



PTT Oil and Retail Business Public Company Limited

Announcement No. ๖๒/2022

Subject: Human Rights Policy

PTT Oil and Retail Business Public Company Limited and the Companies in OR Group

PTT Oil and Retail Business Public Company Limited (“OR”) and the companies in OR Group acknowledge that promotion and protection of human rights is essential for carrying out our business in a responsible and sustainable manner. OR Group, thereby, is committed to operate its business adhering and in compliance with local and international laws, regulations, and rules, with respect to human rights across its own business operations, and throughout the value chain activities. OR Group is committed to prevent and not to cause, including minimize, mitigate, and remedy adverse human rights impacts from its own business activities, and address such impacts when they occur. To achieve this, OR strives continuously, and propagates the policy and guidelines for implementation throughout OR Group. For practical purposes, OR Group seeks to avoid infringing on the rights of all people affected by its operations, products, services, or those of its business partners, as well as continuously strengthens internal management to handle and address adverse human rights impacts in which OR Group can be involved.

OR’s Human Rights Policy was developed in accordance with human rights principles under the international standards, including United Nations Universal Declaration of Human Rights, as well as the United Nations Guiding Principles on Business and Human Rights (“UNGPs”), United Nations Global Compact, and the International Bill of Human Rights and The International Labor Organization’s Declaration on Fundamental Principles and Rights at Work.

Scope

This Human Rights Policy applies across all of OR’s own operations (i.e., direct activities, products, and services), subsidiaries and the companies in OR Group. This policy also extends to its business partners (including contractors, suppliers, agents, and service providers) as well as to its new business relations (i.e., mergers, acquisitions, and joint ventures). Moreover, OR Group expects its joint ventures partners and non-controlled companies to uphold the principles in this policy within their businesses in order to collaborate with OR Group.

The scope of the human rights policy, commitments and principles cover all relevant stakeholders and affected rights holders throughout the entire value chain. This consists of employees, customers and consumers, business partners or vendors, local community, as well as vulnerable groups (i.e. women, pregnant women, children, elderly, migrant workers, third-party employees, local communities, indigenous people, LGBTQI+, and people with disability), who are at risk of human rights impacts by OR Group’s operations and value chain activities.

The human rights policy and commitments involves all groups of our stakeholders/ rights holders as follows:

- Prohibition of child labor, forced labor, and human trafficking,
- Zero tolerance for discriminatory behaviors and all forms of harassments (e.g., Sexual, and Non-sexual harassment),
- Respecting the right to freedom of association and collective bargaining, and data privacy,
- Promoting diversity, equal treatment and equal remuneration, fair working condition, health, safety, and the environment.

Definition

OR Group means OR and the companies in OR Group.

The companies in OR Group mean subsidiaries, affiliates, and other companies of which operational and financial policies are controlled by OR, in accordance with the governance system in OR Group Way of Conduct.

Employees mean employees and workers at all levels of OR Group.

Customers mean business organizations or juristic persons that purchase products or services from OR Group.

Consumers mean individuals that purchase or utilize products or services from OR Group.

Business Partners or Vendors mean suppliers, agents and service providers that provide materials, goods, or services, including contractors who provide workforce and manpower's services.

Guidelines and Practices to comply with Human Rights Policy Commitments

Implementation

OR Group's human rights practice and management is guided by the International Bill of Human Rights and relevant international and local legislations. As such, OR has implemented a Human Rights Due Diligence Process ("HRDD") adhering to the United Nations Guiding Principles for Business and Human Rights (UNGPs) and other internationally accepted standards on human rights, including:

- United Nations Universal Declaration of Human Rights: UNUDHR,
- United Nations Global Compact Guide on How to Develop a Human Rights Policy,
- The Ten Principles of the UN Global Compact,
- International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work,
- OECD guidelines for multinational enterprises, and
- International Finance Corporation (IFC) Performance Standards.

OR Group engages with its stakeholders to identify and address human rights concerns. This has enabled OR Group to understand the social, cultural, environmental, and economic implication of its business activities. Thus, OR has established various communication channels to ensure that all stakeholders, rights holders, and vulnerable groups are able to access and provide complaints, feedbacks, or other inputs regarding human rights violations that may be caused by the Company's operations and business activities. In the case of human rights infringement or violation, OR has implement process on corrective and disciplinary actions to address the violation case.

OR is tracking, monitoring, and assessing its human right risks, and has developed whistleblowing and grievance mechanism in order to identify issues and concerns related to human rights violations. Results collected from these channels will be used to inform improvements on the HRDD process and human rights practices. OR has also defined an escalation process for reporting incidents. Hence, OR's human rights performance will be communicated to board level and disclosed in OR's sustainable development reporting in OR's website.

Stakeholders / Rights Holder Practices

OR has a strong focus on human rights of following groups of relevant stakeholders / rights holders as follows:

Employees

OR Group is committed to respect labor rights and working conditions by complying with local laws of the countries where OR Group operates and international agreements on workforce. These labor rights and working conditions are covered in OR Group's Human Resources Management Policy, OR Group's Quality, Security, Safety, Occupational Health and Environment Policy, corporate regulations, e.g., OR's regulation of human resource management, and include ILO core labor standards such as freedom of association, non - discrimination, anti-harassment, the prohibition of child labor, and forced labor.

OR Group values diversity and thus strives to create a workplace that is open, inclusive and respectful of fundamental human rights regardless of age, gender, sexual orientation, culture, ability, religion, race, ethnicity, or beliefs as OR Group believes that everyone should be treated equally and with respect. OR offers fair working conditions such as equal remuneration and other welfare which are aligned with the law and can be compared or benchmarked within the industry. Furthermore, OR Group recognizes that employees have rights to choose whether to belong to a union and to seek to bargain collectively. To promote such rights, OR Group ensures that voices of employees are heard through engagement in different channels, e.g., OR's welfare committee at a place of business, OR's employee engagement and core value commitment survey.

OR will continue to raise awareness, communicate and educate employees to understand their roles, and responsibilities on human rights practices, including non-discrimination and anti-harassment, and to perform their roles in accordance with OR Group's human rights commitments and guidelines.

Customers / Consumers

OR Group strives to develop and deliver magnificent products and services with impressive quality, high and accepted standards, environmental concerns, reasonable prices, and fair conditions for customers / consumers. In addition, OR Group gives priority to their health and safety including public sector, their satisfaction and confidence on our products and services, data privacy for customer / consumer, and customer / consumer discrimination. OR Group has provided convenient communication channels for customers / consumers in order to complain about human rights infringement or violation events via the company's contact center number 1365, or website: https://www.pttor.com/en/contact_us.

Business partners and their employees

OR Group seeks to work with contractors and suppliers who contribute to sustainable development and are economically, environmentally, and socially responsible. OR Group engages with its supplier community, in line with OR Group's Procurement Policy, and its supplier governance policies and processes to promote and support the importance of human rights including modern slavery and human trafficking throughout its supply chain. For the selection, OR Group screens potential suppliers to ensure they have approaches to respect human rights in place. We also monitor our key suppliers via supplier/contractor visits, sustainability assessments, and quality and sustainability audits on site. In any case where human rights abuses are observed, measures are taken. OR Group expects its suppliers to have processes in place to remediate those human rights abuses they cause or contribute to.

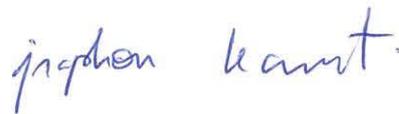
Local Communities

OR Group is aware of potential impact that may result from its operation and thus lead to violation of human rights of some particular groups in local communities. OR Group, therefore, assesses the potential environmental, health and community impacts of its operations, and has community feedback procedures in place to enable people living close to our operations to raise concerns about the impacts of our activities and to remedy any issues.

OR Group is committed to being good neighbor and trustworthy partner with local communities. We support communities' rights in restoring and maintaining traditions and local wisdom through implementation of communities' development projects and improvement of living quality of local communities. Those activities conform to our guiding approach of inclusive growth with society and communities, which is one of OR Group's primary purpose.

Hence, OR Group has continuously been improving our human rights management for the key stakeholders and further embeds the responsibility to respect human rights in all business functions. As part of this responsibility, OR Group is also committed to actively engaging with affected stakeholders in remediating any adverse impact to which OR Group has caused or contributed. Investigation and resolution will be taken appropriately based on fair and equal treatment. OR Group will communicate and report its human rights performance transparently on its website and sustainability report.

Hereby announced on 1 July 2022

A handwritten signature in blue ink that reads "jiraphon kawswat". The signature is written in a cursive, lowercase style.

(Miss Jiraphon Kawswat)

Acting In Place of President and Chief Executive Officer