Berli Jucker Public Company Limited
บริษัท เบอร์ลี่ ยุคเกอร์ จำกัด (มหาชน)

Human Rights Report and Assessment

Support Answer: Human Rights

Topic: Human Rights Due Diligence Process, Human Rights Assessment, Human Rights Mitigation & Remediation

Reporting Period: 1 January 2023 to 31 December 2025

Berli Jucker Public Company Limited (hereinafter referred to as "BJC") recognizes the importance of human rights and all stakeholders, especially those who closely engage with business operations, which include employees, customers, suppliers, and nearby communities. Therefore, BJC has conducted a Human Rights Risk Assessment or Human Rights Due Diligence to manage and oversee human rights within the company for the benefit of stakeholders.

Human Rights: BJC defines human rights as the rights inherent to all human beings, regardless of race, gender, nationality, ethnicity, language, religion, or any other status. Human rights include the right to life and liberty, freedom of opinion and expression, the right to work and education, and many more. Everyone is entitled to these rights, without discrimination or harassment.

Human Rights Due Diligence

1. Policy and Commitment

BJC has established policies relating to the management of human rights to be a guideline for overall operations and to oversee the human rights of the stakeholders. The key policies are listed as follows:

- The Business Code of Conduct is a framework for conducting business in order to comply with good corporate governance by identifying guidelines for actions related to human rights both directly or indirectly so that all employees understand and can comply correctly and appropriately.
- The Supplier Code of Conduct is a framework for the business operations of suppliers or partners to comply with the Business Code of Conduct of BJC. Therefore, the content regarding the management of human rights of suppliers or partners is defined so that they can implement it appropriately.
- Human Rights Policy is an outline of various approaches relating to human rights and stakeholders. This includes operation, culturalization, education, problem-solving, and remedies or compensation, so that human rights of the company are in line with good international principles.
- Diversity and Inclusion Management, and Non-Discrimination Policy is the guideline for managing diversity of gender, age, race, religion, skin color, disability etc. The purpose of the policy is to ensure the acceptance of diversity, to promote appropriate practices amongst employees, as well as to prevent sexual and non-sexual harassment.

- Employee Treatment and Living Wage Policy defines the guideline to ensure that employee treatment, compensation and benefits are adequate and sufficient for the employees to live with dignity.

In addition, BJC is committed to creating a corporate culture where everyone respects each other's human rights, accepts diversity, and embraces equality and inclusion. It is defined in corporate culture "W-I-N-N-I-N-G", which I = Inclusion and Diversity, so that all employees respect and accept differences and treat others equally and appropriately.

2. Human Right Assessment

The document is Human Rights Assessment of Berli Jucker Public Company Limited. BJC presents this document in order to demonstrate that BJC has proactively assessed potential human rights issues in 2023. The human rights – related topics covered in the assessment included forced labor, human trafficking, child labor, freedom of association, right to collective bargaining, equal remuneration discrimination, health, and safety.

The human rights assessment has been conducted with BJC's own operations, joint ventures, suppliers, and contractors and are assessed as follows:

Category	% of total assessed in last 3 years	% of total assessed where risks have been identified	% of risk with mitigation actions taken
Own Operations (including Joint Ventures where the company has management control): as a % of FTEs	**100**	**6.42**	**100**
Contractors and Tier 1 Suppliers: as a % of contractors or Tier 1 Suppliers	**100**	**0.27**	**100**
Joint Ventures (including stakes above 10%): as a % of joint ventures	**100**	**12.50**	**100**

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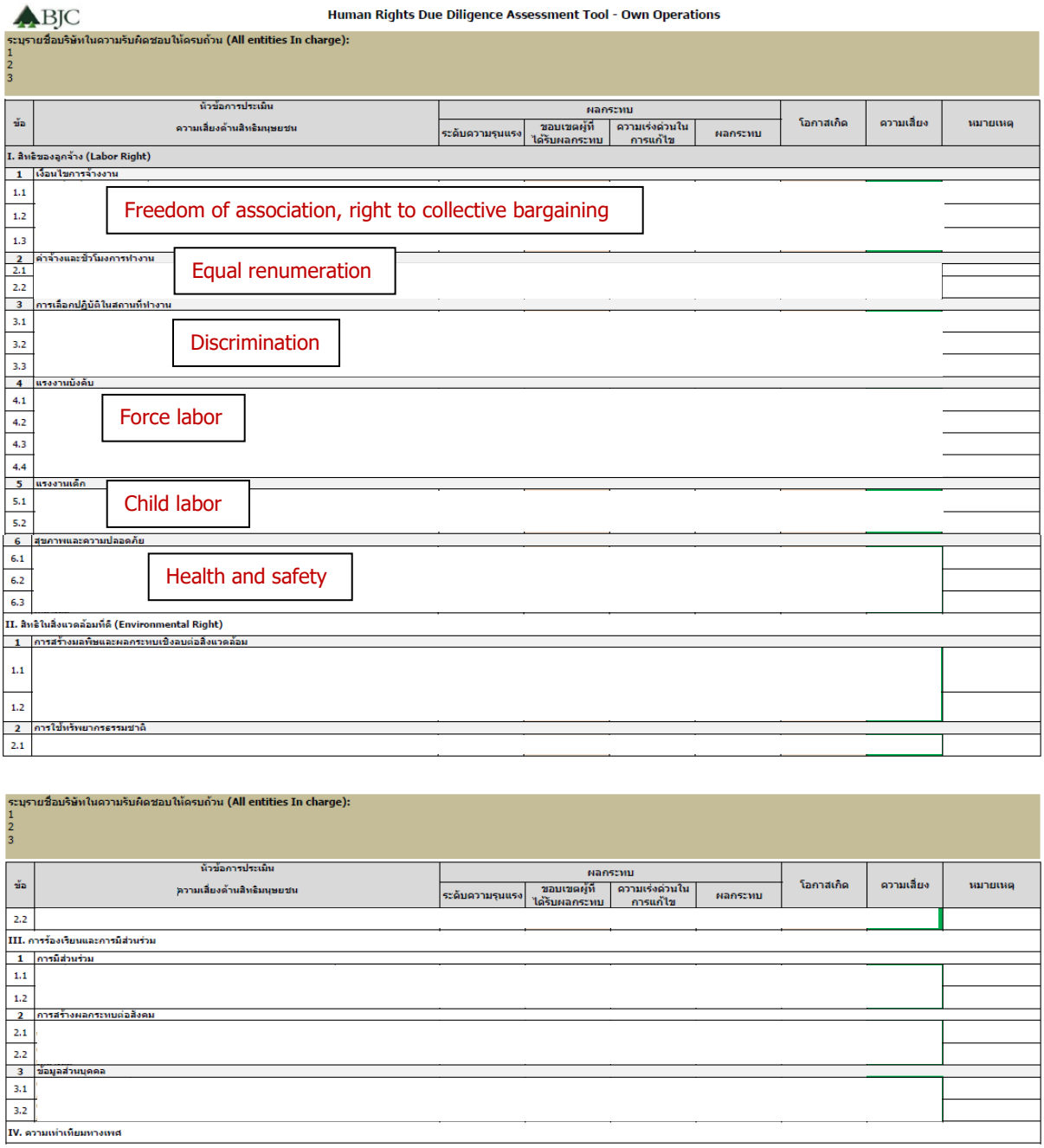
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Questionnaire Example for Own Operations, Joint Ventures, Suppliers and Contractors



BJC — Human Rights Due Diligence Assessment Tool - Own Operations

ระบุรายชื่อบริษัทในความรับผิดชอบให้ครบถ้วน (All entities In charge):
1
2
3

ข้อ	หัวข้อการประเมิน ความเสี่ยงด้านสิทธิมนุษยชน	ผลกระทบ: ระดับความรุนแรง	ผลกระทบ: ขอบเขตผู้ที่ได้รับผลกระทบ	ผลกระทบ: ความเร่งด่วนในการแก้ไข	ผลกระทบ	โอกาสเกิด	ความเสี่ยง	หมายเหตุ
I. สิทธิของลูกจ้าง (Labor Right)								
1	เงื่อนไขการจ้างงาน							
1.1								
1.2								
1.3								
2	ค่าจ้างและชั่วโมงการทำงาน							
2.1								
2.2								
3	การเลือกปฏิบัติในสถานที่ทำงาน							
3.1								
3.2								
3.3								
4	แรงงานบังคับ							
4.1								
4.2								
4.3								
4.4								
5	แรงงานเด็ก							
5.1								
5.2								
6	สุขภาพและความปลอดภัย							
6.1								
6.2								
6.3								
II. สิทธิในสิ่งแวดล้อมที่ดี (Environmental Right)								
1	การสร้างมลพิษและผลกระทบเชิงลบต่อสิ่งแวดล้อม							
1.1								
1.2								
2	การใช้ทรัพยากรธรรมชาติ							
2.1								

Freedom of association, right to collective bargaining

Equal renumeration

Discrimination

Force labor

Child labor

Health and safety

ระบุรายชื่อบริษัทในความรับผิดชอบให้ครบถ้วน (All entities In charge):
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2.2								
III. การร้องเรียนและการมีส่วนร่วม								
1	การมีส่วนร่วม							
1.1								
1.2								
2	การสร้างผลกระทบต่อสังคม							
2.1								
2.2								
3	ข้อมูลส่วนบุคคล							
3.1								
3.2								
IV. ความเท่าเทียมทางเพศ								

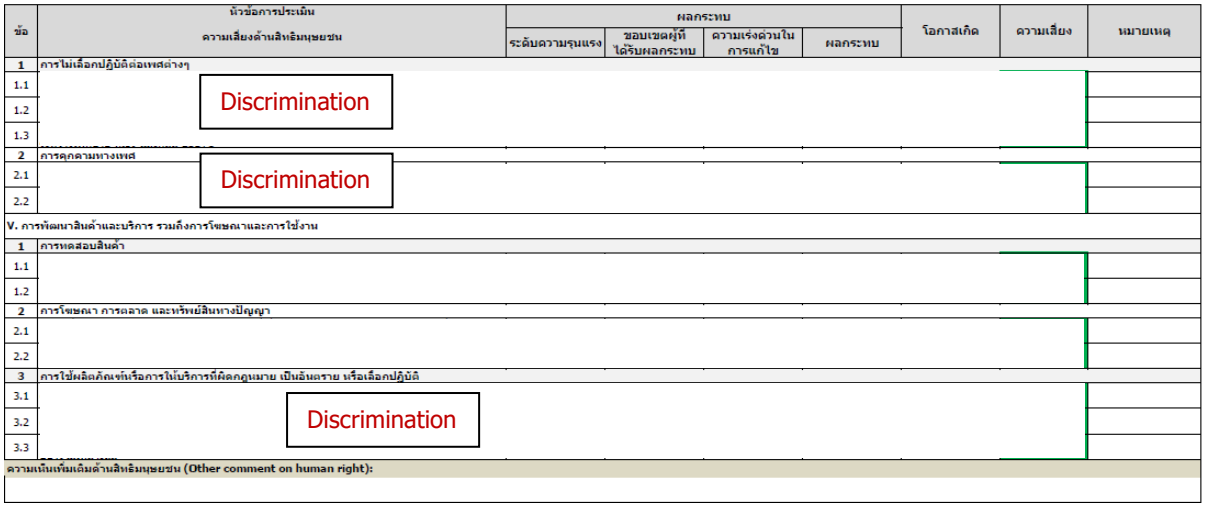
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2.1 Human Rights Assessment of the Company

To be able to fully and effectively analyse risks or issues related to human rights in the company, BJC then utilize data from various sources and channels as follows;

1) Whistleblowing channels and complaints
2) Employee engagement survey and customer satisfaction survey
3) The human rights survey, which is a survey of employees on the company's human rights, is performed with 100% of employees every three years, and each year there is an extra thematic survey based on the year's current challenges to gather insight and to conform with the current situation.
4) Audit from Group Internal Audit Department (If any)

BJC has completed the 2023 Human Rights Survey by distributing it to employees, including joint ventures, for their responses to questionnaires. These questionnaires aim to understand any challenges or risks related to human rights that employees might face at work. Additionally, another survey has been distributed to employee representatives across different departments. This survey focuses on exploring the human rights situations of suppliers, contractors, customers, and communities connected with BJC, ensuring coverage of all significant stakeholders.

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The Sustainability and Risk Management Department will gather data to analyze the main issues reported by the majority of employees. Subsequently, these matters will be discussed within relevant departments to determine appropriate management approaches. This includes implementing mitigation actions and remedies, if necessary, as well as emphasizing preventive planning to prevent similar issues from occurring in the future. The key human rights risk within the company for the year 2023 is summarized as follows:

(1) Environmental Management Risks

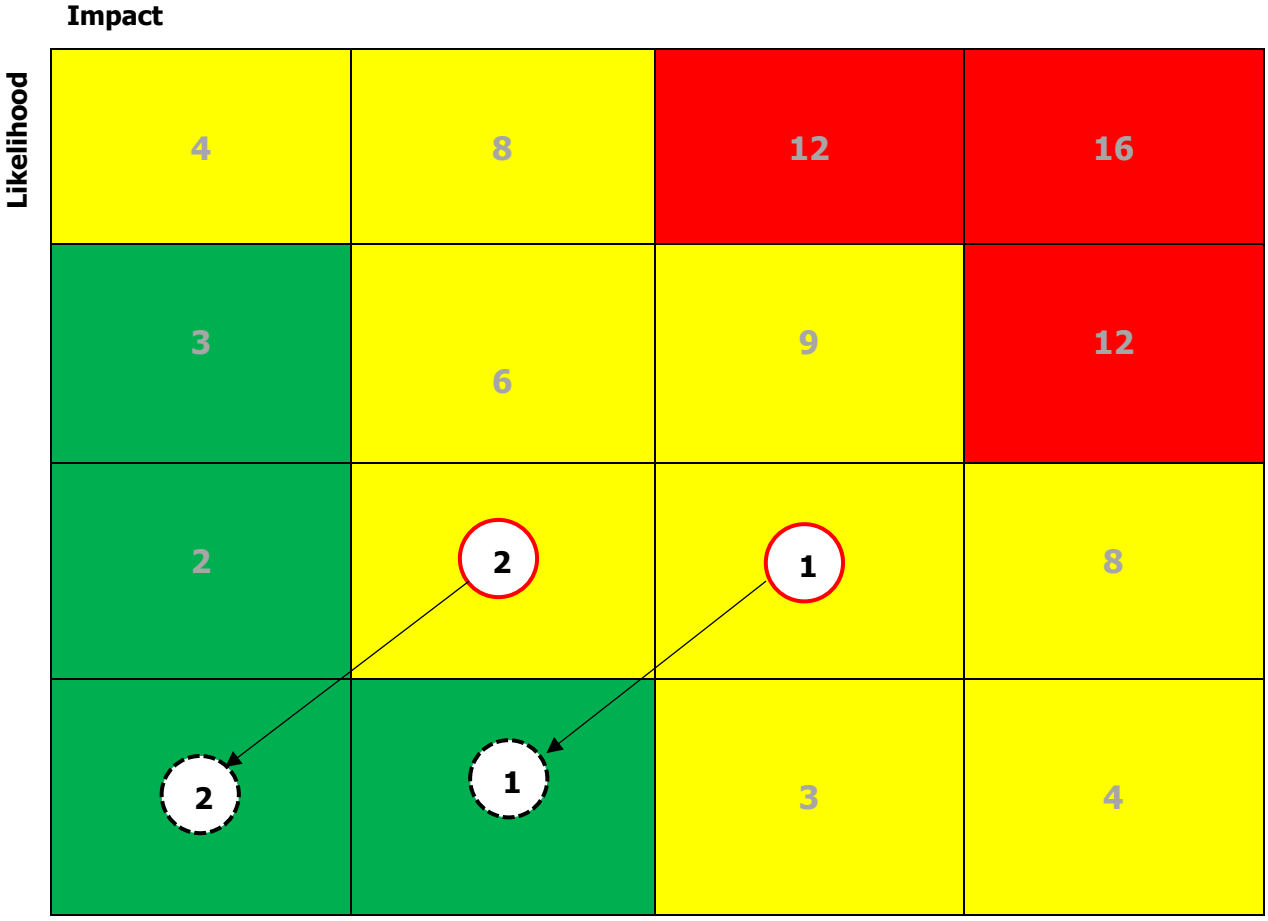
The environmental management practices at BJC's factories and operating sites carry significant implications for the well-being of surrounding communities. These communities are vital stakeholders whose quality of life and health can be directly impacted by the company's operations. Poor environmental management can lead to adverse effects such as air and water pollution, which can cause respiratory issues, waterborne diseases, and other health problems. The generation of industrial waste, if not properly managed, can contaminate local ecosystems, affecting both the environment and the livelihoods of community members who depend on these natural resources. Additionally, excessive dust from manufacturing processes can degrade air quality, leading to further respiratory complications. These risks highlight the critical importance of robust environmental management to protect the health and well-being of surrounding communities.

(2) Health and Safety of Employees

BJC's manufacturing operations inherently involve health and safety risks due to the nature of the business. Employees at factories are routinely exposed to high levels of heat, for example, in glass production processes that require extreme temperatures. This exposure can lead to heat-related illnesses, such as heat stress and heatstroke. Additionally, the constant noise from machinery and equipment poses significant risks, including hearing loss and increased stress levels. Additionally, the constant noise from machinery and equipment poses significant risks, including hearing loss, increased stress levels, and sleep disturbances, which can affect overall well-being and job performance.

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Remark: = Risk impact Before action taken

= Risk impact After action taken

Impact		Likelihood	
1	It has little impact on the company or the rights of stakeholders.	1	It is less likely to happen.
2	It has moderate impact on the company and stakeholders.	2	It has moderate likelihood of occurrence.
3	It has significant impact on the company and stakeholders.	3	It is very likely to happen.
4	It has utmost critical impact on the company and stakeholders.	4	It is most likely to happen.

2.2 Human Rights Assessment of Suppliers/Business Partners

BJC recognizes the importance of all suppliers in the supply chain since they play a vital role in maintaining sustainability of the company. Hence, the human rights of suppliers are the components that should be accessed appropriately. BJC has conducted human rights assessment of suppliers as follows:

1) Risk assessment of supplier's process
2) On-site assessment of critical suppliers
3) Human rights survey for supplier representatives

According to the above assessments, the following points of human rights risks can be summarized:

(1) Safety Equipment for Employees

Ensuring that suppliers provide adequate and high-quality safety equipment is essential to protecting the health and well-being of workers. This aspect is crucial because inadequate or substandard safety equipment can lead to severe injuries, long-term health issues, and even fatalities. As part of BJC's value chain, suppliers play a pivotal role in upholding the company's commitment to safety and human rights. Therefore, rigorous assessment and monitoring of suppliers' adherence to safety equipment standards are paramount to maintaining a responsible and ethical supply chain.

(2) Environmental Management to Avoid Violation of Human Rights in Local Communities

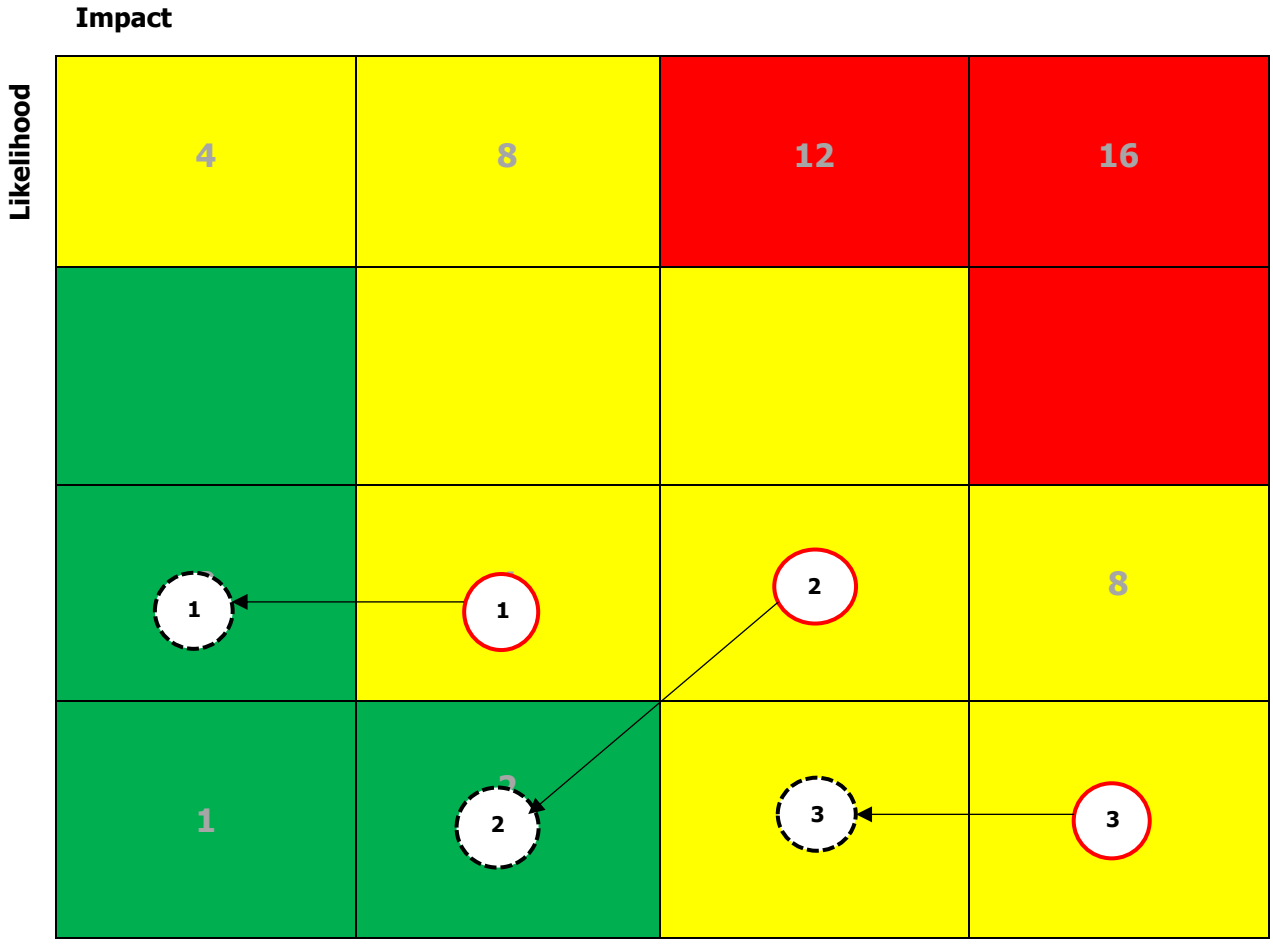
BJC places great importance on its suppliers' environmental management practices to avoid human rights violations in local communities. Effective environmental management by suppliers is crucial in preventing pollution, conserving natural resources, and ensuring the health and well-being of nearby residents. By ensuring that suppliers adhere to stringent environmental standards and practices, BJC not only safeguards the environment but also upholds the human rights of those living in the area of its operations.

(3) Employment Conditions, Leave Policies, and Compensation for Full-Time Employees

The risk of BJC's business partners establishing inappropriate employment conditions, leave policies, and compensation for permanent employees that do not comply with the law is critically important for BJC. Such non-compliance can lead to significant legal consequences for BJC, including fines, lawsuits, and damage to its reputation by association. Furthermore, unfair or unlawful employment practices among business partners can result in low employee morale, high turnover rates, and difficulty in attracting and retaining talent within those partner organizations. This can disrupt the supply chain and affect the overall efficiency and reliability of BJC's operations. Ensuring that business partners maintain fair, equitable, and legally compliant employment practices is essential for protecting BJC’s reputation, maintaining a stable and motivated supply chain, and avoiding potential legal issues that could impact BJC's business continuity and ethical standing.

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Remark: ○ = Risk impact Before action taken
○ = Risk impact After action taken

Impact		Likelihood	
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4	It has utmost critical impact on the company and stakeholders.	4	It is most likely to happen.

3. Mitigation Plans and Actions

Following the collection of results from the Human Rights Risk Assessment Survey, the Sustainability and Risk Management Division will collaborate with relevant departments to provide risk management solutions and recommendations to reduce risk into risk-appetize (Acceptable and appropriate risk level). The guidelines are applied to all business units and subsidiaries under BJC such as factories, warehouses and stores. Risk issues have been identified and planned for management as follows:

(1) Environmental Management Risks

BJC factories mitigate environmental impact through several measures. For example, they implement advanced air filtration systems and use water spray to prevent dust from spreading to communities. Water filtration and treatment systems are also in place to prevent water pollution and protect local water sources. For waste management, they ensure that waste is disposed properly and in accordance with environmental regulations to prevent contamination of soil and water sources. Additionally, they monitor environmental impact regularly and engage with local communities to address concerns and ensure compliance with environmental standards.

(2) Health and Safety of Employees

To mitigate the health and safety risks associated with their manufacturing operations, BJC has implemented several proactive measures. Regular safety training refresh sessions are conducted to ensure that all employees are up-to-date on the latest safety protocols and best practices, enabling them to navigate potential hazards effectively.

To mitigate the risks associated with heat and noise exposure, BJC provides heat and hearing protection devices to employees. Regular health checks, including hearing tests, are conducted to monitor and maintain employees' health, ensuring early detection and management of any adverse effects caused by the work environment.

Information on health and safety is continuously updated and communicated through notice boards strategically placed throughout the facilities. This ensures that employees are always informed about the latest safety measures, potential hazards, and any changes in safety protocols.

Additionally, BJC has implemented a whistleblowing system that allows employees to report safety concerns or violations anonymously. This system fosters a culture of accountability and vigilance, encouraging workers to actively participate in maintaining a safe and healthy workplace.

From the mitigation plans mentioned above, these comprehensive plans have been meticulously established and executed across affected operations, spanning a total of 1,778 own operation sites, which include 1 head office, 10 factories, 12 distribution centers and 1,755 stores.

For the case of human rights risks in suppliers/business partners, BJC has summarized the following mitigation plans and actions as listed below:

(1) Safety Equipment for Employees

Mitigating human rights risks related to safety equipment for employees involves implementing several key strategies. Firstly, BJC conducts thorough assessments of potential and current suppliers to ensure they provide high-quality, certified safety equipment that meets international safety standards. These assessments include regular audits and inspections of suppliers' facilities and equipment to verify compliance. BJC also requires suppliers to provide documentation and evidence of their safety practices and equipment quality. This includes certificates of compliance, safety test results, and records of regular maintenance and inspection of safety gear. Moreover, BJC integrates a feedback and reporting system, allowing employees and stakeholders to report any concerns or violations related to safety equipment. This system ensures transparency and accountability within the supply chain, enabling BJC to address issues promptly and effectively.

(2) Environmental management to avoid violation of human rights in local communities

BJC actively supports its suppliers in developing environmentally responsible work processes. BJC assists agricultural suppliers in reducing chemical use and transitioning to Good Agricultural Practices (GAP) standards in agriculture. BJC also conducts comprehensive training on sustainability for its suppliers, covering all aspects of Environmental, Social, and Governance (ESG) criteria. These initiatives help suppliers adopt eco-friendly practices, minimizing environmental impact and promoting community well-being. Through these measures, BJC reinforces its commitment to ethical business practices and corporate social responsibility, ensuring a sustainable and respectful value chain.

(3) Employment conditions, leave policies, and compensation for full-time employees

To mitigate the risk of suppliers' non-compliance with employment conditions, leave policies, and compensation laws, BJC has implemented a comprehensive supplier management program. This program begins with the development of a Supplier Code of Conduct that outlines compliance expectations, ensuring that all suppliers agree to these standards. A pre-qualification process has been put in place for onboarding new suppliers, which includes a review of their compliance records. Arranging audits and assessments within appropriate timelines to monitor adherence to Supplier Code of Conduct and required standards.

In addition, BJC arranges training sessions to communicate and share best practices to help our suppliers understand and meet compliance standards. BJC also provides mechanisms for workers at supplier facilities to report non-compliance confidentially through our Whistleblowing system. A structured approach to non-compliance, including corrective action plans and follow-up audits, will help address any issues that arise. Additionally, participating in industry initiatives and advocating for higher labor standards will contribute to improving compliance across the supply chain.

By implementing these measures, BJC believes that we can reduce the risk of suppliers' non-compliance with employment conditions, leave policies, and compensation laws, thereby protecting our reputation and ensuring ethical standards throughout our supply chain.

Responsible Departments: Sustainability and Risk Management Department, Procurement, SHE.

4. Monitoring and Communication

BJC has monitored the management of human rights by human resources department, internal audits department and sustainability and risk department on a regular basis. The process is done under the complaints and suggestions channel and employee surveys to navigate problems and review the process of risk management. This is one of the risk management systems of the company.

Two ways communications are applied when educating and communicating with the employees. The company regularly communicates information about human rights to all employees to shore knowledge, raise awareness, create a corporate culture and to encourage appropriate practices. Emails, social media platforms, recreational activities, and trainings are the main tools for communication. On the other hand, there is a communication from employees to responsible persons or representatives of the company to know the problems or risks they have, and to hear about planning for improvement or to make management more appropriate and effective. This is done through annual surveys and whistleblowing channels.

BJC also uses the company's website and sustainability report to communicate to other stakeholders, as well as providing channels for stakeholders to communicate issues or risks related to human rights to the company, in order for the company to plan and continue to manage risks appropriately.

5. Remediation and Grievance Mechanism

BJC has established a process of receiving complaints, correcting actions, providing justice, punishing the perpetrators and compensating the victims appropriately. If there is a case relating to human rights occurs, the responsible departments will report the issues to human resources management. Following this process, the investigation will take place to navigate the roots of the problems. The committee for investigation will also be appointed to Establish a Commission of Inquiry to consider and convict those who commit crimes in accordance with the company's requirements and/or consider legal action in case of wrongdoing in violation of the law, as well as to consider remedies for those affected appropriately.

In terms of compensation, in addition to providing justice to all parties, BJC also focuses on treating those who have been subjected to human rights abuses in both monetary and non-monetary ways. With a compliance with the law, BJC place importance on rehabilitation and care for both physical and mental health conditions, as well as putting great emphasis on preventive planning so that the case does not happen again. The compensation can be categorized as follows:

1. Monetary Compensation

    - Claims for physical and mental recovery: the cost of maintaining and recovering the physical and mental health of those affected.
    - Socioeconomic claims: expenses for material damages and opportunity costs.

2. Non-monetary Compensation

    - The rehabilitation of physical and mental health: in addition to monetary compensation, other actions may be required for recovery.
    - Satisfaction is our focus to strengthen the relationships between the company and those who are affected. This may include expressing regrets and apologies in public and private, along with long-term care.
    - The prevention of recurrence is ensured for those who are affected and stakeholders. This is to prevent a repetition in the future.

Types of Remediation Actions

BJC has identified the following types of remediation actions;

1. Immediate remediation actions refer to the remediation actions that must be executed immediately when an incident occurs.

2. Remediation actions related to BJC's policy, law and regulations refer to the steps.

3. or process of remediation actions, stated in the company's policy, law or regulations.

4. Long-term remediation actions refer to longer-term of remediation actions taken place in a period of time such as rehabilitation.

In 2023, apart from above-mentioned issues, there is no other issue relating to human rights, discrimination and harassment arisen at BJC, so the company does not have remedies in any other matter.