

## Human Rights Operations

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### Human Rights Operations

the company operates with a strong commitment to human rights and promotes them as part of the corporate culture. The company has a governance system in place to prevent human rights abuses at all stages of its operations, through policy that aligned with and complies with international guidelines, including the Universal Declaration of Human Rights (UDHR), the UN Guiding Principles on Business and Human Rights (UNGPs), the ILO Declaration on Fundamental Principles and Rights at Work, and the labor laws of the Kingdom of Thailand. Specifically, the company's human rights policy covers the following areas:

### Human rights policy

- Treat all parties equally, without discrimination on the basis of gender, race, or religion.
  - Do not violate the rights and freedoms of stakeholders.
  - Be careful in conducting business to prevent the risk of human rights abuses.
  - Do not use or support partners who use all types of illegal labor.
  - Communicate and disseminate the policy to all stakeholders.
  - Monitor the respect for human rights in all stages of operations.
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- Build a corporate culture that is committed to respecting human rights.
  - Establish a process to identify and assess human rights risks and their potential impacts.
  - Implement disciplinary measures, up to and including termination of employment, for human rights violations.
  - Provide appropriate remedies for those affected by human rights violations.
  - Prohibit sexual harassment, both physical, verbal, and psychological.



The company is committed to human rights principles in accordance with the UNGPs and operates responsibly towards society and stakeholders. A comprehensive Human Rights Due Diligence (HRDD) process is conducted across the entire supply chain to assess and prevent potential risks. A clear organizational policy is established and announced by senior management, communicated to both internal personnel and the public. The company also emphasizes instilling human rights awareness among employees through continuous training. Additionally, mechanisms for preventing, remedying, and addressing human rights violations are in place, with regular monitoring and disclosure of performance based on international standards every year to ensure transparent and sustainable business operations.

## Human Rights Governance

The company places great importance on respecting human rights and integrating human rights principles into all levels of its operations. The Corporate Governance and Sustainability Committee has been assigned to oversee and monitor human rights policies at the organizational level, ensuring that the company's operations align with international human rights standards – namely, the UN Guiding Principles on Business and Human Rights (UNGPs) and the Universal Declaration of Human Rights (UDHR) – as well as Thailand's labor laws.

At the operational level, the Human Resources Department serves as the main responsible unit for implementing human rights initiatives. Its responsibilities cover risk assessment, monitoring and reporting of performance, promoting employee awareness and understanding of human rights, and managing human rights-related grievances. The company allocates appropriate resources, personnel, and budget to ensure that human rights management is implemented continuously, effectively, and in line with best practices.

## Human Rights Due Diligence Process



In the process of conducting comprehensive HRDD aims to prioritizing and managing risks comprehensively. Additionally, procedures for remediation in case of human rights violations within the organization are established. Summarized in a table as follows:

### 1. Policy commitment

Muangthai Capital Public Company Limited has announced its "Human Rights Policy and Labor Practices" in line with and in accordance with international guidelines with the principles of the Universal Declaration of Human Rights (UDHR), guiding principles on business and human rights. of the United Nations (UN Guiding Principle on Business and Human Rights: UNGPs), principles and fundamental rights at work of the International Labor Organization (ILO Declaration on Fundamental Principles and Rights at work), including labor laws of the Kingdom of Thailand. This is updated annually and has been reviewed and approved by the Company's Board of Directors.

### 2. Actual and Potential Risk and impact assessment

Muangthai Capital Public Company Limited has identified and examined human rights risk issues related to the company. throughout the business value chain annually which is carried out systematically as follows.

#### 2.1.1 Identify Human Rights Issues

The Company considers human rights issues that exist or may arise with the Company. throughout the business value chain by potential human rights issues that cause an impact on relevant rights holders (employees, customers, communities, suppliers and contractors) Including vulnerable groups These include issues such as discrimination and harassment. Right to privacy, environment,

community problems and rights, human trafficking, forced labor, child labor, working conditions, equal compensation. Freedom of association, right to negotiate.

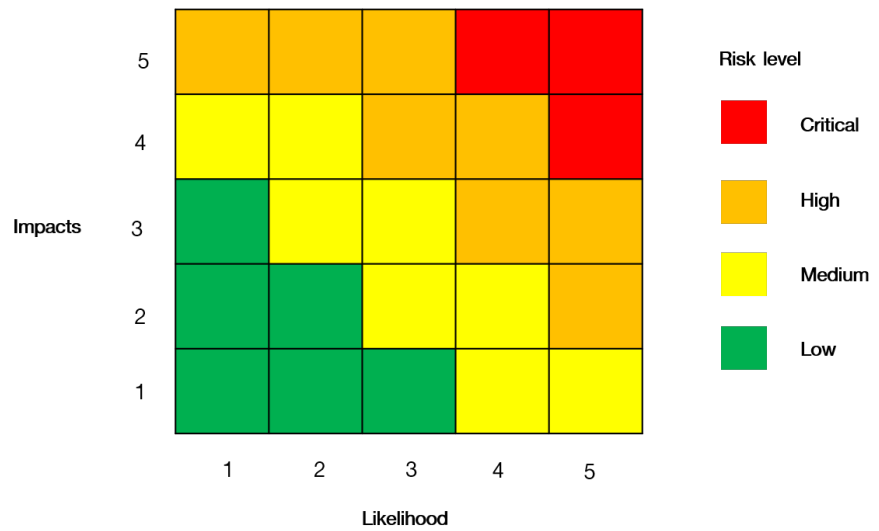
## 2.1.2 Setting the scope for identifying human rights issues.

The Company has set the scope for evaluating human rights issues as follows.

Human Rights Issues	
Customer	<ul style="list-style-type: none"> <li>- Discrimination in lending and providing services.</li> <li>- Security and privacy of customer information.</li> <li>- Prevention of money laundering.</li> <li>- Health and safety.</li> <li>- Handling complaints fairly.</li> </ul>
Employee	<ul style="list-style-type: none"> <li>- Health and safety.</li> <li>- Working environment.</li> <li>- Employment conditions.</li> <li>- Discrimination in the workplace.</li> <li>- Security and privacy of employee data.</li> <li>- Unfair recruitment process.</li> <li>- Hiring illegal workers.</li> <li>- Unfair compensation or dismissal.</li> <li>- Freedom of Association and Negotiation with E</li> </ul>
Partners	<ul style="list-style-type: none"> <li>- Personal data breach.</li> <li>- Treating trading partners unfairly.</li> <li>- Health and safety.</li> </ul>

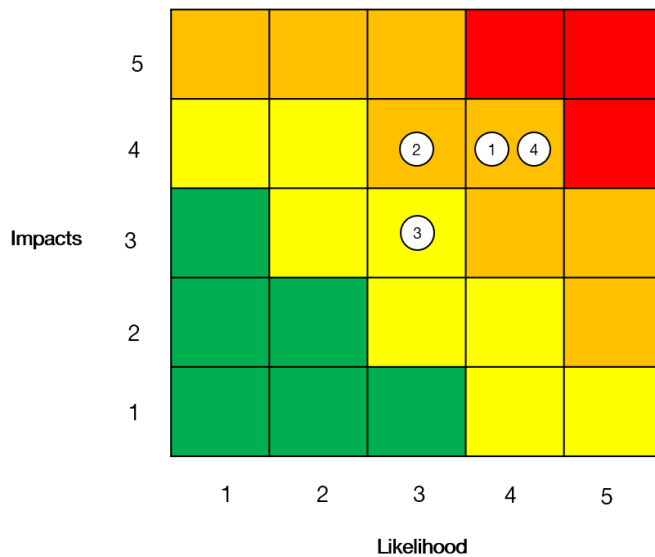
## 2.2 - 2.4 Risk level assessment Mitigation measures and prioritization of risk issues.

Human rights risk assessment covers the Company's operations. and consider groups of stakeholders throughout the value chain, such as employees, customers, and business partners of the Company By considering the risk level of human rights issues in 2 dimensions: impact and likelihood of occurrence. which divides the risks of human rights issues into 4 levels.



Once the risk level has been assessed, the Company has prioritized important risk issues in terms of human rights. This is an issue that may affect the business and operations of the company. It can be classified into 4 issues as follows.

- 1) Employment conditions.
- 2) Personal data breach.
- 3) Use of illegal labor in the supply chain.
- 4) Discrimination against employees.



### 3. Process of Conducting Comprehensive HRDD

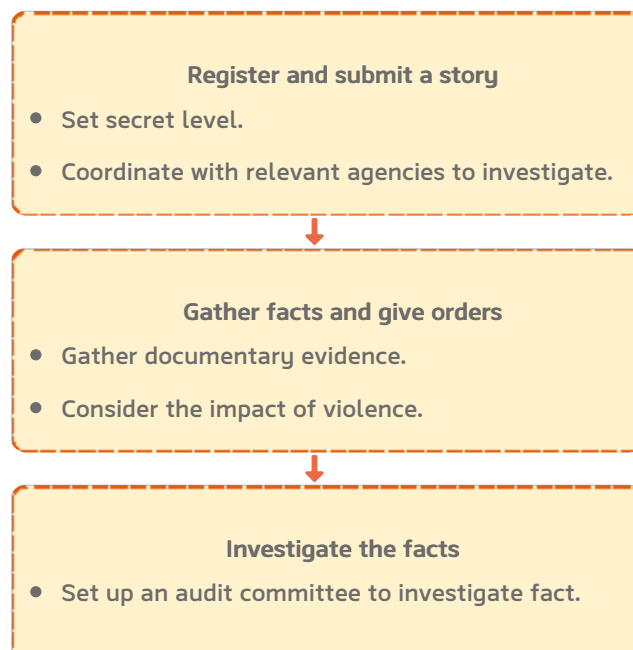
In the process of conducting comprehensive HRDD, the objectives are to identify and assess human rights risks that may occur within the organization, including prioritizing and managing risks comprehensively. Additionally, procedures for remediation in case of human rights violations within the organization are established. Summarized in a table as follows:

Risk identification	Impact	Risk assessment	
		Level of impact	Level of likelihood
Employment conditions	- Forcing employees to work overtime	3	3
Personal data violation	- Leaking personal data of partners and employees - Using customer data without permission	4	3
Illegal labor use in the supply chain	- Employing child labor and illegal migrant labor	3	3
Discrimination against employees	- Unfair and unjust treatment within the organization	4	4

Additionally, the company communicates the outcomes of its human rights efforts through sustainability reports and annual reports to fosters employee awareness regarding human rights and mitigate potential risks.

#### 4. Tracking and reporting performance results.

In 2024, the company did not encounter any human rights violations or complaints. However, we have the implementing preventive and remedial measures, including avenues for receiving and addressing complaints and grievances from affected parties in an appropriate manner. These measures include both financial compensation, such as restitution payments, and non-financial remedies, such as providing opportunities for feedback and offering counseling to victims through various channels. In the event of human rights violations, the company will conduct fair investigations and impose penalties in accordance with our regulations and policies going forward.



- Consider the results of the investigation.
- Order punishment. (if any).



**Report the results to the complainant and make improvements**

- Report the results to the complainant.
- Follow up on improvement results.
- Executive Committee Report Acknowledged.

## 5. Mitigation and Remediation Measure

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