

Osotspa Human Rights Due Diligence Report

2023/2024

Human Rights Due Diligence Process

Osotspa Public Company Limited ("Osotspa") recognizes that respecting human rights is essential for achieving business success and sustainability. The Group acknowledges the importance of human rights and believes that they are inherent to all individuals, regardless of their race, gender, color, language, religion, education, culture, social status, property, political opinion, residential territory status, or any other legal or binding commitment.

In 2022/23, Osotspa conducted a Human Rights Due Diligence process (HRDD) that was implemented in accordance with international standards, including the UN Guiding Principles (UNGPs) on Business and Human Rights. The Group will review the HRDD process, annually and reconduct every three years to ensure its continued effectiveness.

The HRDD process aims to identify and assess actual and potential human rights issues associated with Osotspa's operations, joint ventures, business partners, and value chain. The goal is to establish preventive measures to mitigate potential human rights risks and impacts, as well as remediation actions to address any human rights violations caused by the Group's activities that affect the rights holders.



Reference: The UN Guiding Principles on Business and Human Rights (UNGPs)

Policy Commitment



Osotspa Public Company Limited and the Group of Companies (“The Group”)’s Human Rights Policy covers all of the Group’s own operations as well as its relevant stakeholders and rights holders in the value chain, which consists of all employees, suppliers, contractors, business partners, joint ventures, and other business relations including new mergers and acquisitions, as well as customers, consumers and communities. The policy also applies to groups at risk/ vulnerable groups (comprised of women, pregnant women, children, LGBTQI+, elderly, people with disability, migrant workers, third-party employees, indigenous people, and local communities) that may be affected by the Companies’ business and associated activities.

The policy commits in all our own operations and value chain activities to:

- Prohibit all forms of human trafficking activities and the use of forced and child labor by all relevant stakeholders and rights holders
- Have zero tolerance for all forms of discriminatory actions and harassment (i.e., sexual and non-sexual harassment) towards all relevant stakeholders and rights holders
- Respect the freedom of expression, the freedom of association, and the right to collective bargaining of all employees
- Respect and promote equal remuneration, fair working conditions, wages, working hours, the right to disconnect, and the health and safety of all employees
- Respect the right to digital security and right to privacy of all relevant stakeholders and rights holders
- Respect access to culture of all relevant stakeholders and rights holders
- Respect access to water and sanitation and adequate standard of living of all relevant stakeholders and rights holders
- Respect the rights of vulnerable groups, including the rights of women and girls, the rights of indigenous peoples, and the rights of refugees and migrants
- Commit and support the implementation of the principle of free, prior, and informed consent
- Commit not to use security forces that conduct any form of human rights abuses or violations



Human Rights Policy: <https://sustainability.osotspa.com/storage/document/policy-and-guidelines/human-rights-policy-en.pdf>

Assessing Actual and Potential Impacts



Osotspa has conducted a Human Rights Risk Assessment (HRRRA) as part of its Human Rights Due Diligence (HRDD) process, with the aim of identifying any human rights issues that may be associated with the Group's own business operations and value chain activities. This assessment covers all of Osotspa's operations, and value chain, including subsidiaries, and joint ventures in which the Group has management control, and will be systematically reviewed annually and when there're significant changes in the business operations. Any new business relationships, such as mergers and acquisitions, will also be included in the risk identification process.

The primary objectives of the HRRRA are to identify, prevent, and mitigate any potential human rights risks or issues by implementing appropriate remediation actions within Osotspa's own operations, associated activities, and throughout its value chain.

Assessing Actual and Potential Impacts

Human Rights Risk Assessment Process



Assessing Actual and Potential Impacts

Human Rights Risk Identified and Assessed



Employee Rights

- Working Condition of Employees
- Health and Safety of Employees
- Discrimination and Harassment
- Freedom of Association and Right to Collective Bargaining
- Illegal Forms of Labors including Child Labor, Forced Labor and Human Trafficking



Supplier and Contractor Rights

- Working Condition of Suppliers and Contractors
- Health and Safety of Suppliers and Contractors
- Discrimination and Harassment of Suppliers and Contractors
- Discrimination in Procurement



Community Rights

- Health and Safety of Community
- Standard of living, access to water and sanitation in the communities
- Land acquisition and Forced re-settlement
- Security Forces/ Security Personnel Management



Customer and Consumer Rights

- Health and Safety of Customers/ Consumers
- Discrimination & Harassment of Customers/ Consumers
- Cybersecurity and Data Privacy

Vulnerable Groups

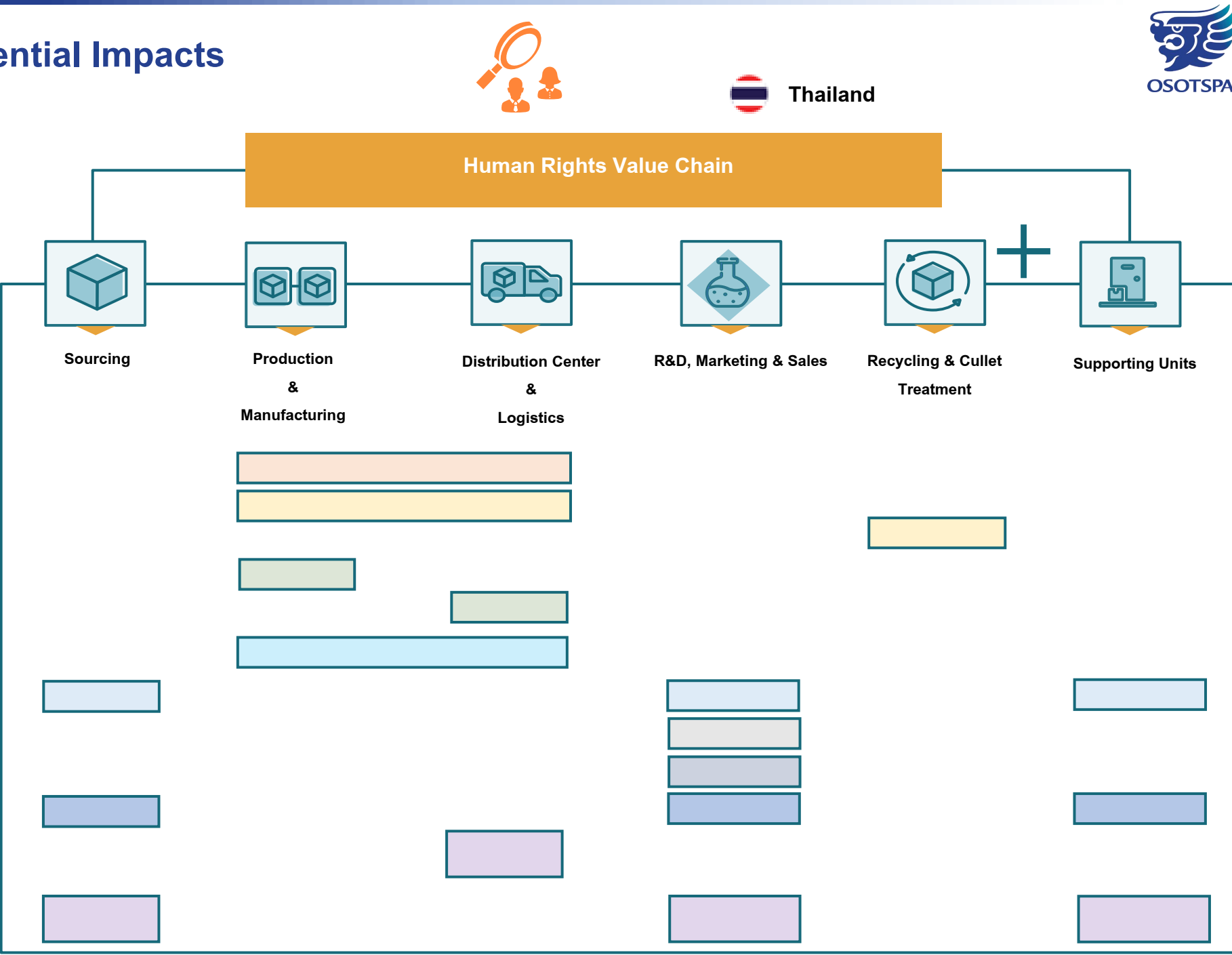
Women, Pregnant Women, Children, Indigenous People, Migrant Workers, Third Party Employee, Local Communities, Elderly, LGBTQI+

Assessing Actual and Potential Impacts

Scope of Assessment

Osotspa has assessed all **100% of operational sites** throughout the Group's entire value chain. Each site is responsible for different activities within the value chain as illustrated here:

Total operational sites: <u>16 sites</u>		
Osotspa	Beverage Operations	2 sites
	Glass Operations	3 sites
	Glass Recycling Center	1 site
	Personal Care Operation	1 site
	Personal Care Warehouse	1 site
	Healthcare Operation	1 site
	Office Building	1 site
Subsidiaries	OYURA	1 site
	O2C	1 site
	Innovation of Experience	1 site
	Asia Vending Machine Warehouse	2 sites
	Asia Vending Machine Office	1 site

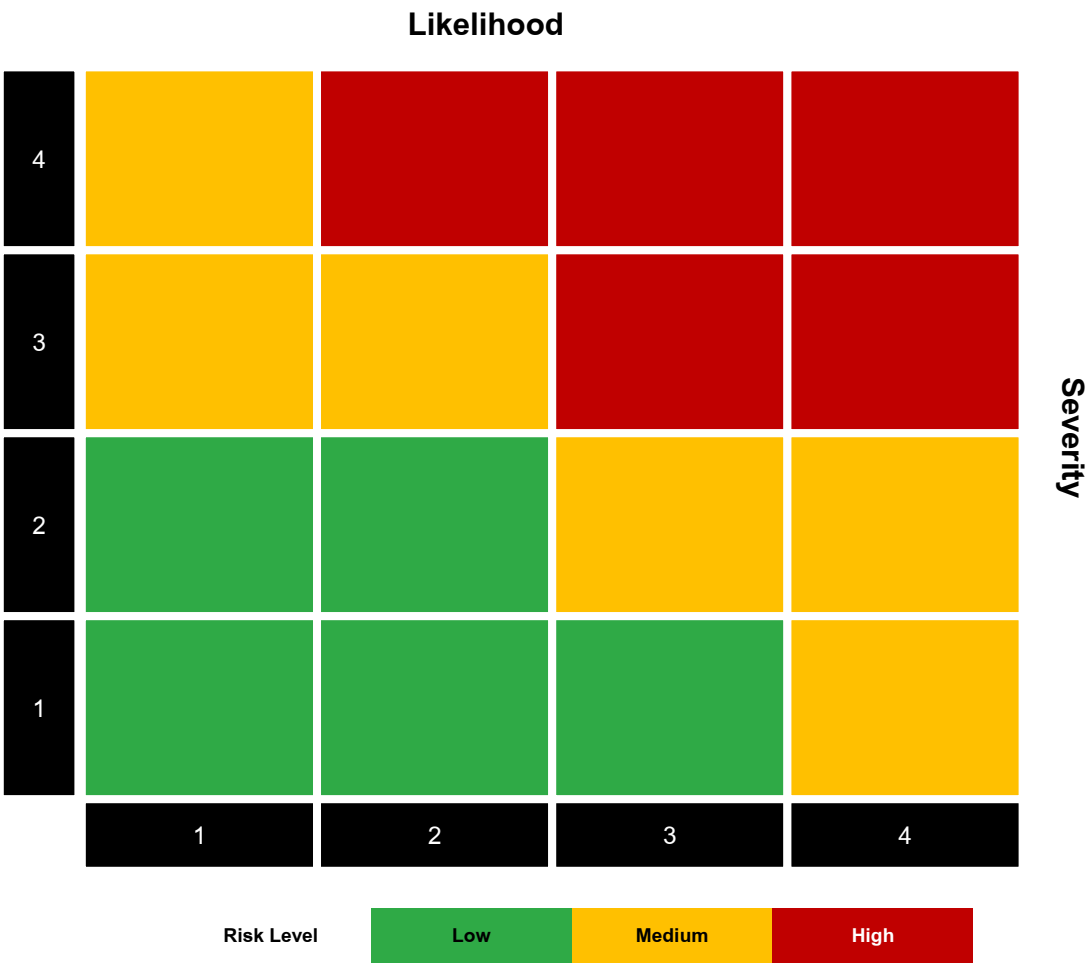


Assessing Actual and Potential Impacts

Human Rights Assessment Criteria



- Osotspa will conduct a human rights risk assessment using a risk matrix to determine the level of significance of each risk. The matrix will evaluate the severity and likelihood of each risk, taking into account its scale, scope, and remediability.
- By using this approach, Osotspa will be able to prioritize and manage human rights issues based on their level of risk. Issues that are considered "salient" are those that have been ranked as "High" risk. The company will prioritize managing and addressing these salient issues to reduce their severity and/or likelihood.



Assessing Actual and Potential Impacts

Human Rights Salient Issues (2022)



Own Operations

100%

- ❖ 100% (total of 16 sites) of Osotspa's operational sites were assessed on human rights risks.

25%

- ❖ 25% (4 out of 16 sites) of Osotspa's operational sites, were identified with human rights risks.
- ❖ The human rights risks identified were:
 - Employee Health and Safety
 - Employee Discrimination and Harassment
 - Supplier/ Contractor Health and Safety
 - Community Standard of Living
 - Customer/ Consumer Health and Safety

100%

- ❖ 100% (4 out of 4 sites) of Osotspa's operational sites identified with human rights risks, have mitigation actions taken
- ❖ Moreover, all operational sites (16 sites) have mitigation measures implemented to control potential and actual human rights risks and impacts

Integrate Findings and Take Appropriate Action



By conducting thorough human rights risk assessments, Osotspa is able to identify and prioritize the most significant human rights concerns (i.e., salient issues) within its operations and value chain. These findings are then integrated into the Group's existing controls, actions, and measures, with the aim of continuously evaluating and enhancing their effectiveness in addressing these risks.

Furthermore, the insights gained from the risk assessment process are used to identify and implement appropriate additional measures aimed at reducing the overall risk level and preventing similar risks from arising in the future. Through this proactive approach, Osotspa is able to effectively mitigate potential human rights violations and ensure the protection of human rights throughout its operations and value chain.

Integrate Findings and Take Appropriate Action



Human Rights Issues:

Employee Health and Safety

Affected Rights Holders and Vulnerable Groups:

Employees and vulnerable groups including women, migrant workers, LGBTQI+ etc.

Operational Site(s) at-risk:

- Glass Operations

(Health and safety of employees is Osotspa's priority in every operational sites, due to the inherent nature of the activities in glass operations, it was raised as salient in the operations)

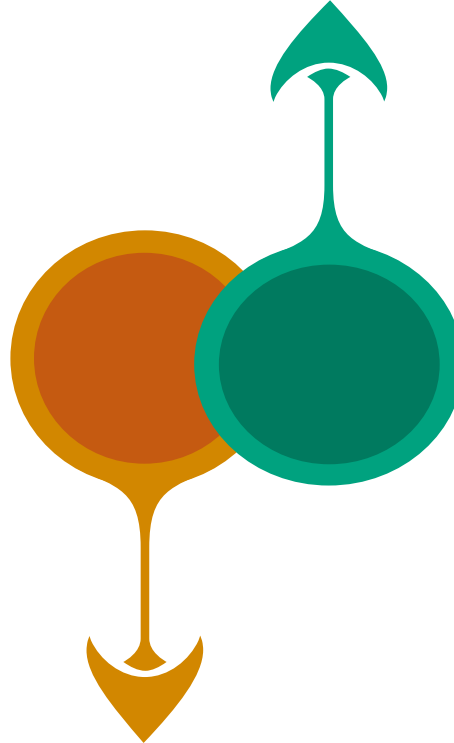
Potential Human Rights Risks:

- Work-related accidents (e.g., accidents from machinery malfunctions, injuries while operating machinery, injuries from handling sharp objects such as glass, injuries from operating machinery with extreme heat)

Relevant human rights based on the principles from International Bill of

Rights which consist of the Universal Declaration of Human Rights (UDHR), the International Covenant on Civil and Political Rights (ICCPR), and the International Covenant on Economic, Social and Cultural Rights (ICESCR)

- 25. Right to enjoy just and favorable conditions of work (UDHR 23 and 24, ICESCR 7)
- 28. Right to health (UDHR 25, ICESCR 12)



Mitigation and additional measures to ensure health and safety of employees in Osotspa's operational sites

- ✓ Deployed Human Rights Policy which includes commitment on health and safety of employees
- ✓ Deployed Occupational Health, Safety and Environment Policy
- ✓ Received safety-related standards and certifications including ISO 45001: 2018, Thailand Safety Excellence Award, Thailand Vision Zero Award, and Zero Accident Campaign
- ✓ Implemented of Behavior Based Safety (BBS) for employees and contractors to enhance safety culture
- ✓ Conducted online and in-person safety trainings, for all employees, to ensure health and safety of employees
- ✓ Implemented SHE-specialized management software to establish synergies between SHE functions and other supporting operational units, and ensure company-wide compliance with safety regulations and requirements
- ✓ Continuous monitoring and safety assessment of machinery and work environment within the operational sites
- ✓ Ensure employees' health and safety is the priority by setting up self-assessment on health and well-being; if there are concerns related to employees' health, they can be re-assigned to different work tasks
- ✓ Employees can file complaint via Whistleblowing channel on health and safety concerns and other human rights related issues

Integrate Findings and Take Appropriate Action



Human Rights Issues:

Employee Discrimination and Harassment

Affected Rights Holders and Vulnerable Groups:

Employees and vulnerable groups including women, migrant workers, LGBTQI+ etc.

Operational Site(s) at-risk:

- Beverage Operations

(Osotspa recognizes that this human rights issue may be present in any operational sites and its value chain, but due to the employee's composition and nature of work activities in the site, it was raised as salient in beverage operations)

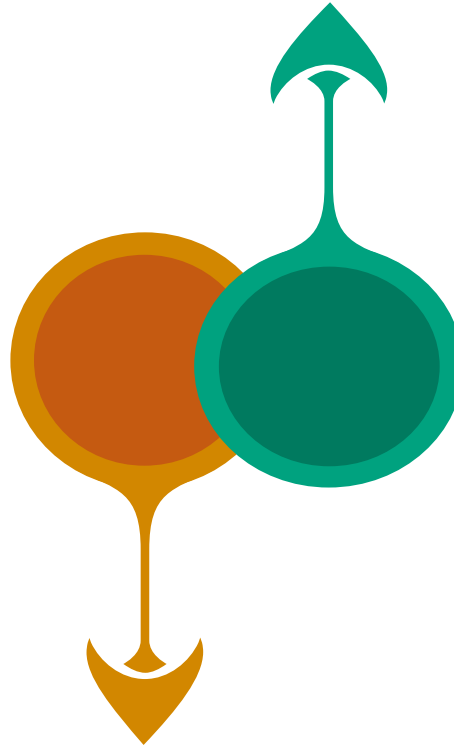
Potential Human Rights Risks:

- Sexual harassment and non-sexual harassment (e.g., verbal harassment between employees)

Relevant human rights based on the principles from International Bill of

Rights which consist of the *Universal Declaration of Human Rights (UDHR)*, the *International Covenant on Civil and Political Rights (ICCPR)*, and the *International Covenant on Economic, Social and Cultural Rights (ICESCR)*

- 6. Right to equality before the law, equal protection of the law, non-discrimination (*UDHR 1, 2 and 7, ICCPR 26*)
- 28. Right to health (*UDHR 25, ICESCR 12*)



Mitigation and additional measures to ensure zero tolerance on discrimination and harassment in Osotspa's operational sites

- ✓ Deployed Human rights policy with commitment to having zero tolerance for all forms of discriminatory actions and harassment (i.e., sexual and non-sexual harassment)
- ✓ Deployed a Code of Conduct which integrates human rights commitments for employees
- ✓ Conducted Human rights policy training
- ✓ Have a welfare committee comprised of employee representatives which meets to discuss and make recommendations regarding employee welfare, and covering discrimination and harassment concerns
- ✓ Received certificate of outstanding establishment in labor relations and labor welfare and the Thailand Labor Management Excellence Award from the Department of Labor Protection and Welfare, Ministry of Labor. The award was granted recognition for the good practice in employee quality of life improvement and employee relations including practices towards non-discrimination and anti-harassment

Integrate Findings and Take Appropriate Action



Human Rights Issues:

Supplier/Contractor Health and Safety

Affected Rights Holders and Vulnerable Groups:

Suppliers, contractors, third-party employees and vulnerable groups including women, migrant workers, LGBTQI+ etc.

Operational Site(s) at-risk:

- Beverage Operations

Potential Human Rights Risks:

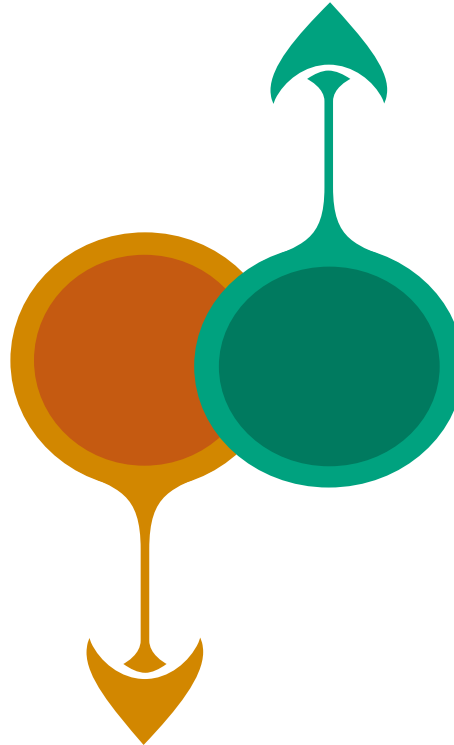
- Work-related accidents (e.g., accidents operating machinery such as driving forklift, accident during logistic process)

(Health and safety of suppliers, contractors and third-party employees is Osotspa's priority in every operational sites, due to the inherent nature of the activities in beverage operations, it was raised as salient in the operations)

Relevant human rights based on the principles from International Bill of Rights

which consist of the Universal Declaration of Human Rights (UDHR), the International Covenant on Civil and Political Rights (ICCPR), and the International Covenant on Economic, Social and Cultural Rights (ICESCR)

- 25. Right to enjoy just and favorable conditions of work (UDHR 23 and 24, ICESCR 7)
- 28. Right to health (UDHR 25, ICESCR 12)



Mitigation and additional measures to ensure health and safety of employees in Osotspa's operational sites

- ✓ Deployed Human Rights Policy which includes commitment on health and safety of suppliers, contractors and third-party employees
- ✓ Deployed Occupational Health, Safety and Environment Policy
- ✓ Received safety-related standards and certifications including ISO 45001: 2018, Thailand Safety Excellence Award, Thailand Vision Zero Award, and Zero Accident Campaign
- ✓ Implemented of Behavior Based Safety (BBS) for employees and contractors to enhance safety culture
- ✓ Conducted safety related trainings for suppliers, contractors and third-party employees with trainings designed for specific work tasks
- ✓ Continuous monitoring and safety assessment of machinery and work environment within the operational sites
- ✓ Conducted Supplier Risk Assessment which includes health and safety risks
- ✓ Suppliers, contractors and third-party employees can file complaint via Whistleblowing channel on health and safety concerns and other human rights related issues

Integrate Findings and Take Appropriate Action



Human Rights Issues:

Community Standard of Living

Affected Rights Holders and Vulnerable Groups:

Local communities and vulnerable groups including women, pregnant women, children, elderly, LGBTQI+, migrant people, people with disability etc.

Operational Site(s) at-risk:

- Beverage Operations

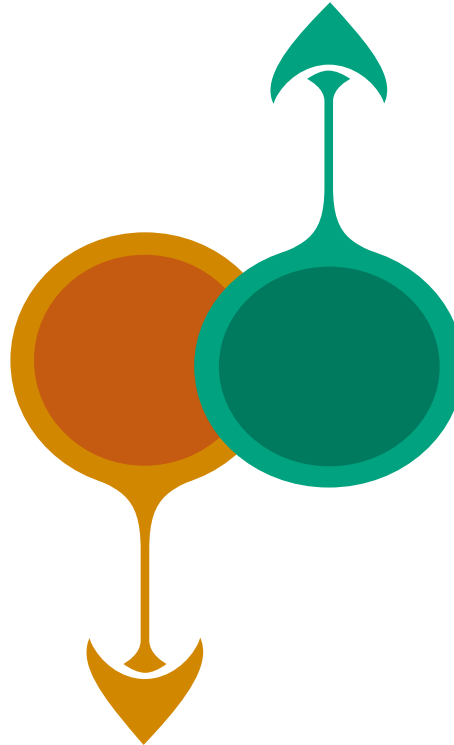
Potential Human Rights Risks:

- Noise from operational sites may cause disturbance to surrounding community members

(This human rights issue is considered salient in beverage operation because of the nature of the business activity and the proximity of local communities surrounding the operation)

Relevant human rights based on the principles from International Bill of Rights which consist of the *Universal Declaration of Human Rights (UDHR)*, the *International Covenant on Civil and Political Rights (ICCPR)*, and the *International Covenant on Economic, Social and Cultural Rights (ICESCR)*

➤ 27. Right to an adequate standard of living (*UDHR 25, ICESCR 11 and 24*)



Mitigation and additional measures to ensure adequate standard of living of local communities surrounding Osotspa's operational sites

- ✓ Deployed Human Rights Policy which includes commitment to respect rights for community members surrounding the operational sites
- ✓ Continuous improvement and maintenance of infrastructures and machineries to ensure that it does not cause disturbance or negative impacts to the surrounding communities
- ✓ Provide various communication and complaint channels for the community to launch their opinions, suggestions, concerns, and complaints regarding our business activities, to ensure that all stakeholders have a voice and that their concerns are heard and addressed.
- ✓ Implemented whistleblowing channel for receiving and addressing human rights-related complaints
- ✓ Established grievance mechanisms to address complaints and disputes raised by the community, which includes an investigation and resolution process. These mechanisms are designed to ensure that all complaints are handled in a timely and confidential manner
- ✓ Conducted community survey and engagement projects to support local communities throughout the value chain

Integrate Findings and Take Appropriate Action



Human Rights Issues:

Customer/ Consumer Health and Safety

Affected Rights Holders and Vulnerable Groups:

Customers, consumers and vulnerable groups including women, pregnant women, children, elderly, LGBTQI+, migrant people, people with disability etc.

Operational Site(s) at-risk:

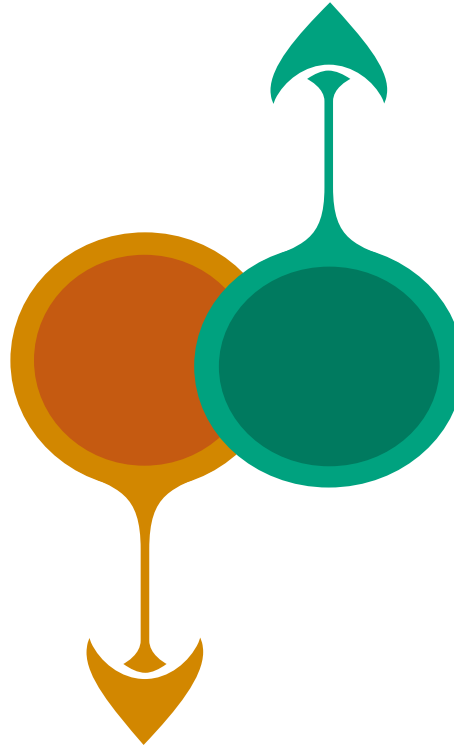
- Beverage Operations
- Glass Operations

Potential Human Rights Risks:

- Products may be contaminated by particles (e.g., glass contaminant)
- (Customer and consumer health and safety of employees is Osotspa's another priority in every operational sites, due to the inherent nature of the activities in glass and beverage operations, it was raised as salient in these operations)

Relevant human rights based on the principles from International Bill of Rights which consist of the *Universal Declaration of Human Rights (UDHR)*, the *International Covenant on Civil and Political Rights (ICCPR)*, and the *International Covenant on Economic, Social and Cultural Rights (ICESCR)*

➤ 28. Right to health (*UDHR 25, ICESCR 12*)



Mitigation and additional measures in Osotspa's operational sites to ensure health and safety of customers and consumers throughout the value chain

- ✓ Deployed Human Rights Policy which includes commitment to respect customers and consumers rights and customers and consumers health and safety
- ✓ Deployed Product Quality Food Safety and Halal Policy
- ✓ Received product/food safety and quality certifications and standards including GMP (Good Manufacturing Practice), GHP (Good Hygiene Practice), HACCP (Hazard Analysis and Critical Control Point), Halal, and FSSC 22000 (Food Safety System Certification), ISO 9000, ISO 22716:2007
- ✓ Increase use of advanced technology to increase process automation and minimize human error in Quality & Process Control and Laboratory
- ✓ Utilize remote auditing for external party and customer audits to ensure quality of its products to end consumers
- ✓ Provide various communication and complaint channels for the customers and consumers to launch their opinions, suggestions, concerns, and complaints through call-center number
- ✓ Implemented whistleblowing channel for receiving and addressing human rights-related complaints
- ✓ Established grievance mechanisms to address complaints and disputes raised by customers/consumers, which includes an investigation and resolution process. These mechanisms are designed to ensure that all complaints are handled in a timely and confidential manner

Salient Issue: Customer/ Consumer Health and Safety



Operational Site(s) at-risk:

- Beverage Operations (Huamark)

Severity			Likelihood	Risk Level
Scale	Scope	Remediability		
2	3	1	4	High

เหตุการณ์ที่ 1*

- ปี 2565 พบเศษแก้ว ในสินค้าเครื่องดื่ม จำนวน 1 ขวด ผู้บริโภคมีอาการระคายและแสบคอ เบื้องต้นเจ้าหน้าที่ให้คำแนะนำว่าหากพบอาการผิดปกติให้รีบพบแพทย์ (แก้ไขไม่เกิน 1 สัปดาห์)

เหตุการณ์ที่ 2

- ปี 2565 พบเศษแก้ว 2 ชิ้น ในสินค้าเครื่องดื่ม จำนวน 1 ขวด ขณะเปิดขวดดื่มพบเศษแก้วจึงหยุดดื่มและคายสิ่งแปลกปลอมออกมาทันที ผู้บริโภคไม่ได้รับผลกระทบรุนแรงต่อสุขภาพ เนื่องจากคายสิ่งแปลกปลอมออกทันที (แก้ไขไม่เกิน 1 สัปดาห์)

การเยียวยา และมาตรการ

บริษัทได้ขอโทษผู้บริโภค ซึ่งผู้บริโภคยินดีให้ขวดที่มีปัญหากลับมาเพื่อเช็คหาสาเหตุ

1. กำหนดการปฏิบัติงานของ Operator ตามขั้นตอนอย่างเคร่งครัดและเพิ่มขั้นตอนการตรวจสอบ หากฝ่าฝืนการไม่ปฏิบัติตามขั้นตอนมีการลงโทษทางวินัย

Remark: There are similar incidents that occurred for this human rights issue

* Indicated the incident that is most severe

Salient Issue: Customer/ Consumer Health and Safety

Operational Site(s) at-risk:

- Glass Operations (Samukprakarn)

Severity			Likelihood	Risk Level
Scale	Scope	Remediability		
3	4	3	2	High

เหตุการณ์

- ลูกค้านำขวดไปบรรจุด้วยวิธีการ Corking เมื่อผ่านกระบวนการบรรจุแล้ว จึงได้ทำการตรวจสอบพบว่า มีขึ้นแก้วหลุดจากปากขวดฝั่งด้านในจุกก๊อก ลูกค้าจึงร้องเรียนมายังบริษัท และหยุดการใช้ขวดแก้ว หลังจากนั้นมีการ Investigate ปัญหาร่วมกัน โดยกรณีนี้เกิดขึ้น 1 ครั้ง
- ผลกระทบทำให้เกิดการ inspection สินค้าใหม่ และรวมถึงการ Reject สินค้าในคลังสินค้า โดยยังไม่กระทบถึงผู้บริโภค
- ลูกค้าได้รับผลกระทบมากกว่าครึ่งหนึ่งของมูลค่าซื้อขาย
- การจัดการปัญหาใช้เวลามากกว่า 1 ปี

การเยียวยา และมาตรการ

1. ได้มีการทบทวนการออกแบบและการผลิตใหม่
2. กำหนดให้มีการจัดหาอุปกรณ์ที่สามารถตรวจสอบปัญหาดังกล่าวได้

Track and Communicate Performance



Osotspa has established whistleblower and reporting channels to enable stakeholders and rights holders to report any incidents of human rights violations or non-compliance with the company's Human Rights Policy. The whistleblower's anonymity will be protected throughout the investigation process. The information received through these channels is crucial for monitoring and tracking the company's performance related to human rights.

Using this information, Osotspa aims to improve existing mitigation measures and develop additional measures to address any human rights issues associated with the company's business activities. The company is committed to continuously reviewing and enhancing the effectiveness of its human rights due diligence process, which is informed by the information received through these channels.

To ensure transparency, Osotspa communicates its human rights performance through its Human Rights Disclosure Report. This report are accessible to the public and can be found on the company's website.

The affected rights holders can report and state the confidentiality of the information through one of the channels as follows:

- 1) Report to responsible supervisor directly
- 2) Hotline +66 (0) 2351-1234
- 3) Letter to complaint box of the Company and its affiliates
- 4) Email to hotline@osotspa.com or write to complaint box at www.osotspa.com
- 5) Contact Head of Internal Audit at Osotspa Public Company Limited, 132 Klongchan Post Office, Klongchan, Bangkok, Bangkok 10240
- 6) Letter to Chairperson of Audit Committee or Directors at Osotspa Public Company Limited, Building 5, 348, Ramkhamhaeng Road, Huamak, Bangkok, Bangkok 10240

Remediate Adverse Impacts



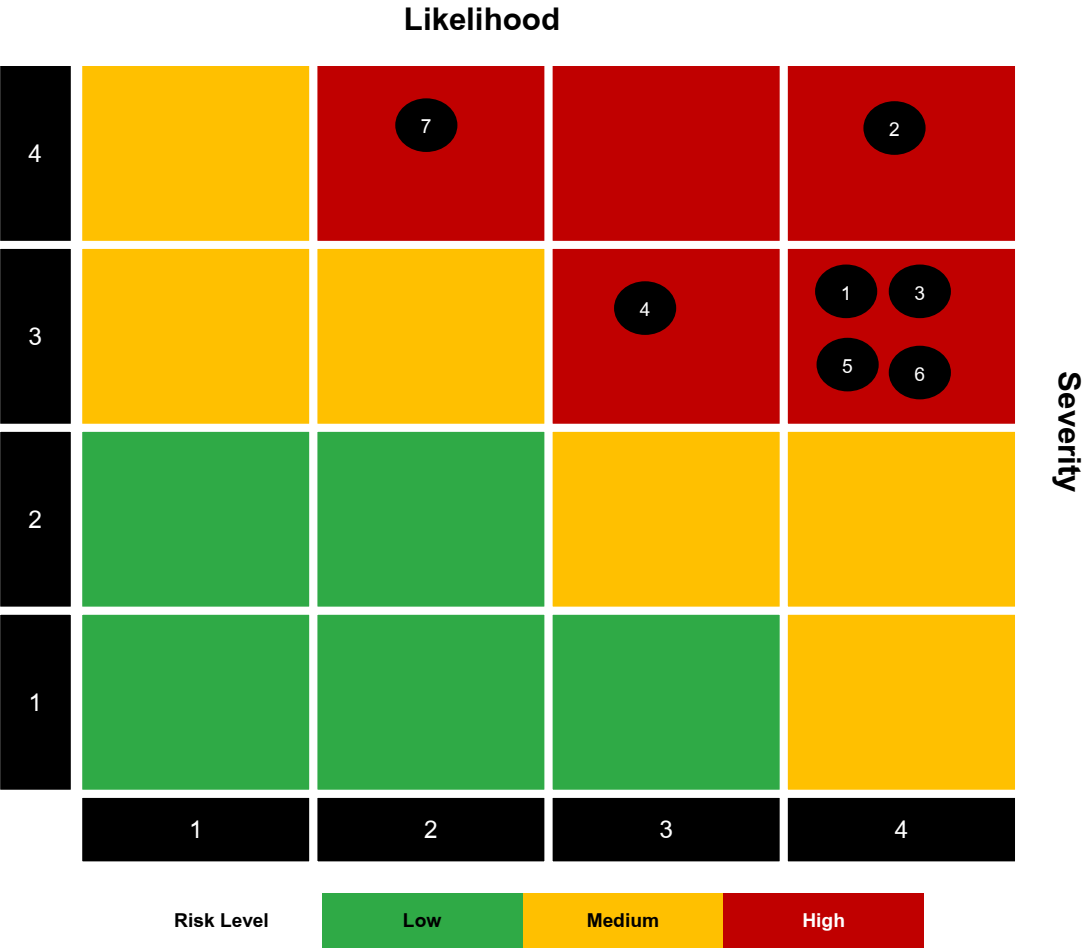
Osotspa is dedicated to upholding the highest standards of ethical business practices and acknowledges the fundamental importance of human rights in this regard. To this end, the organization places great emphasis on conducting ongoing assessments of potential human rights risks and implementing additional measures to both prevent and mitigate said risks. Additionally, Osotspa is fully committed to monitoring and reporting its performance in this regard, in order to ensure optimal effectiveness of its human rights management.

Furthermore, the Group consistently reviews its policy commitments, and takes swift action to address any complaints or violations that may arise, always prioritizing the provision of effective remedy to those who have been negatively impacted. Should a violation occur, Osotspa is dedicated to taking immediate remediation action that prioritizes the restoration of the affected rights holders, and the remediation of any harm caused by its business activities. Such remediation may include various forms of compensation (e.g., apologies, restitution, rehabilitation, financial or non-financial), as well as punitive sanctions and proactive measures to prevent future harm.

In 2022, there are no human rights violation case, therefore there were no remediation actions taken.

Human Rights Risk Matrix

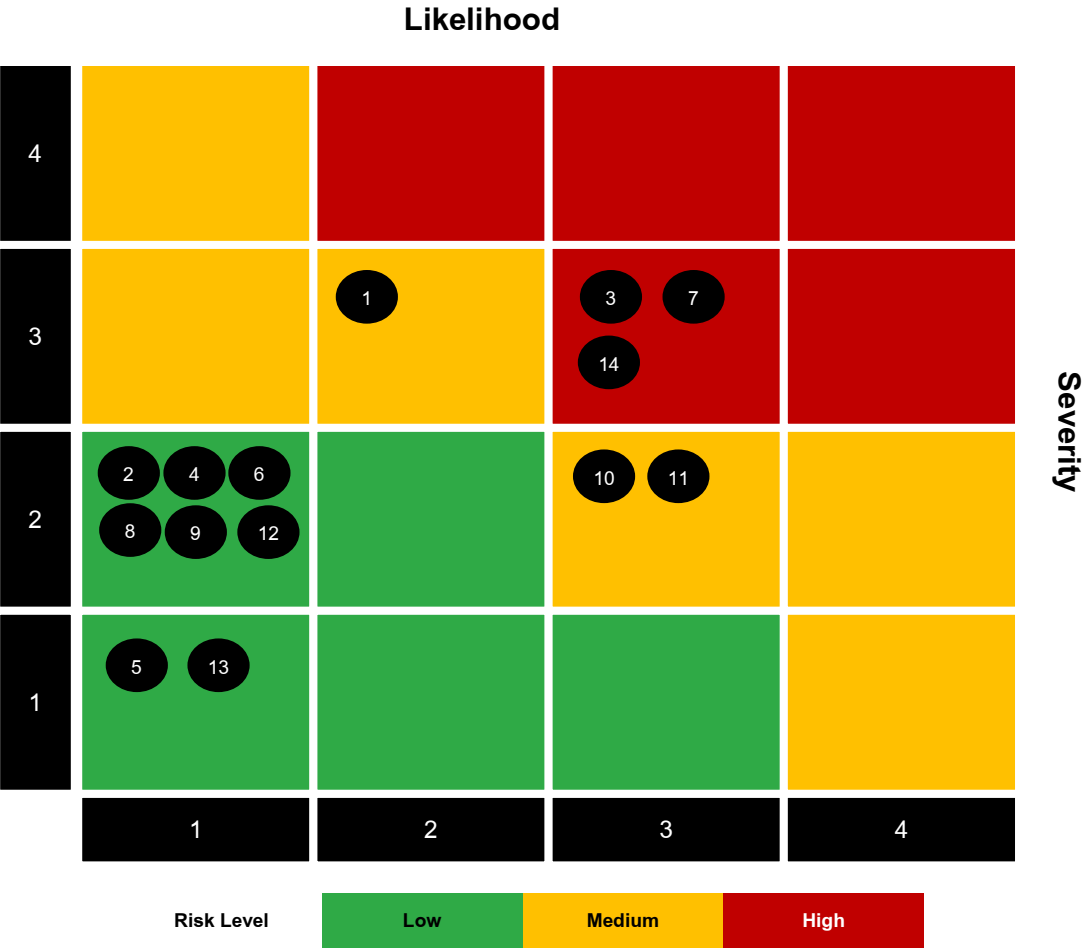
Osotspa Group's Salient Issues



#	Human Rights Issues	Operational Sites
1	Employee Health and Safety	Glass: Rojana
2	Employee Health and Safety	Glass: Samutprakarn
3	Employee Discrimination and Harassment	Beverage: Huamark
4	Supplier/ Contractor Health and Safety	Beverage: Huamark
5	Community Standard of Living	Beverage: Ayutthaya
6	Customer/Consumer Health and Safety	Beverage: Huamark
7	Customer/Consumer Health and Safety	Glass: Samutprakarn

Human Rights Risk Matrix

Beverage: Huamark

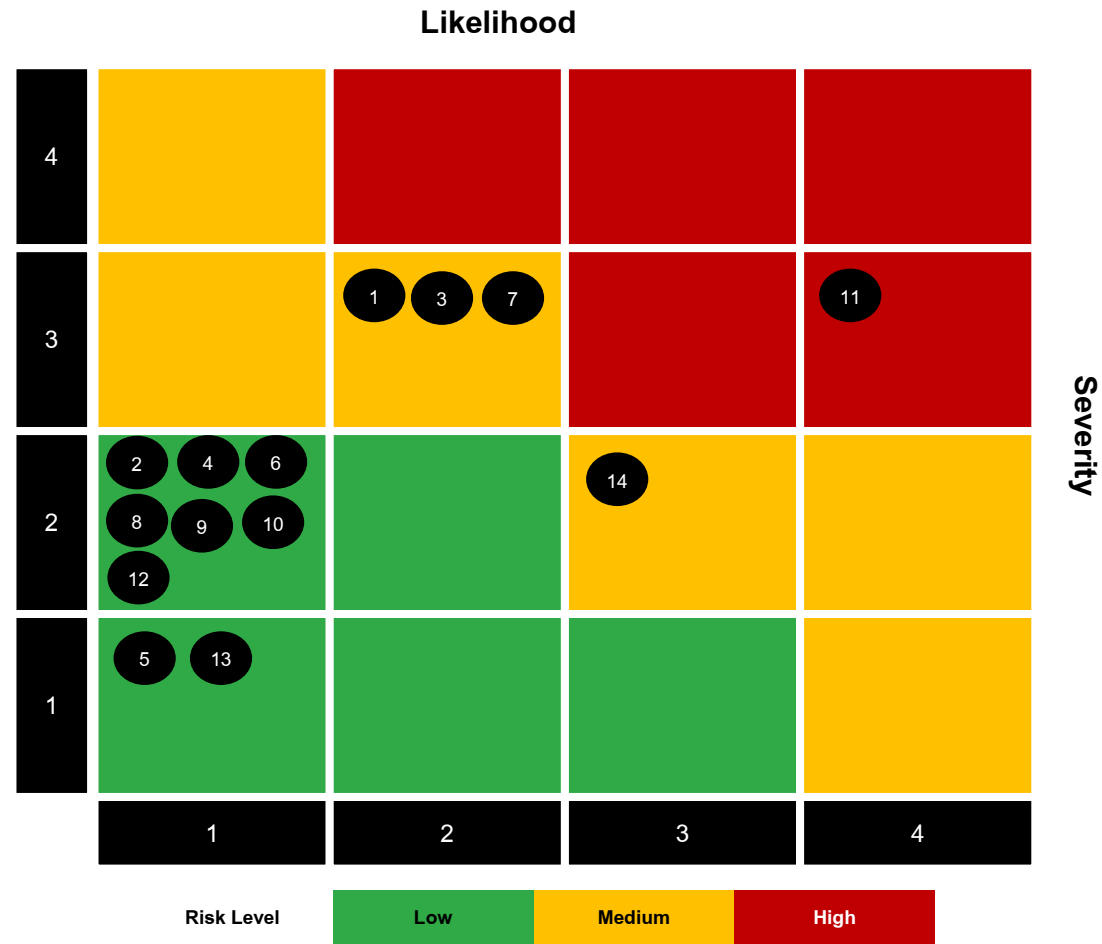


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Beverage: Ayutthaya

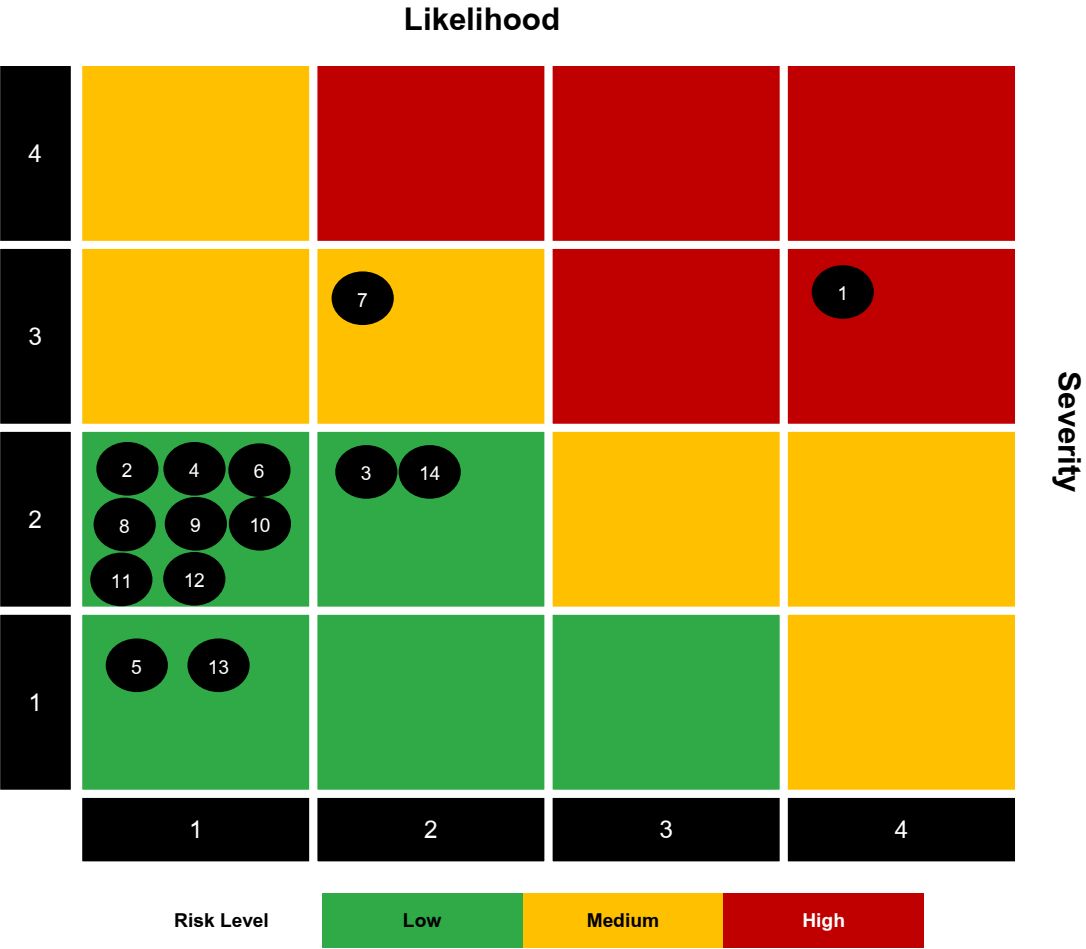


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Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Glass: Rojana

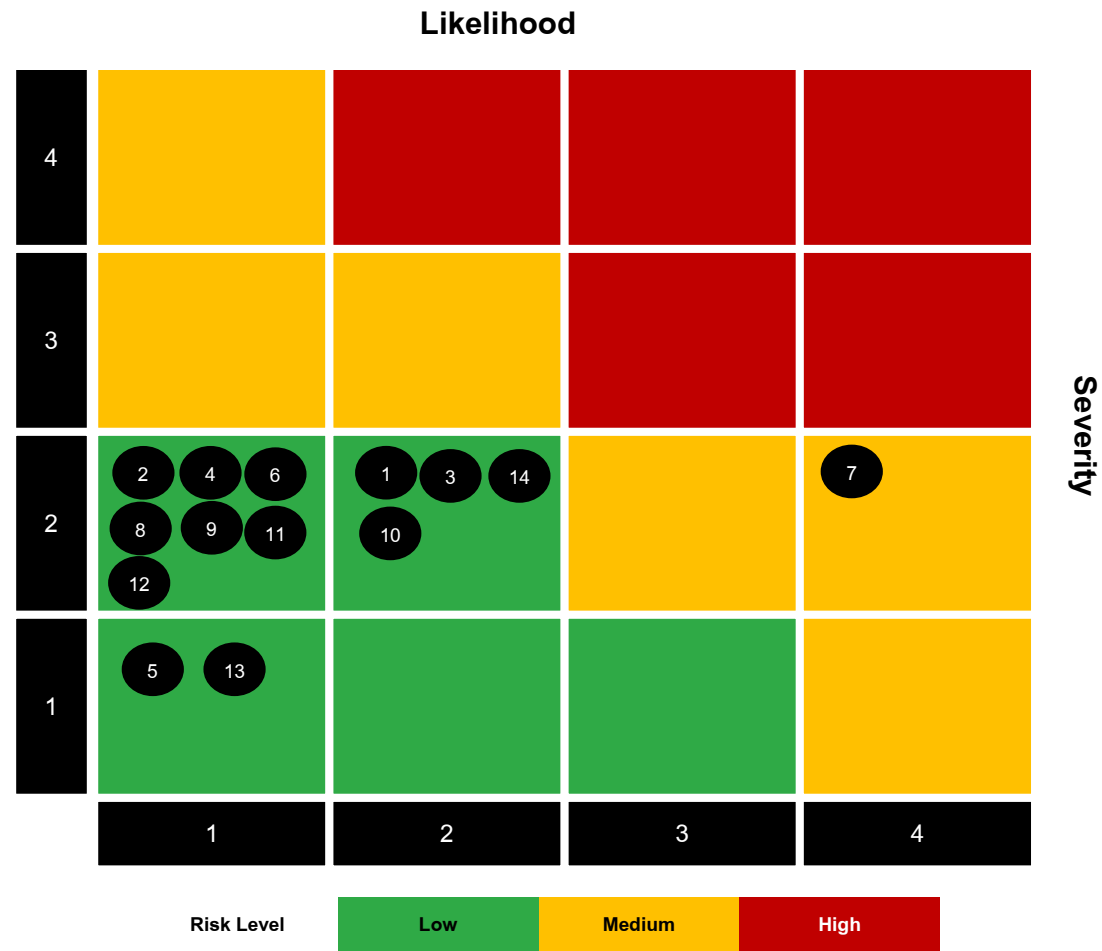


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12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Glass: Ayutthaya

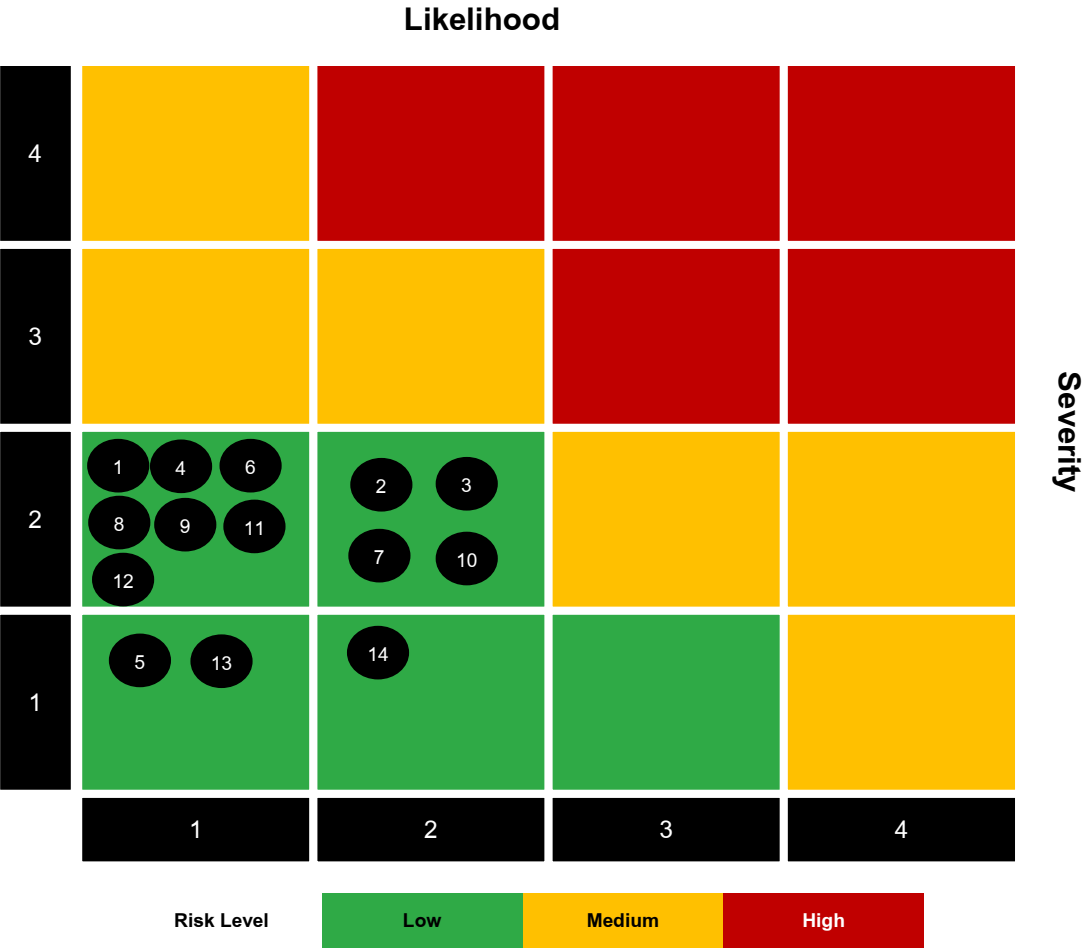


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Glass (Recycling): Saraburi

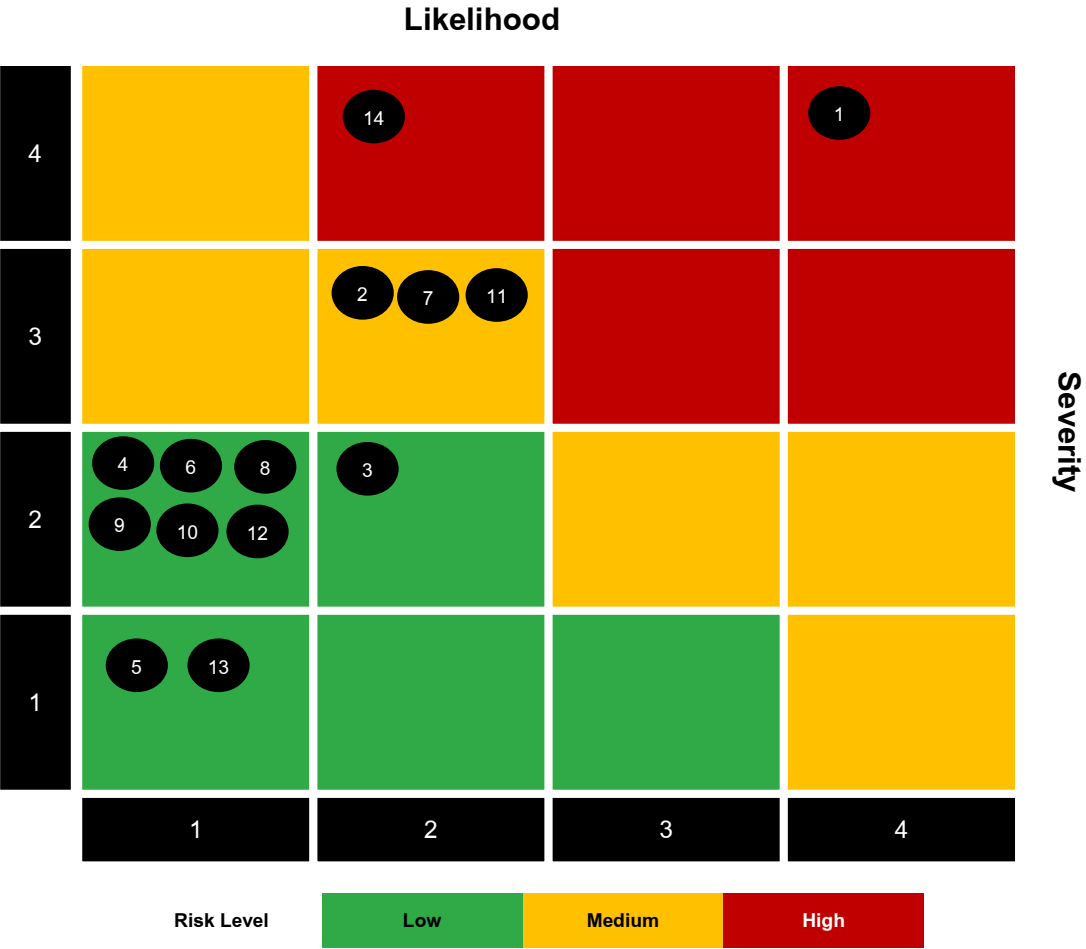


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Glass: Samutprakarn

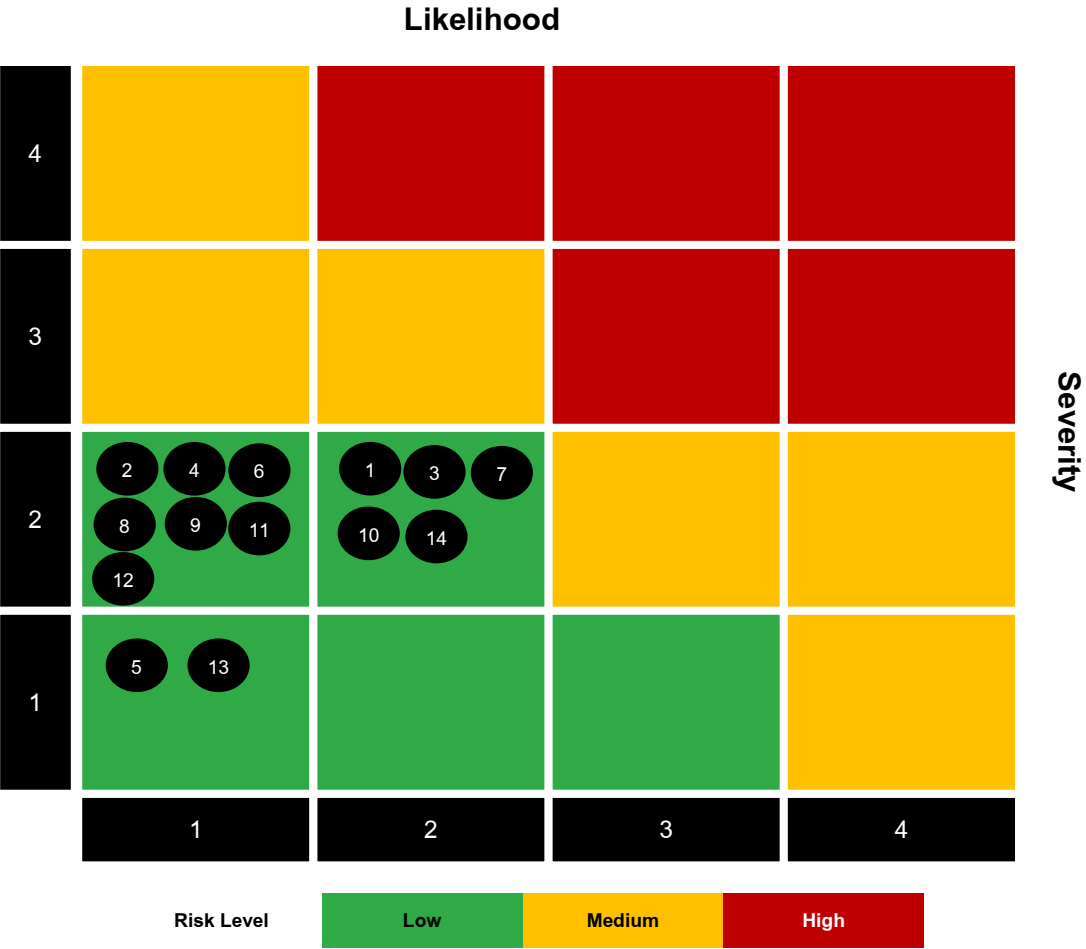


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Personal Care: Greenville

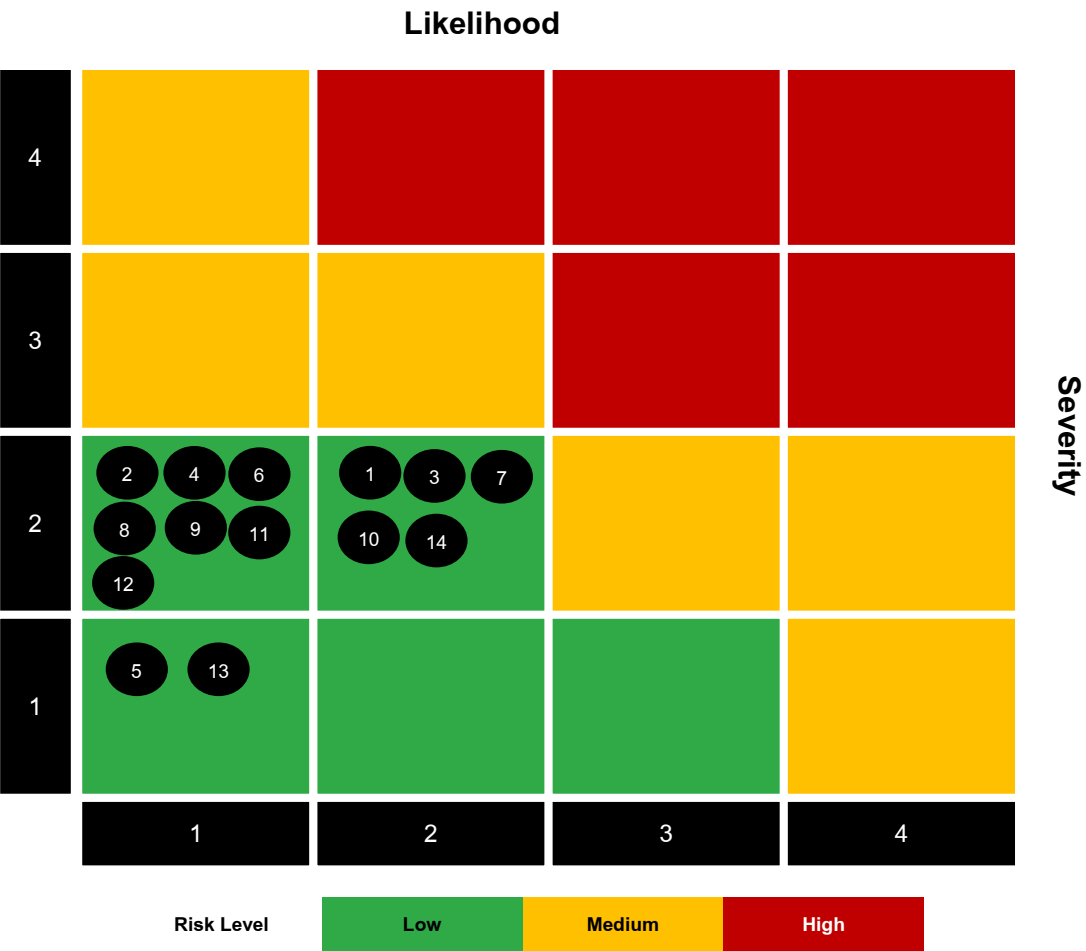


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Personal Care: Distribution Center (Lardkrabang Warehouse)

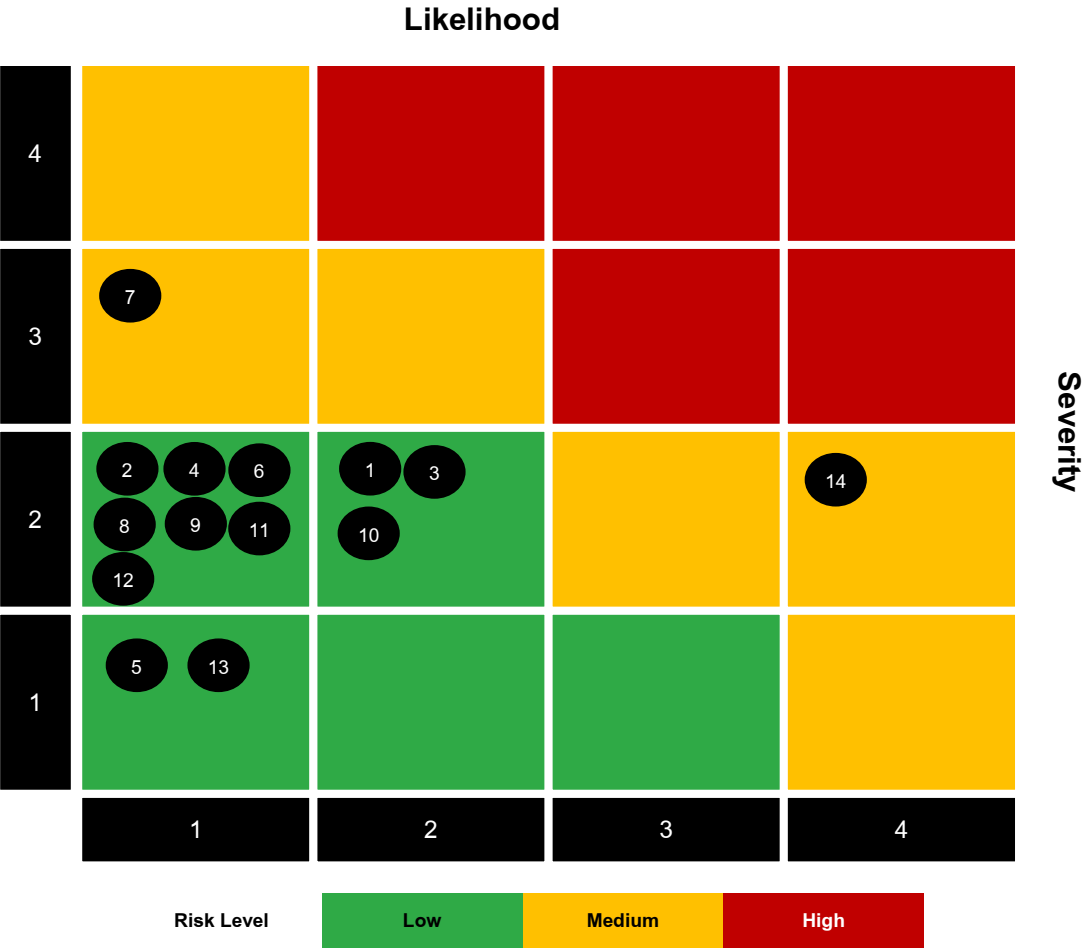


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Healthcare: Huamark

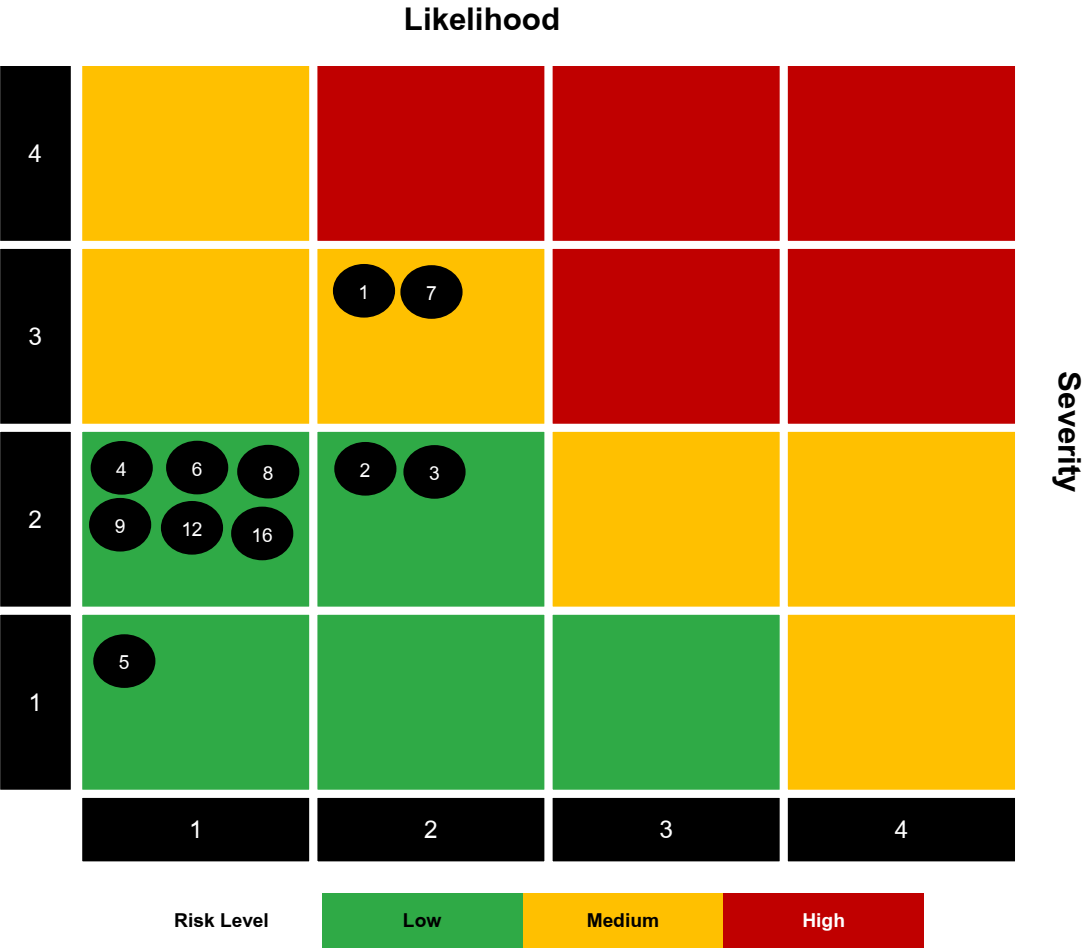


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Office Building: Osotspa (Huamark)

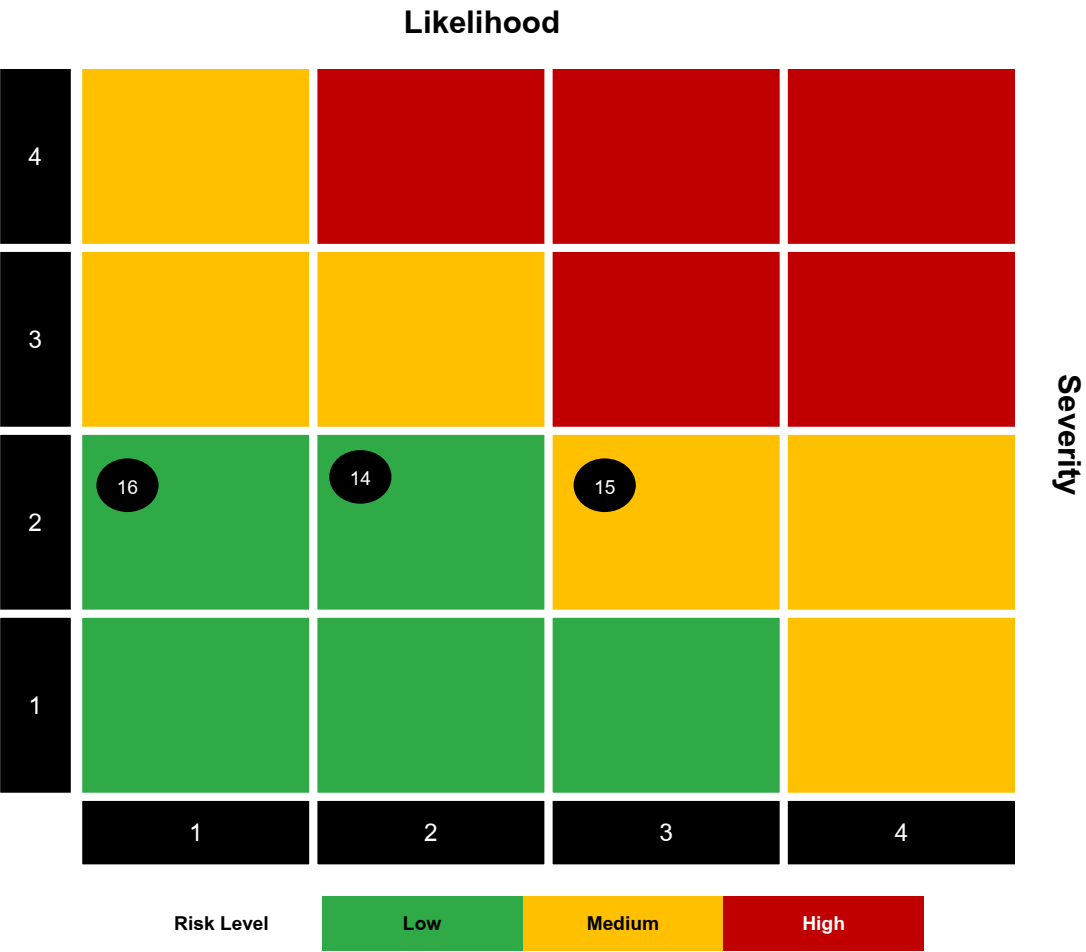


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Office Building: O2C (Huamark)

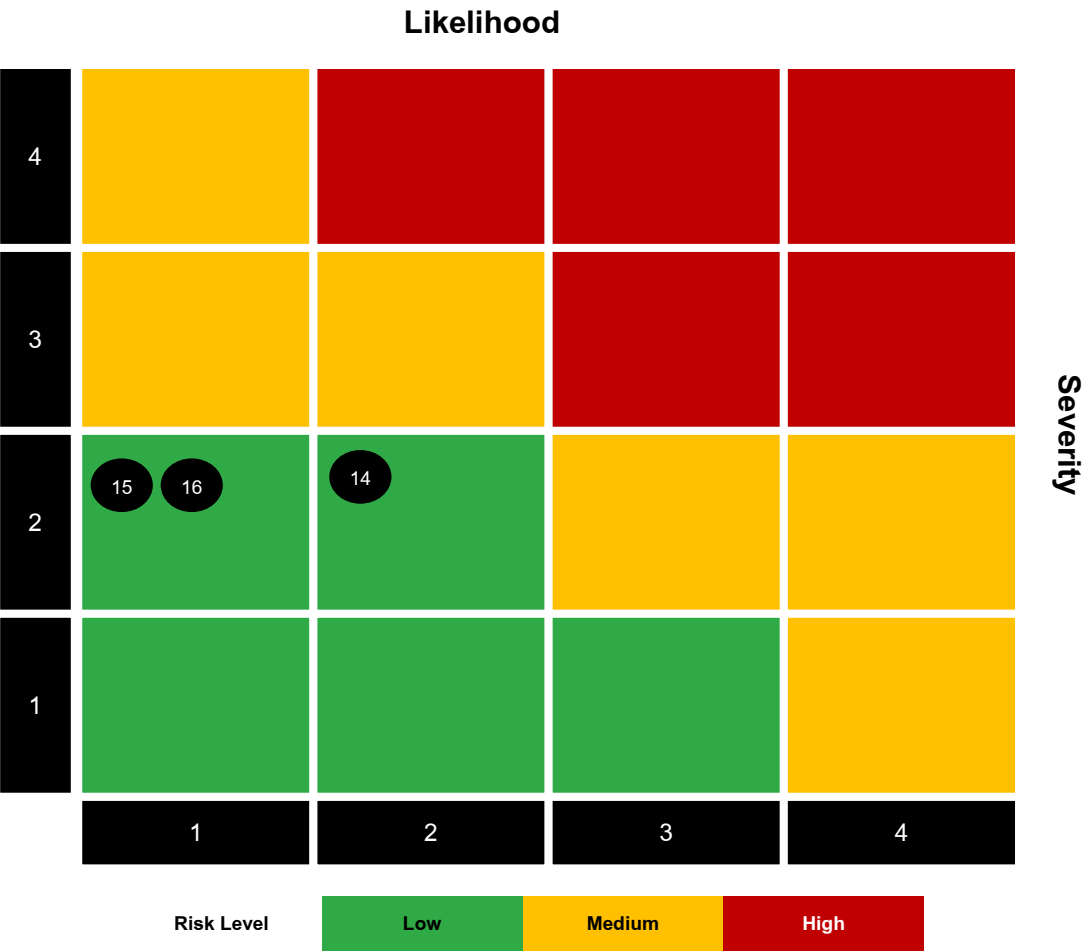


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Office Building: OYURA (Huamark)

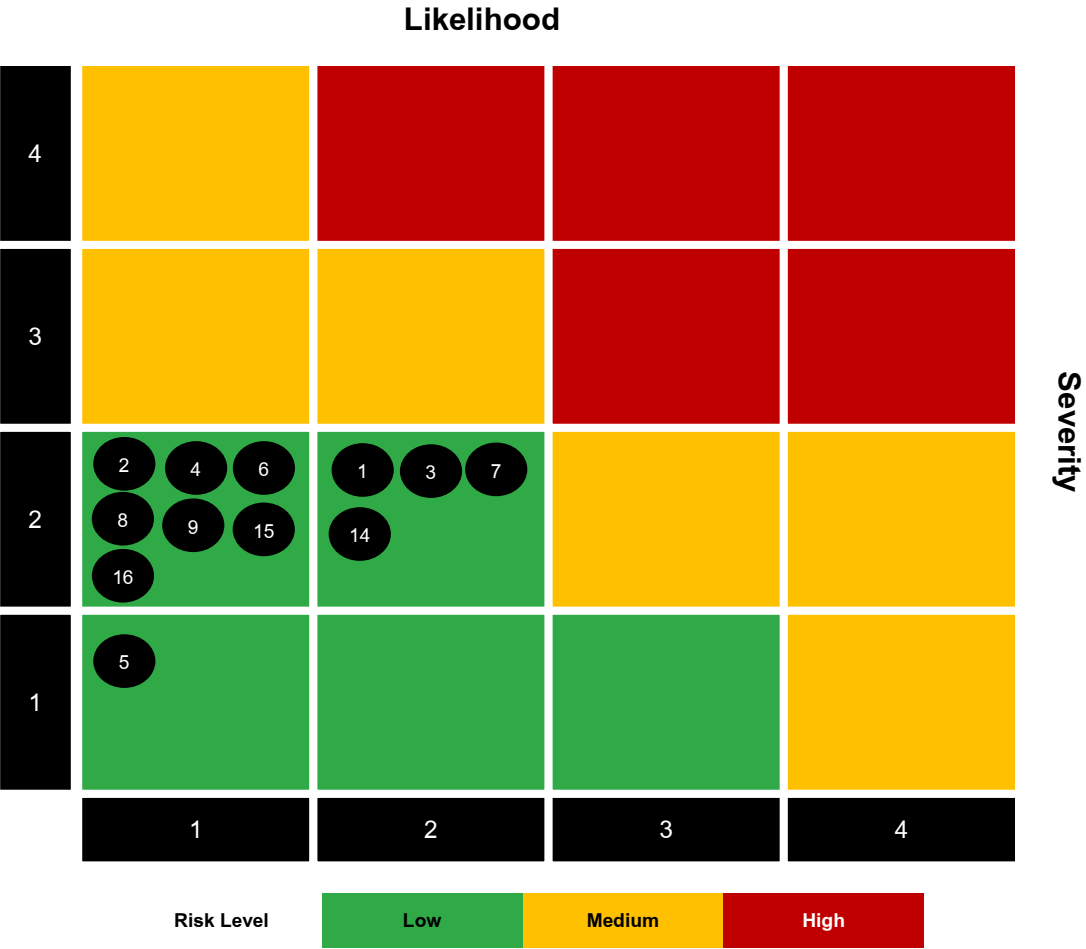


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Office Building: IEX (Huamark)

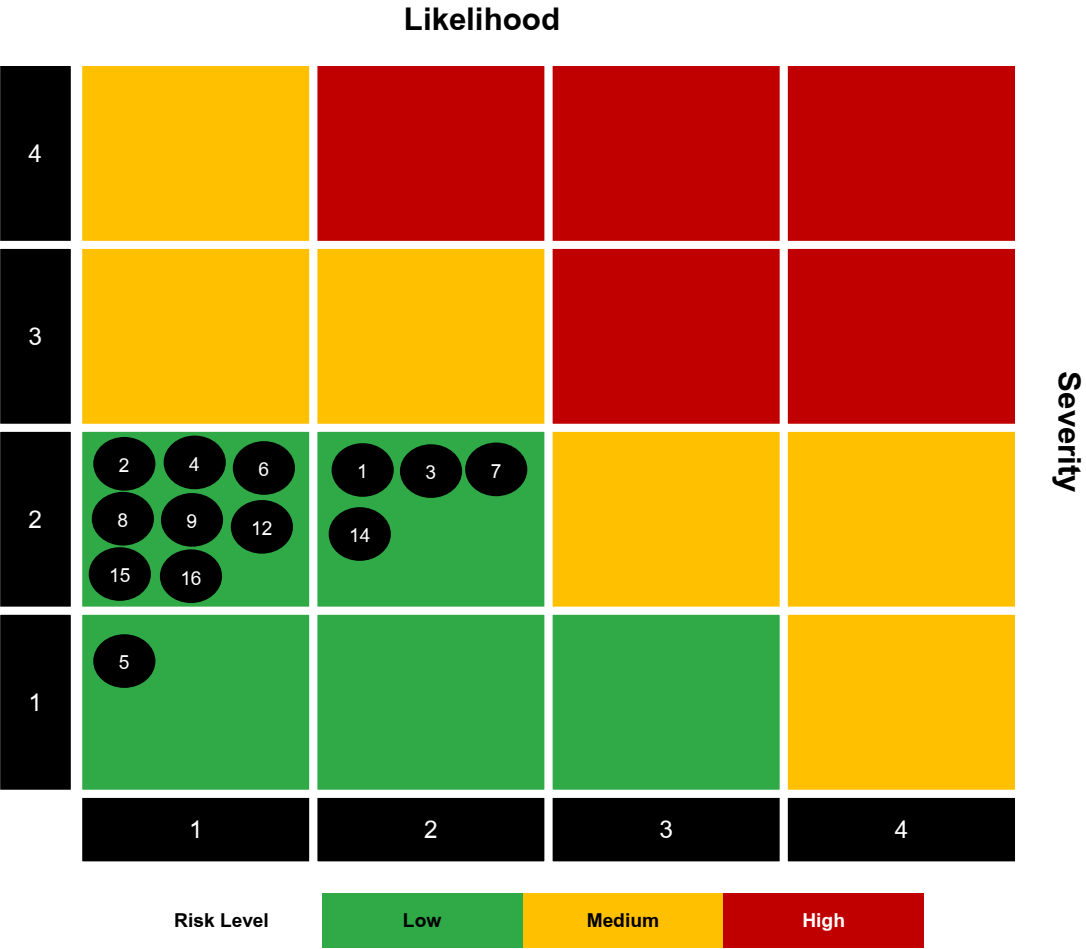


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Office Building: AOC (Navanakorn)

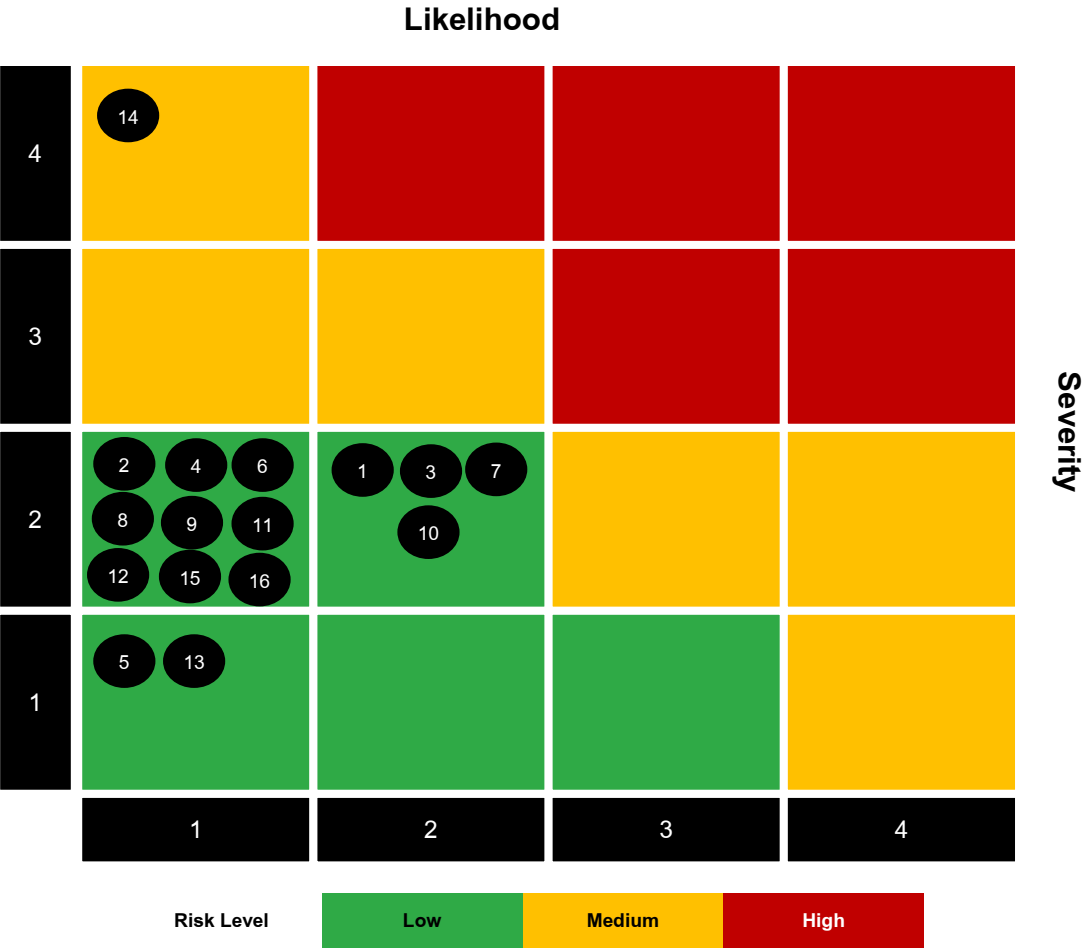


#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site

Human Rights Risk Matrix

Warehouse/DC: AOC (Bangplee)



#	Human Rights Issues
1	Employee Health and Safety
2	Employee Working Condition
3	Employee Discrimination and Harassment
4	Freedom of Association and Right to Collective Bargaining
5	Illegal forms of labors
6	Supplier/ Contractor Working Condition
7	Supplier/ Contractor Health and Safety
8	Supplier/ Contractor Discrimination and Harassment
9	Discrimination in Procurement process
10	Community Health and Safety
11	Community Standard of Living
12	Security Forces
13	Land Acquisition and Forced Resettlement
14	Customer/Consumer Health and Safety
15	Customer/Consumer Discrimination and Harassment
16	Customer/ Consumer Data Privacy

Remark: Human rights issues in grey shade are not applicable to this operational site