



2024 Human Rights Risk Assessment Report (HRRRA Report)

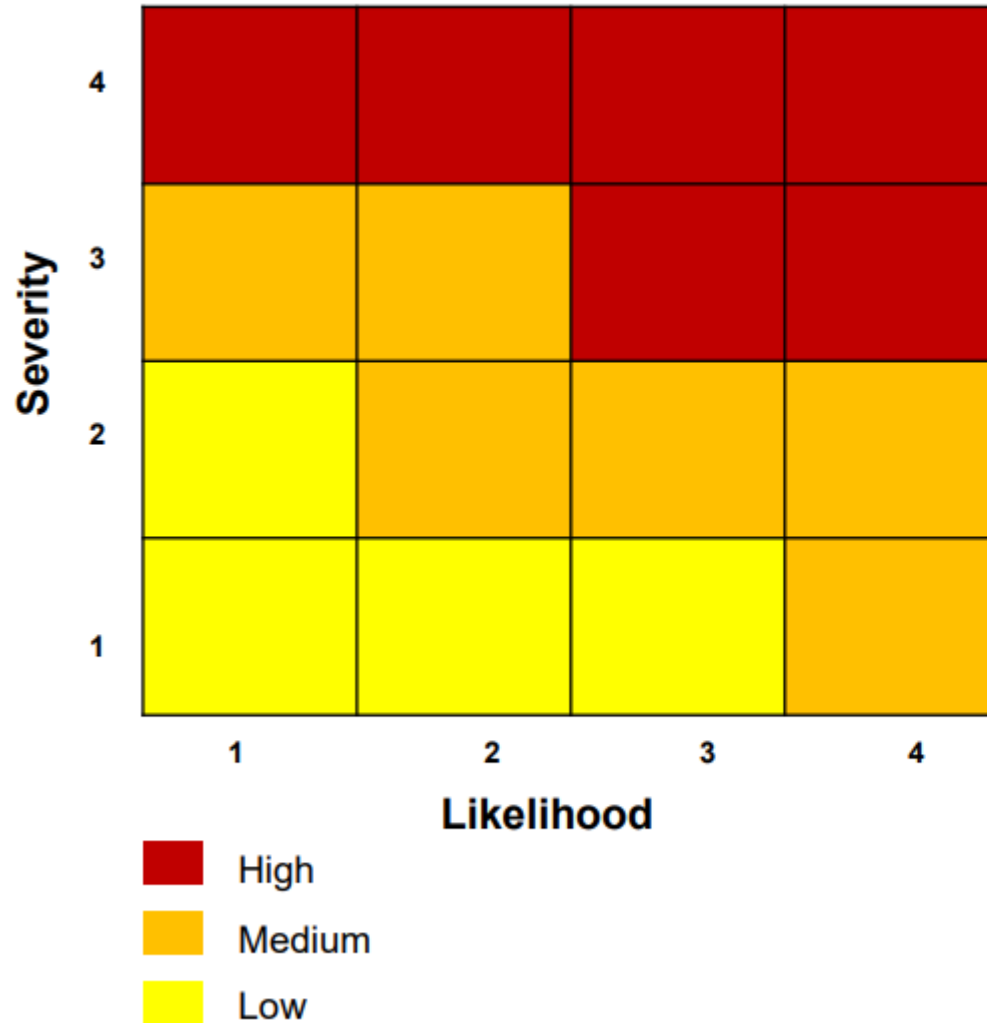
Risk Criteria

Severity

Severity of a risk or impact is to be determined by the scale, scope and irremediable of the risk or impact. Severity is not an absolute value but is relative to the other human rights risks and impacts that have been identified.

Likelihood

Likelihood of the risk occurring. This is based on the local context – the likelihood increases in high risk operating environments.



Severity			
Severity Level	Scale (seriousness of impact)	Scope (how many people are/ will be affected)	Irremediable Nature (difficulty to restore the people impacted to a situation)
Very High (4)	Significant impact to health and safety: physical disability or fatality	Impact to all rights holders in the group e.g., all of members in the community, all employees, all suppliers, all customers (100%)	Impossible to restore or will take longer than 5 years (>5 years) to restore the impact
High (3)	Moderate impact to health and safety: serious injury that needs rehabilitation (loss-time injury)	Impact to most rights holders in a particular right holder group (more than 50% but less than 100%)	Take 3-5 years to restore the impact
Medium (2)	Slight impact to health and safety: minor injury or illness (no loss-time injury)	Impact to some rights holders in a particular right holder group (less than or equal to 50%)	Take 1-3 years to restore the impact
Low (1)	No or minor impact to health and safety: first aid case	No negative impact to rights holders	Take less than a year (<1 year) to restore the impact

Likelihood Level	Likelihood	Frequency	Example
Very High (4)	Occurs frequently, or every year	every year	Such human rights issues have occurred consistently from the past until present
High (3)	Occurs very often	every 2-5 years	Such human rights issues have happened in the past and also occur very often at the present
Medium (2)	Occurs rarely	every 5-10 years	Such human rights issues have happened in the past and also occur sometimes at the present, may occur in some organizations/business activities sometimes
Low (1)	Almost never	every 10 years or more	Such human rights issues have never occurred in our business operation, but have occurred in other operations of industry peers

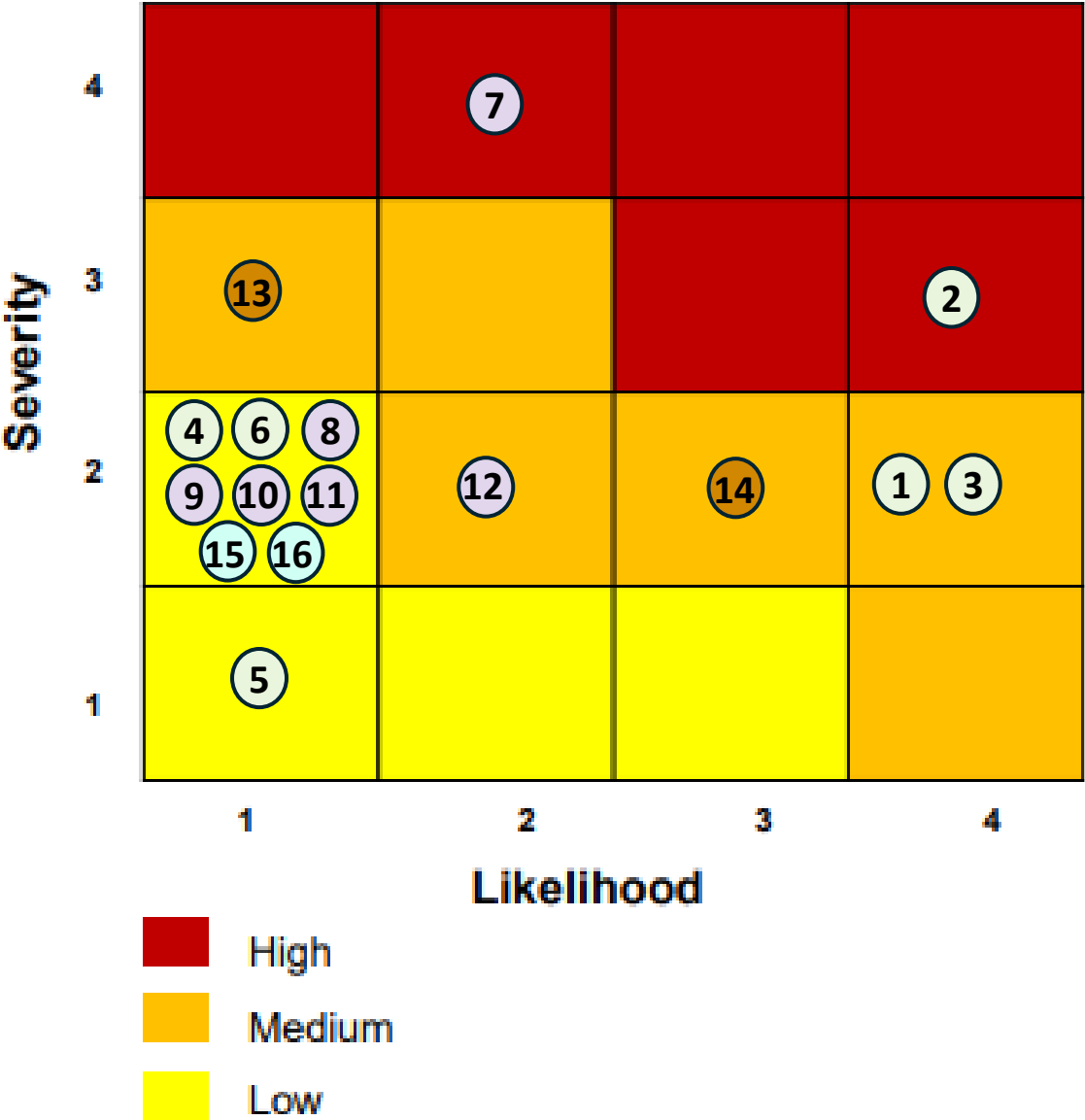
2024 Reporting of Human Rights & Labor Practice Beach Case

Issue	Unit	Makro	Lotus's (TH)	Lotus's (MY)	Total as CP Axtra	Confirmed	Under investigating
Discrimination	Case	13	73	0	86	42	9
Child and Youth Labor	Case	0	0	0	0	0	0
Forced Labor	Case	7	61	0	68	41	5
Sexual Harassment	Case	1	2	0	3	2	0
Harassment	Case	28	94	21	143	82	10
Indigenous' rights	Case	0	0	0	0	0	0
Freedom of association rights	Case	0	0	0	0	0	0
Customer rights	case	1	0	0	1	1	0








2024 Result of Human Rights Impact Assessment



#	Human Rights Issues
Employee Practices	
1	Working Condition
2	Occupational Health and Safety
3	Discrimination and Harassment Including Equal Remuneration
4	Illegal Forms of Labors
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 Labors
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



Significant Salient Issue and Mitigation

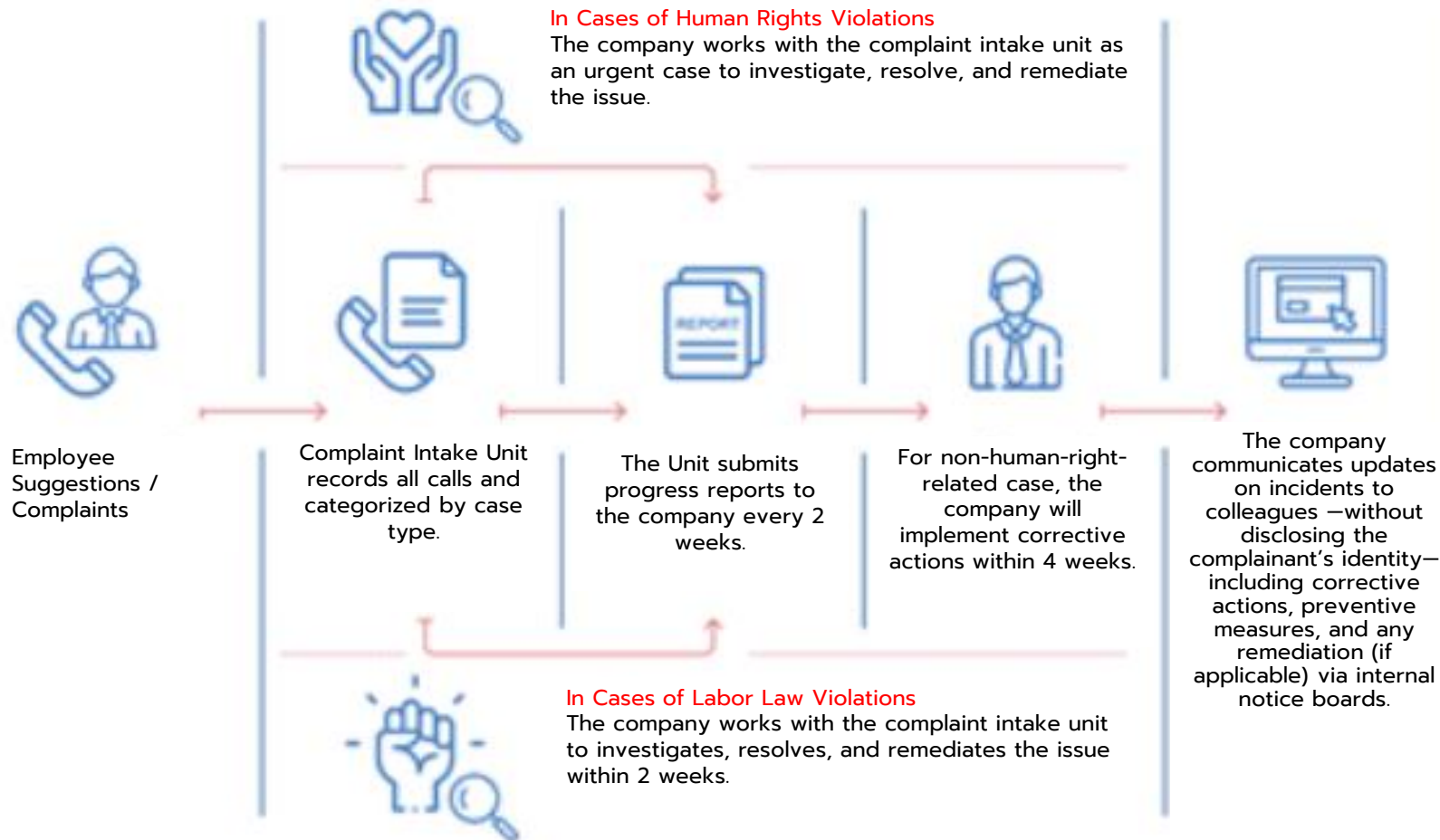
Salient Issue	Potential Impacted Group	Risk Level	Mitigation and Result
Health & Safety 	Employee Delivery contractor Community	High	<ul style="list-style-type: none"> Announce the Life Saving Policy and compliance audit at site. 100% Conduct defensive driving training and testing for all transportation 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 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 Labor, Child labor & Illegal form of labor 	Employee Supplier & Contractor	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	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.
Sexual Harassment 	Employee Female worker Migrant 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 punishment in employee CoC document. 100% employee including migrant worker are refresh trained the whistle blowing channels as annually basis

2024 Remedial and Disciplinary Action

Issue	Unit	Remedial (% of case)	Verbal warning	Written warning	Training	Suspension	Court	Dismissal/ Resigned
Discrimination	42 Case	42 (100%)	10	9	18	1	1	3
Child and Youth Labor	0 Case	0	0	0	0	0	0	0
Forced Labor	41 Case	41 (100%)	8	19	9	0	0	5
Sexual Harassment	2 Case	2 (100%)	1	0	0	0	0	1
Harassment	82 Case	82 (100%)	27	19	31	0	0	5
Indigenous' rights	0 Case	0	0	0	0	0	0	0
Freedom of association rights	0 Case	0	0	0	0	0	0	0
Fine & Penalty	THB	0						

Grievance Mechanism and Remedy

Whistleblowing Process



Example of Remedy

- Compensate the overtime payment
- Retroactive for salary adjustment and bonus payment
- **Total remedy in 2024 41,364 THB**

**WHISTLEBLOWING CHANNELS FOR
EMPLOYEE AND STAKEHOLDERS
FOR reporting clues of human rights &
labor practices breach case**

Mail to:

Chairman of the Board/ Chairman of the
Audit Committee/ Chief Executive Officer/
Board of Directors/ Head of Internal Audit

CP Aextra Public Company Limited 1468
Phatthanakan Road, Phatthanakan
Subdistrict, Suan Luang District, Bangkok
10250 or

email: cgooffice@cpaxtra.co.th or

Telephone: 0-2067-9300 (Monday - Friday
08:00 AM - 12:00 PM, 13:00 PM - 17:00 PM)

Toll-free 1800019099 (Everyday 8:00 AM -
7:00 PM)

or

Website:

<https://www.cpaxtra.com/en/corporate-governance/whistleblowing>



• **Reference**

- United Nations Framework and Guiding Principles on Business and Human Rights (2011).
- Supplier Code of Conduct and Guideline CP All Public Company Limited.