



(Translation)

Human Rights Policy

Thanachart Capital Public Company Limited

2023

Human Rights Policy

1. Introduction

Thanachart Capital Public Company Limited ("the Company") is committed to operating business with responsibility towards all groups of stakeholders in the value chain in line with the principles of good corporate governance. The Company is well aware that respect of human rights is an important responsibility. Human rights are fundamental rights and freedom that have existed since birth and are equal for all individuals who should not be discriminated against, regardless of their ethnicity, religious belief, skin color, language, race, or any other status. Therefore, in order to prevent and avoid the violation of human rights of the stakeholders in the course of its business operations, the Company has developed a policy on human rights, taking into consideration in accordance with legal provisions and international human rights principles. The policy serves as a behavioral framework, which directors, executives, and employees of the Company and member companies under Thanachart Group are required to adhere to in the same manner.

2. Human Rights Practices towards Stakeholders

The Company upholds the important principle of respecting human rights and treats stakeholders by taking into consideration equality and refraining from discriminating against someone because of similarity or difference of sex, skin color, ethnicity, religious belief, race, language, culture, opinion, social status, or any other status. In addition, the Company does not support or condone any actions that directly or indirectly violate human rights. In this connection, the Company has developed the following guidelines for human rights practices towards stakeholders:

2.1 Practices towards Employees

- 1) The Company is committed to creating fair and equal employment opportunities, which covers the hiring process, compensation payments, welfare management practices, development of employee potentials, and performance appraisal as well as creation of career paths for employees, taking into consideration their knowledge, abilities, and performance.
- 2) The Company specifies that hiring and employment practices must be in accordance with the provisions of the laws. In this connection, the Company shall not hire illegal labor, labor without work permits, or child labor below the legal age limit. Moreover, it has established normal hours of work, overtime, holidays, and employee leave, ensuring that they are in accordance with the provisions of the laws.

- 3) The Company specifies that the payment of wages, overtime pay, welfare management practices, termination, and compensation for employees must be carried out fairly and be at least in accordance with the criteria prescribed by the laws.
- 4) The Company specifies that appropriate measures are implemented for occupational health and safety, as well as work environmental conditions. The purpose is to prevent and reduce the risks of accidents, hazards, and illnesses arising from work or environmental conditions at workplace.
- 5) The Company provides employees with opportunities to express their opinions or suggestions on issues related to employment, welfare benefits, and human rights. The purpose is for employees and the management to jointly address problems in an efficient manner.
- 6) The Company encourages employees to accept and respect diversity of individuals by regularly providing them with knowledge and understanding of human rights principles, prevention of violence, harassment, or threats that may occur to employees. The purpose is to prevent and reduce the risk of human rights violations.
- 7) The Company specifies that personal information of employees is handled in accordance with the provisions of the laws. Emphasis is placed on appropriately safeguarding the information. The purpose is to prevent loss, access, erasure, use, modification, or disclosure of the personal information without authorization or lawful permission, which may lead to a violation of employees' privacy rights. In addition, the Company provides employees with the right to handle their own personal information under the provisions of the laws.

2.2 Practices towards Customers

- 1) In its position as a financial services provider, the Company is committed to giving fair and sincere services to customers without taking advantages of them. As a result, the Company has established a policy on managing fair customer services, which covers end-to-end processes associated with customer service delivery. The purpose is to provide customers with not only complete and accurate product information but also fair services.
- 2) The Company is committed to developing its competitiveness and raising the quality of sustainable operations, taking into account responsible lending. As a result, the Company specifies human rights as one of the factors to be taken into account when considering loan applications. In this connection, the Company will not take into consideration any loan applications for individuals who commit or are involved in legal or moral offenses which include human rights violations such as use of forced child labor or human trafficking.

3) The Company specifies that the debt follow-up process must be in accordance with the provisions of the laws. In this connection, it must refrain from engaging in actions that violate human rights, including verbal intimidation, use of language which threatens and looks down upon others, or use of force which causes harm to borrowers or other persons.

4) The Company specifies that personal information of customers will be handled in accordance with the provisions of the laws. Emphasis is placed on appropriately safeguarding the information. The purpose is to prevent loss, access, erasure, use, modification, or disclosure of the personal information without authorization or lawful permission, which may lead to a violation of customers' privacy rights. In addition, the Company provides customers with the right to handle their own personal information under the provisions of the laws.

2.3 Practices towards Trading Partners

1) The Company expects trading partners to operate business in compliance with the provisions of the laws and the business ethics. In order to ensure that its trading partners have appropriate operations, take into consideration issues related to the society and the environment, respect human rights and treat labor fairly, the Company has specified that compliance with the relevant provisions of the laws, regulations, or requirements related to the respect of human rights serves as one of the conditions for considering or making purchases from the Company's trading partners.

2) The Company supports trading partners in hiring employees and using labor in accordance with the provisions of the laws. They shall not hire illegal labor, labor without work permits, or child labor below the legal age limit. In addition, they should establish normal hours of work, overtime, holidays, and employee leave, ensuring that they are in accordance with the provisions of the laws.

3) The Company supports trading partners not only in paying compensation and providing welfare benefits to employees fairly and without discrimination, but also in implementing occupational health and safety measures as well as providing appropriate working conditions. The purpose is to prevent and reduce the risks of accidents or illnesses caused by work.

4) The Company encourages trading partners to respect diversity of individuals and not to support or ignore any use of violence, harassment, or threats which may occur in the workplace. In case when there is an incident of human rights violation, the Company expects its trading partner to take appropriate corrective and remedial actions to help those affected by the problem.

2.4 Practices towards the Society

- 1) The Company is committed to operating business with social responsibility. It arranges not only for analysis of expectations but also for management of impacts on stakeholders in the value chain from upstream to downstream. Additionally, it has established guidelines for social and environmental practices which are in accordance with the relevant laws and regulations.
- 2) The Company arranges for continuous implementation of not only activities for promoting financial knowledge but also activities for social development. The purpose is for the Company to take a participatory role in contributing to the improvement of people's quality of life. All groups in the society will be encouraged to gain the body of knowledge and provided with opportunities to access financial services to narrow social gaps which may give rise to human rights issues.
- 3) The Company provides stakeholders with opportunities to express their opinions, whistleblow or file complaints through its complaints channels in relation to human rights violation cases which involve directors, executives or employees of the Company or its affiliated companies. In this connection, the Company not only will take action to deal with the complaints but also will establish measures for preventing similar future incidents.

3. 360-Degree Human Rights Audit Process

The Company is committed to developing a 360-degree human rights audit process with an aim to ensure that its operations do not contribute to human rights violations throughout the value chain. In this connection, it not only analyzes risk issues but also assesses their likelihood and impacts. In addition, it establishes guidelines for preventing the risks, addressing problems, and remedying impacts in cases there are human rights violations. Moreover, the Company will arrange for continuous monitoring and reporting on human rights issues. The information of the related activities will be disclosed in annual reports.

4. Whistleblowing, Complaints, and Remedial Actions

The Company will refrain from engaging in or supporting any action that may give rise to human rights violations. In this connection, the Company provides employees and stakeholders with opportunities to whistleblow or file complaints about human rights violations which involve directors, executives, or employees of the Company or its affiliated companies. The details related to whistleblowing, complaints, and remedial actions are as follows:

4.1 When human rights of an employee or stakeholder are violated, or when they witness or are impacted by actions that violate human rights, they can whistleblow or file complaints through any of the following channels:

- 1) Directly through the Chairman of the Board of Directors,

- 2) Directly through the Chairman of the Audit Committee,
- 3) Directly through the Chief Executive Officer,
- 4) Directly through supervisors, or
- 5) Through the Company's website (<https://www.thanachart.co.th>).

4.2 After the recipient of the clue or complaint checks evidence and facts and finds reasonable grounds to believe that a human rights violation has actually occurred, they have to take immediate action to address the problem or resolve the cause of the problem. In case the incident is outside the scope of their authority to act, they have to report it to the next level of authority for consideration and instruction.

In this connection, in case the human rights violation is complicated or severe, the Company specifies that a fact-finding committee has to be established for the purpose of ensuring fairness to all the parties concerned.

4.3 The Company specifies that the victims or those affected by human rights violations will be reasonably compensated and that disciplinary action will be taken against the violators in accordance with the Company's work regulations. In addition, the work units concerned are required to participate in the discussion on development of the measures for preventing or mitigating the risks which may give rise to similar human rights violations in the future.

4.4 The Company will provide protection to the victims, those affected by the violations, or whistleblowers against dangers, damage, or unfairness as a result of their cooperation with the Company in considering the human rights violation incidents. Importantly, the Company will maintain confidentiality of the information related to the victims, those affected by the violations or whistleblowers. Access to the information will be limited to only those responsible for checking the facts.