

HUMAN RIGHTS POLICY

Tanachira Retail Corporation Public Company Limited and Its Subsidiaries

Introduction

Tanachira Retail Corporation Public Company Limited and its subsidiaries (the “Group”) recognize the importance of human rights at the international level and are committed to conducting business in a socially responsible manner by respecting the human rights of employees, business partners, suppliers, customers, communities, and all stakeholders. This commitment supports sustainable development and is aligned with the principles of good corporate governance.

This Policy has been established to demonstrate the Group’s commitment to promoting, respecting, protecting, and upholding human rights in accordance with international standards, including:

- The Universal Declaration of Human Rights (UDHR);
- The United Nations Global Compact (UNGC);
- The United Nations Guiding Principles on Business and Human Rights (UNGPs); and
- The International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work and the ILO Core Labour Standards.

Definitions

Human Rights: Fundamental rights and freedoms to which every person is equally entitled, regardless of physical or mental differences, race, religion, sex, nationality, or any other status. These rights are protected under international and domestic laws and include the right to life, freedom of expression, the right to education, and the right to fair working conditions.

Discrimination: Any unequal treatment, conduct, or exclusion that imposes additional burdens, deprives individuals of benefits or rights, or restricts opportunities, rather than treating individuals fairly based on their qualifications and capabilities. Discrimination may also include harassment.

Harassment and Bullying: Any unwelcome comments, verbal expressions, gestures, or actions that undermine human dignity or create a toxic and unsafe working environment. This includes sexual harassment, workplace bullying, public shaming, intimidation, and other forms of abusive behavior.

Vulnerable Groups: Individuals or groups who face a heightened risk of human rights violations or have limited power to protect their own rights and interests. These may include women, pregnant women, persons

with disabilities, children, Indigenous Peoples, migrant or foreign workers, LGBTQI+ individuals, workers employed by business partners, and surrounding communities.

Living Wage: Remuneration earned through normal working hours that is sufficient to enable employees and their families to maintain a decent standard of living. This includes the costs of food, housing, healthcare, education, transportation, and other essential expenses, as well as savings for emergencies.

Scope of Application

This Policy applies to all directors, executives, and employees at every level of Tanachira Retail Corporation Public Company Limited and its subsidiaries. The Group also promotes, supports, and expects suppliers, contractors, joint venture partners, and business partners throughout its supply chain to uphold and strictly comply with the principles and practices set out in this Policy.

Policy Principles and Practices

1. Respect for Human Rights and Promotion of Diversity, Equity, and Inclusion (DEI)

The Group shall treat everyone with respect, equality, and mutual dignity, without discrimination on the grounds of physical or mental differences, race, nationality, place of origin, ethnicity, religion, sex, gender, gender identity, language, age, skin color, educational background, social status, family status, political opinion, culture, customs, or any other status.

The Group is committed to developing and continuously improving a working environment that supports diversity, equity, and inclusion (DEI). It shall provide fair and equal opportunities in recruitment, hiring, appointment, performance evaluation, and career advancement, based primarily on individual potential, qualifications, and competencies.

The Group shall also establish specific practices to protect vulnerable groups in accordance with international standards, such as the Children's Rights and Business Principles (CRBP), developed within the framework of UNICEF and its partners.

2. Fair Employment, Remuneration, and Working Hours

The Group shall promote fair and transparent employment practices by establishing written employment terms and conditions that are mutually agreed upon by both parties.

Remuneration and Benefits: The Group is committed to fair and equitable remuneration, adhering to the principle of equal pay for work of equal value (Equal Pay for Equal Work), free from discrimination. The Group

strives to provide a living wage that enables employees to maintain a decent standard of living and shall ensure that wages are not lower than the minimum rates prescribed by applicable laws. Appropriate employee benefits and welfare shall also be provided.

Working Hours and Well-being: Normal working hours, overtime, rest periods, holidays, and leave shall comply with applicable laws and international labor standards. Overtime work must be voluntary, and the Group shall support employees in maintaining a healthy work-life balance.

Prohibition of Forced Labor and Child Labor: Forced labor, debt bondage, human trafficking, and child labor are strictly prohibited under all circumstances. The Group shall strictly comply with applicable labor protection laws concerning minimum working age requirements throughout its supply chain.

3. Freedom of Association, Collective Bargaining, and Employee Participation

The Group respects employees' rights and freedom to organize, establish, or join labor organizations, trade unions, or employee representative committees in accordance with applicable laws and international labor standards, including those of the ILO. Employees shall not be threatened, bullied, or discriminated against as a result of exercising these rights.

The Group encourages employee participation and regular two-way communication between employee representatives, such as workplace welfare committees, and management. This engagement aims to facilitate the exchange of opinions, consultation, collective bargaining, and constructive collaboration to improve the working environment, employee welfare, and occupational safety.

4. Occupational Health, Safety, and Working Environment

The Group is committed to providing a safe, hygienic, and health-promoting working environment. Appropriate measures shall be implemented to prevent accidents, occupational diseases, and emergencies in accordance with applicable standards. The Group shall also provide all employees with adequate and appropriate training and personal protective equipment (PPE).

5. Prevention of Harassment and Grievance Management

The Group is committed to creating a safe working environment free from all forms of abuse, bullying, and harassment, including sexual harassment, verbal harassment, inappropriate gestures, and workplace bullying.

Training for Executives and Managers: The Group shall provide regular training for executives, managers, and supervisors at all levels to develop the knowledge, understanding, skills, and readiness required to

receive, address, and manage complaints concerning harassment and discrimination appropriately, impartially, promptly, and with the strictest confidentiality.

Grievance Management: The Group shall investigate complaints promptly and fairly while maintaining the strictest confidentiality. Measures shall be implemented to protect complainants and witnesses from retaliation (Non-Retaliation). Where misconduct is substantiated, disciplinary action shall be taken in accordance with the Group's regulations, up to and including termination of employment. Legal proceedings may also be initiated where appropriate, and suitable remedial measures shall be provided to affected individuals.

6. Respect for Consumer and Customer Rights

The Group shall treat customers and consumers fairly, respect their right to privacy, and protect their personal data in accordance with applicable personal data protection laws, including Thailand's Personal Data Protection Act (PDPA).

The Group shall provide products and services of high quality and safety, ensure that product information is accurate, honest, and not misleading, and establish channels for receiving customer feedback to continuously improve its services.

7. Respect for Business Partners' Rights and Supply Chain Responsibility

The Group shall conduct procurement processes transparently and ethically while supporting fair competition. It shall communicate, promote, and oversee the implementation of human rights principles by suppliers, contractors, and business partners.

Human rights criteria shall form part of the Group's assessment and selection processes for business partners to encourage responsible business practices throughout the supply chain.

8. Respect for Community Rights and the Environment

The Group respects the rights, livelihoods, ways of life, and environment of surrounding communities. It shall actively listen to community feedback and concerns, take measures to prevent or mitigate adverse impacts of its business operations on communities, and promote community engagement through sustainable social and environmental development projects and activities.

9. Human Rights Due Diligence (HRDD)

The Group shall develop and continuously implement a comprehensive human rights due diligence (HRDD) system and process. This shall cover the identification of human rights risks, impact assessments, the

establishment of measures to prevent and mitigate adverse impacts, ongoing monitoring, and the implementation of concrete remedial measures.

These processes shall cover both the Group's internal operations and its entire supply chain. The Group shall also prepare reports and disclose information on its human rights performance transparently.

10. Whistleblowing Channels, Monitoring, and Awareness-Raising

The Group encourages all employees to participate in monitoring and identifying potential human rights violations. Anyone who becomes aware of conduct that may constitute a human rights violation shall report it through the whistleblowing channels established by the Group.

The Group shall protect whistleblowers against retaliation and ensure that reporting does not adversely affect their employment or career prospects. The Group shall also continuously communicate, disseminate information, and provide human rights training to employees at all levels and relevant stakeholders.

11. Policy Review

The Group shall review this Human Rights Policy regularly, at least annually, or whenever significant changes occur, to ensure that it remains aligned with the evolving business context, applicable laws, and international standards.