

HUMAN RIGHTS & LABOUR PRACTICES

Target and Performance

Long term target by 2030: 100% of business groups conduct annual human rights impact assessments for high-risk organizational activities and direct suppliers.



2024 Performance: Achieved the 2030 target, 100% completing the annual human rights impact assessment for the organization and its suppliers.



- 100%** own operation and value chain was reviewed the human rights impact assessment
- 100%** Salient issued are identified and corrected
- 100%** employee and critical vendor (both tier 1 and non tier 1) are trained the human rights & labour practice policy
- 100%** of tier 1 suppliers are committed to follow the human rights & labour practice policy
- 100%** high risk supplier and vendor are onsite audited and **100%** closed the corrective action

Human Rights and Labour Practices Policy

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

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

To prevent any form of negative impact on, or violations of human rights, associated with the Group's operations, products and services throughout the value chains with the guideline practice for.

Respect for Human Rights	Labor Practices Guideline
<ul style="list-style-type: none">• Civil and Political Rights• Economic, Social, and Cultural Rights• Gender Rights• Zero Tolerance for harassment and sexual harassment• Community Rights• Human Rights in the Supply Chain• Rights to Land and Natural Resources• Personal Data Privacy Rights	<ul style="list-style-type: none">• Working Hour, Payment and Fair Treatment• Human Trafficking & Forced Labour• Child, Female and Pregnant, Elderly, Disabled and Migrant Workers• Freedom of Association and Right to Collective Bargaining• Rights to a Decent Working Environment,• Access to Clean Water, and Sanitation and Clean Air• Training• Whistleblowing

This policy applies to the business operation of CP Axta Public Limited Company and its subsidiaries, own operation and supply chain including supplier, vendor, and partners.

Human Rights Due Diligence Process

<p>Policy Commitment</p>	<ul style="list-style-type: none"> • Periodically review and update policy to comply with regulation and requirement. • Announce the Human Rights Due Diligence working team which is responsible for reviewing policies to ensure alignment with international standards, as well as driving tangible outcomes in human rights, labour practices, and occupational health and safety—both within the organization and throughout the supply chain. Performance results are presented quarterly to the Sustainability Development Committee.
<p>Embedding</p>	<ul style="list-style-type: none"> • Conduct training to all employees and added in the new employee orientation programs. • Enforce policies and guidelines by integrating to employee remuneration and performance evaluation criteria.
<p>Identify & Assess Human Rights Risk</p>	<ul style="list-style-type: none"> • Identify and assess risk all our own operations at least every 2 year or whenever new business unit merging, acquisition, or JV or new facility opening or any change in process that potential impact to human rights. • Identify and assess all tier 1 suppliers and vendors at least every 3 year. • Identify and assess all new supplier, contractor and vendor.
<p>Integrating to Risk Map</p>	<ul style="list-style-type: none"> • All salient issues reviewed and integrated Enterprise risk management process (ERM). • Define the root cause and proper action.
<p>Tracking Performance</p>	<ul style="list-style-type: none"> • Monitor performance as quarterly basis in SD steering committee and Risk steering committee. • Follow-up action and performance of high-risk suppliers in every quarter.
<p>Validation by third party</p>	<ul style="list-style-type: none"> • External audit (see assurance report).
<p>Stakeholder Engagement</p>	<ul style="list-style-type: none"> • Engage during human rights impact assessment and onsite audit. • Supplier development program. • Disclosure performance in The Company's Annual Report.
<p>Remediation and Grievance Mechanism</p>	<ul style="list-style-type: none"> • Develop a rights-based approach for complaints channels. • Determine the remediation for salient issues.

Human Rights Assessment

In 2024, The Human Rights Due Diligence committee conducted the Human Rights Risk Assessment (HRRRA) to review the potential risk that related to our operation including new business and operation which is retail business unit, migrant worker in store operation and potential impact to rights of indigenous people. The **16** concerned issues are identified, **7** Silent Human Rights Issues. **2,663** sites implement the mitigation plan (include **167** sites which breach case occurred). These salient issues are reviewed the root cause and periodically follows up on the correction and remedial action for every significant salient issue.

Category	% of total assessed in last three year	% of total assessed where risks have been identified	% of risk with mitigation actions taken
Own operation	100	100	100
Supplier, Contractor & Vendor	95.42	100	100
Joint ventures	100	100	100



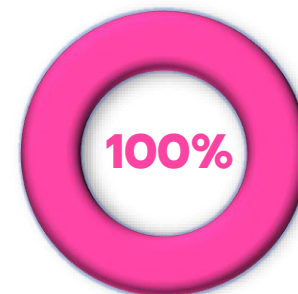
Salient issues have been Identified, assessed and closed all mitigate action



Breach cases are investigated and remediated



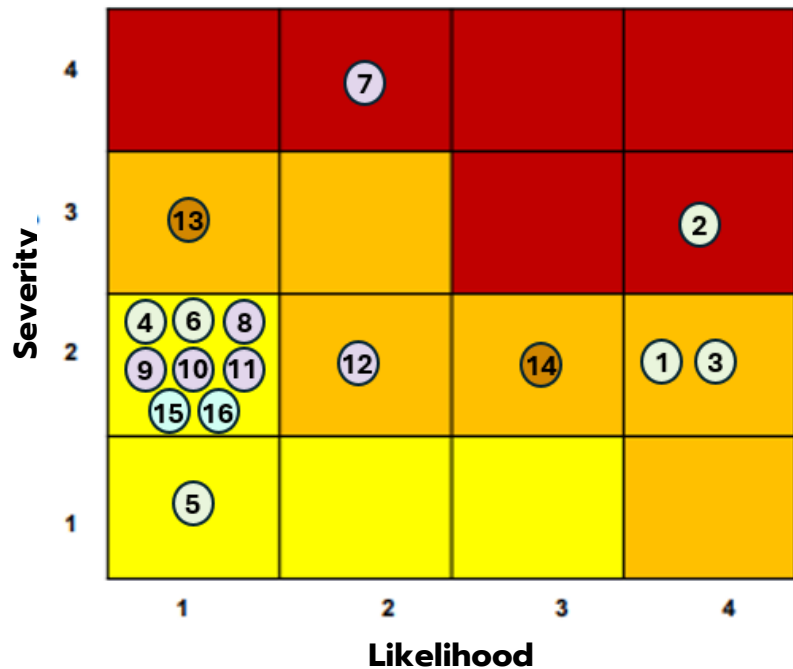
Employee are trained basic human rights in workplace



Supplier and vendor are trained the human rights and labour practice policy

2024 Result of Human Rights Assessment

The **16** concerned issues are identified, **7** Silent Human Rights Issues. 2,663 sites implement the mitigation plan (include 167 sites which breach case occurred). These salient issues are reviewed the root cause and periodically follows up on the correction and remedial action for every significant salient issue.



#	Human Rights Issues
Employee Practices	
1	Working Condition
2	Occupational Health and Safety
3	Discrimination and Harassment Including Equal Remuneration
4	Illegal Forms of Labours
5	Freedom of Association and Right to Collective Bargaining
Supplier and Contractor Practices	
6	Working Condition
7	Occupational Health and Safety
8	Discrimination and Harassment
9	Illegal Forms of Labours
10	Unfair Vendor Treatment in Procurement Process

Community Practices	
11	Health and Safety
12	Standard of Living
Customer Practices	
13	Health and Safety of Customers (Food Safety & Well-being)
14	Discrimination and Harassment
15	Data Privacy Cybersecurity
All Right Holder	
16	Security Management/ Security Forces

2024 Significant Human Rights Salient Issue and Mitigation

Salient Issue	Potential Impacted Group	Risk Level	Mitigation Action and Result
Health & Safety	Employee Delivery Contractor Community	High	<ul style="list-style-type: none"> Announce the Life Saving Policy and compliance audit at site. 100% conduct defensive driving training and testing for all transportation vendor. 100% onsite human rights and safety audit to all high-risk vendors and 100% closed the corrective action request
Discrimination and Harassment	Migrant worker Supplier Contractor	Medium	<ul style="list-style-type: none"> 100% migrant worker received training and development opportunity equality to local employee. 100% vendor has trained nondiscrimination, diversity and inclusion during annual vendor engagement meeting. 100% employee manual and related form, document or sign board are updated to cover all migrant worker
Equal Remuneration and Standard of Living	Migrant worker Female employee Indigenous worker	Medium	<ul style="list-style-type: none"> 100% review migrant worker are paid and welfare equality. Completed third-party audit for gender equity payment. 100% living wage review for staff including migrant worker and indigenous worker
Working Condition	Employee Supplier & Contractor	Medium	<ul style="list-style-type: none"> Prohibit the excessive working hours to comply with regulation and monitoring to reduce the excessive working hours
Forced Labour, Child Labour and Illegal Form of Labour	Employee Supplier & Contractor Children	Medium	<ul style="list-style-type: none"> All worker including supplier and vendor are prohibited to use the force labor, child labor and any illegal form of labor Onsite audit the supplier and vendor to verify all migrant worker are strictly follow the labor regulation.
Food Safety & Well Being (New)	Customer Local community Indigenous people	Medium	<ul style="list-style-type: none"> Reinforced the product quality assurance program Enhance the selling of Health promoting product to customer which the result has increased 3% compared to last year. Provide health promoting activity for community i.e. Health check-up, Breast cancer screening, Aerobic dance Support local cultural festivals around the year
Sexual Harassment	Employee Female worker Indigenous worker	Medium	<ul style="list-style-type: none"> 100% of beach case are investigated, corrected and 100% completed the remediation within 2 weeks. 100% employee are trained and acknowledged sign for the Zero tolerance sexual harassment and harassment and the punishment in employee CoC document. 100% employee are trained and acknowledged sign for the Zero tolerance sexual harassment and harassment and the punishment in employee CoC document. 100% employee including migrant worker are refresh trained the whistle blowing channels as annually basis

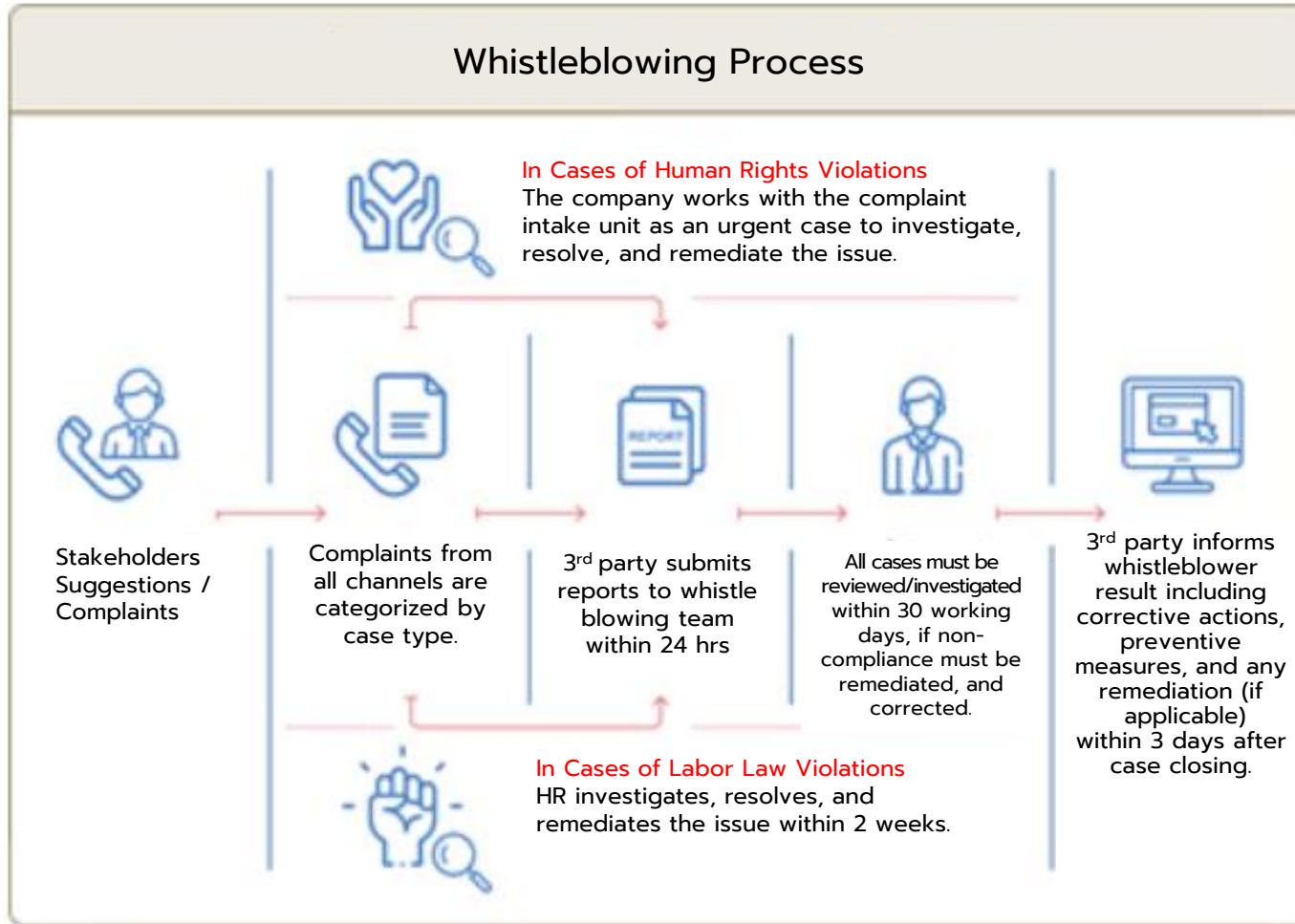
Breach case of Human Rights & Labour Practice Monitoring & Action

The Company monitor and disclose the human rights and labour practice performance that cover all own operation, contractors & vendors, and suppliers including the action as

Human Rights and Labour Practices Issue	Issued	Makro	Lotus's (Thailand)	Lotus's (Malaysia)	CP Aextra	Confirmed	Under Investigation	Disciplinary action (if any)					
								Verbal Warning	Written Warning	Training	Suspension / Transfer	Legal Action	Dismissal / Resigned
Discrimination	Case	13	73	0	86	42	9	10	9	18	1	1	3
Child and Youth Labour	Case	-	-	-	-	-	-	-	-	-	-	-	-
Forcen Labour	Case	7	61	-	68	41	5	8	19	9	-	-	5
Sexual Harassment	Case	1	2	-	3	2	-	1	-	-	-	-	1
Harassment	Case	28	94	21	143	82	10	27	19	31	-	-	5
Indigenous's rights	Case	-	-	-	-	-	-	-	-	-	-	-	-
Freedom of association rights	Case	-	-	-	-	-	-	-	-	-	-	-	-
Fine & Penalty	Baht	-	0	-	0								
Closed Action of Substantiated Cases	%	100	100	-	100								

In 2024, 167 cases are confirmed and every case has the action and penalty as guided in human rights and labour practice policy, company's rule and regulation.

Complaint Management and Remediation Process



Example of Remediation

- Overtime compensation
 - Retroactive salary adjustment and bonus payment
- total remediation amount of 41,364 Baht

Human Rights Policy and Non Discrimination Online Training

Human Rights and Labour Practices Policy and Guidelines has been conducted training to all employee and manager to emphasizing respect for human rights, labour practices, diversity, and inclusion behaviour including zero tolerance policy for any form of harassment and sexual harassment. In 2024, The Company has also expanded these trainings to the Company's supply chain.



2024 Performance

100% of new employee, employee, supplier, and vendor are trained the human rights & labour practice policy, prevention of discrimination, harassment and sexual harassment.

100% of supplier have been advised to apply human rights & labour practices

Diversity & Inclusion, Non-discrimination and Gender Equality

“At CP Aextra, we respect the individuality of every employee and embrace inclusive hiring practices, grounded in equality and gender diversity. We believe that diversity unlocks limitless potential—empowering both our people and our organization to thrive.”

The company respects diversity and inclusion where employees, worker, supplier and vendor are treated with fairness, without any discrimination from the race, nationality, skin colour, ethnicity, religion, social status, gender, age, physical features or disability, political belief and marital status. Proven by Winning the 1st of 2024 the Asia-Pacific and Thailand WEP Award: Transparency & Reporting to Promote Gender Equality and Honorable Mention for The Community Engagement and Partnerships.



Target: Women in Top management level above 50% by 2026

2024 Result:

- 57%** Women in total workforce
- 60%** Women in management position (first level, middle and top)
- 51%** Women in Top management
- 56%** Women in Middle management
- 62%** Women in first management
- 57%** Women in revenue generating function
- 67%** Women in STEM* related position

Note: * STEM : STEM : Science, Technology, Engineering and Mathematics

Winner of the
UN Women's Empowerment Principles (WEPs) Award
at both the Asia-Pacific and Thailand levels

- Winning the 1st of Thailand in Gender-Inclusive Workplace category (2022)
- Second runner up of the Asia-Pacific in Gender-Inclusive Workplace category (2022)
- Winning the 1st of the Asia-Pacific and Thailand WEP Award: Transparency & Reporting category (2024)
- Honorable Mention for The Community Engagement and Partnerships category from UN Woman (2024)

“Equality, inclusion, and a culture of non-discrimination are the foundation of how we work at CP AXTRA”

Mrs. Saowaluck Thithapant
Group Chief Wholesale Business Officer and Group Chief
Finance Accounting & Corporate Shared Services Officer

Gender Pay Indicators

The Company also conducts equal payment analysis to ensure that both men and women are paid equally fair, including the annual reviewing for compensation and benefits at competitive rates with benchmarking in the same industry and leading company. The data are also verified by Third party.

Level	Payment Ratio by gender (Female : Male)
All Employee (Based Salary Only)	0.99 : 1.00
All Employee (Based Salary + Other Cash Incentives)	0.97 : 1.00
Executive Level (Based Salary Only)	0.77 : 1.00
Executive Level (Based Salary + Other Cash Incentives)	0.69 : 1.00
Management Level (Based Salary Only)	0.90 : 1.00
Management Level (Based Salary + Other Cash Incentives)	0.89 : 1.00
Non Management Level (Based Salary Only)	1.02 : 1.00

Indicators (100% employee coverage)	% Difference between Male and Female employees
Mean gender pay gap = [Male's mean payment - Female's mean payment] / Male's mean payment	1.3%
Median gender pay gap = [Male's median payment - Female's mean payment] / Male's mean payment	-2.9%
Mean bonus gap = [Male's mean bonus - Female's mean bonus] / Male's mean bonus	-1.3%
Median bonus gap = [Male's mean bonus - Female's mean bonus] / Male's median bonus	-3.3%

Coverage : cover all permanent employees at every levels

Facility and Supporting for Diversity and Inclusion



Parking and toilet for wheelchair users

100% of store and head office have the parking lot, sloping and toilet for wheelchair and older person



Lactation Rooms

100% of store and head office have the Lactation rooms



Prayer rooms for Religions

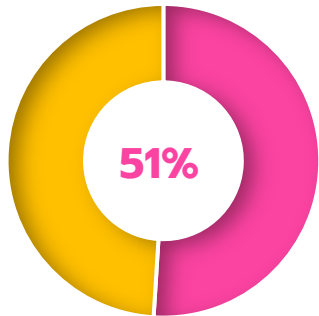
100% head office provides space and time for religious ceremonies

Support Women Own Business in Supply Chain and Develop Women in the Community

According to the successful integrating the principles of human rights, equality, and non-discrimination to daily operation and year 2022, the company achieved the first prize for 2022 UN Women's Award (Gender-Inclusive Workplace category).

In 2023, expanding the partnership scope with UN Women, SEC and partners. To integrate the human rights principles to procurement and supplier selection process with fairness and non-discrimination. The data of supplier owner shows female is 51% according to the Women's Empowerment Principles (WEPs), for promote gender equality in business. The Company support fair practices towards women and aim to enhance gender equality throughout the supply chain.

Female Business Owner in Our Supply Chain



Australian Government
Department of Foreign Affairs and Trade



Support and Develop Women in Community

The Company holds projects which supports and develop women in community such as Koo-Kid Kon Mee Fun (Dreamers' Partner)



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HR Asia Best Companies to Work for in Asia 2024 Award

The company is committed to conducting business with alignment to human rights and fair labour practices. We promote equal and fair treatment of fundamental rights, aiming to foster a workplace where every employee enjoys a meaningful and empowering experience. By continuously enhancing employee skills and capabilities, we create growth opportunities that align individual development with organizational success—driving sustainable progress toward our shared goals.



The UN Women 2024 Asia-Pacific and Thailand WEPs Awards

In 2024, the company was honoured with the Winner Award in the Transparency and Reporting category of the WEPs Awards 2024 by UN Women. This prestigious recognition is awarded to organizations that demonstrate the commitment to tracking performance and progress towards greater gender inclusivity in our business practices with clear targets, regular assessment and reporting of how far we have gone. It also recognizes our corporate initiatives on gender inclusivity known to the public.



Model Organization for Promoting Employment and Income Generation for Elderly Award 2024

CP Aextra supports employment and livelihood opportunities for senior citizens through the “Super 60” project, encompassing three key programs:

1. Senior Employment Program: Hiring elderly citizens to take on roles at Makro and Lotus’s stores.
2. Senior Entrepreneur “Tao Kae Wai Gao”: Vocational training and income-generation support for seniors seeking freelance work or operating their own businesses.
3. Happy Elderly Market “Talad Suk Jai Wai Gao”: Providing free booth space at Makro and Lotus’s for elderly vendors to sell their products without incurring any fees.

This project reflects the our unwavering commitment to creating inclusive economic value and delivering positive social impact. In recognition of these efforts, the Company was named a Model Organization for Promoting Employment and Income Generation for the Elderly Award in 2024, awarded by the Director-General of the Department of Older Persons, Ministry of Social Development and Human Security.



Labor Practices Programs

Initiatives	Actions	Result
<p>Ensure adequate wages at or above cost of living estimates or benchmarks</p>	<ul style="list-style-type: none"> • Living Wage Commitment: The Company commits to assess living wages for all employees, contractors, and suppliers by 2025, ensuring income levels support basic cost of living requirements. • Anker Methodology: Uses a 3-step calculation process: (1) determine household living costs including food, housing, essentials, and emergencies, (2) divide by number of workers per family for net wage, and (3) add taxes and deductions for gross living wage. 	<ul style="list-style-type: none"> • 100% Staff are assessed. • 100% Contracted worker are assessed. • 2% Critical suppliers are assessed. • 100% Staff income are corrected to meet the Gross living wage.
<p>Monitor working hours including overtime management</p>	<ul style="list-style-type: none"> • Preventing Excessive Working Hours: The Company ensures compliance with labor regulations through regular training for supervisory staff, protecting employee rights and maintaining fair working conditions. • Hybrid & Flexible Working Hours: The Company offers hybrid working arrangements that prioritize results-based performance and flexible time management without rigid location or hour restrictions. 	<ul style="list-style-type: none"> • 212,854,996 Average working hours of employees
<p>Ensure employees are paid for overtime work</p>	<ul style="list-style-type: none"> • Provision for overtime work: The Company provides fair compensation for overtime hours in accordance with labor laws, ensuring employees are properly remunerated for extended work periods while maintaining clear guidelines to prevent exploitation and promote work-life balance. 	<ul style="list-style-type: none"> • 100% coverage of employees who get paid overtime

Labor Practices Programs

Initiatives	Actions	2024 Result
<p>Regularly engage with workers' representatives on working conditions</p>	<ul style="list-style-type: none"> • Regularly engage with workers' representatives: The Company ensure that grievances are met and working conditions align with the standards by regularly engaging with employee welfare committee 	<ul style="list-style-type: none"> • 1,013 (1.38%) of employee are member of welfare committee
<p>Routinely monitor the gender pay gap to achieve equal remuneration for men and women</p>	<ul style="list-style-type: none"> • Equal remunerations : The Company ensures equal pay for men and women performing roles of equivalent value and responsibility by routinely monitor the gender pay gap 	<ul style="list-style-type: none"> • Overall Pay Ratio: Females earn 0.99:1.00 (salary) and 0.97:1.00 (with incentives) compared to males • Executive Level Gap: Largest disparity at 0.77:1.00 (salary) and 0.69:1.00 (with incentives) • Management Level: Ratios of 0.90:1.00 (salary) and 0.89:1.00 (with incentives) • Non-Management: Slight female advantage at 1.02:1.00 (salary only) • Pay Gap Metrics: 13% mean gap, -2.9% median gap, with bonus gaps of -13% (mean) and -33% (median)

Labor Practices Programs

Initiatives	Actions	2024 Results
Expand social protection coverage for workers beyond public programs	<ul style="list-style-type: none"> • Health & Wellness Programs: The Company provides comprehensive health services including: <ul style="list-style-type: none"> • annual check-ups with occupational health doctors • stress counseling • alternative medical consultation • breast cancer screening • sports facilities • lactation and prayer rooms. • Wellness programs 	<ul style="list-style-type: none"> • Wellness initiatives (yoga classes, aerobic session, therapeutic massage) • Lactation Rooms and Prayer Rooms provided
Ensure employees are taking their paid annual leave entitlements	<ul style="list-style-type: none"> • Annual paid leave: The Company provides comprehensive annual leave entitlements that comply with statutory requirements, allowing employees adequate time for rest, personal matters, and vacation while maintaining operational continuity and supporting employee well-being. 	<ul style="list-style-type: none"> • 100% coverage of employees who get annual paid leave
Provide training or reskilling to mitigate negative effects of industrial or climate transition changes	<ul style="list-style-type: none"> • Comprehensive Training Program: The Company provides training curriculum covering compliance, functional, leadership, digital transformation, and soft skills through internal and external instructors to develop employee competencies, boost self-esteem, and support business growth strategies. 	<ul style="list-style-type: none"> • Store Talent Development Training Program • Skill for Online Business Model Training Program • 100% employee participate climate resilience strategy training
Prevention of force labour / child labour and any Illegal Form of Labour	<ul style="list-style-type: none"> • All worker including supplier and vendor are prohibited to use the force labor, child labor and any illegal form of labor • Onsite audit the supplier and vendor to verify all migrant worker are strictly follow the labor regulation. 	<ul style="list-style-type: none"> • No. of forced overtime schedule are reduce 2 cases (45 to 43 cases) compare to last year • Zero case for Child & Youth labour • 39 vendor & supplier are onsite audit and no beach case.