022 - 2030 Target : 0)
- ✓ **45 complaints from the communities** in 2024. According to the grievance mechanism procedure, the Company investigated and resolved the submitted complaints, established prevention measures, and notified the complainants of the results



## Supply Chain Performance

### Customer & Supplier Performance

- ✓ **93%** Thailoil Group **Customer engagement score.**  
(2024 Target : 92%)
- ✓ **97%** Thailoil Group **Supplier satisfaction score**  
(2024 Target : 90)
- ✓ **97%** Thailoil Group **Supplier satisfaction towards transparency & fairness**  
(2024 Target : 90)
- ✓ **100%** of newly registered suppliers and strategic or significant suppliers acknowledge **the Sustainable Code of Conduct for Suppliers of Thailoil and Subsidiaries (SCOC).**

### Employee & Contractor Performance

- ✓ **98%** **Employee satisfaction rate**  
(2024 Target : 94%)
- ✓ **Zero** case of **work-related fatalities of employees and contractors**  
(2024 Target : 0 case)

### Communities Performance

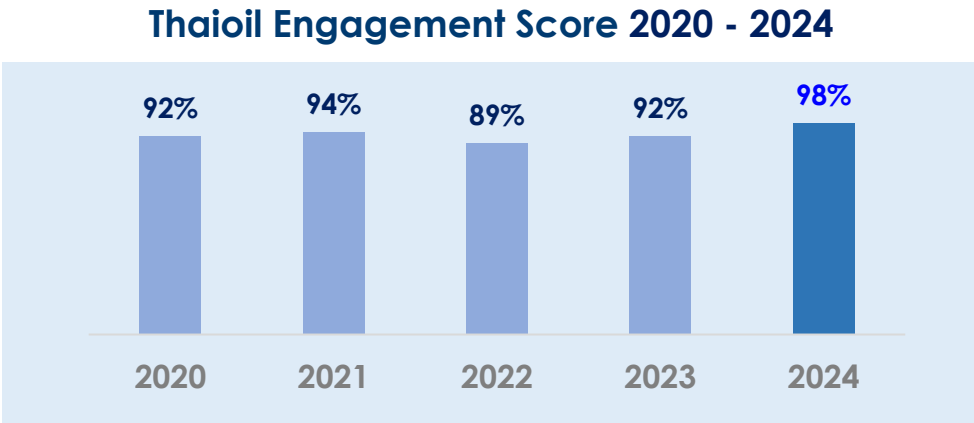
- ✓ **95.54%** **Community engagement score.**  
(2024 Target : 85%, Long-term target (2030) : 90%)



To monitor the response of Thairoil Group activities, employee engagement survey is launched annually, its results are used to complete an in-depth analysis to guide us which areas to focus in carrying out initiatives to continuously improve upon our human and organization management and promote employee satisfaction and engagement from the first day of employment to retirement.

The questions Thairoil Group uses to measure employee engagement as below:

**Q:** Overall, I am engaged working with Thai Oil Group and be a part of Thai Oil Group



Apart from engagement of employee, Thairoil Group monitors related dimensions of well-being at work, happiness, motivation and strass management as follow:

Questions	Score 2024
Overall, I am satisfied working with Thai Oil Group	98%
I align my work task to the organization's vision and mission	99%
I truly enjoy my day-to-day work tasks	93%
My work related stress is manageable for me	93%







# THANK YOU



[www.thaioilgroup.com](http://www.thaioilgroup.com)



[www.facebook.com/ThaiOilPCL](https://www.facebook.com/ThaiOilPCL)