

Human Right

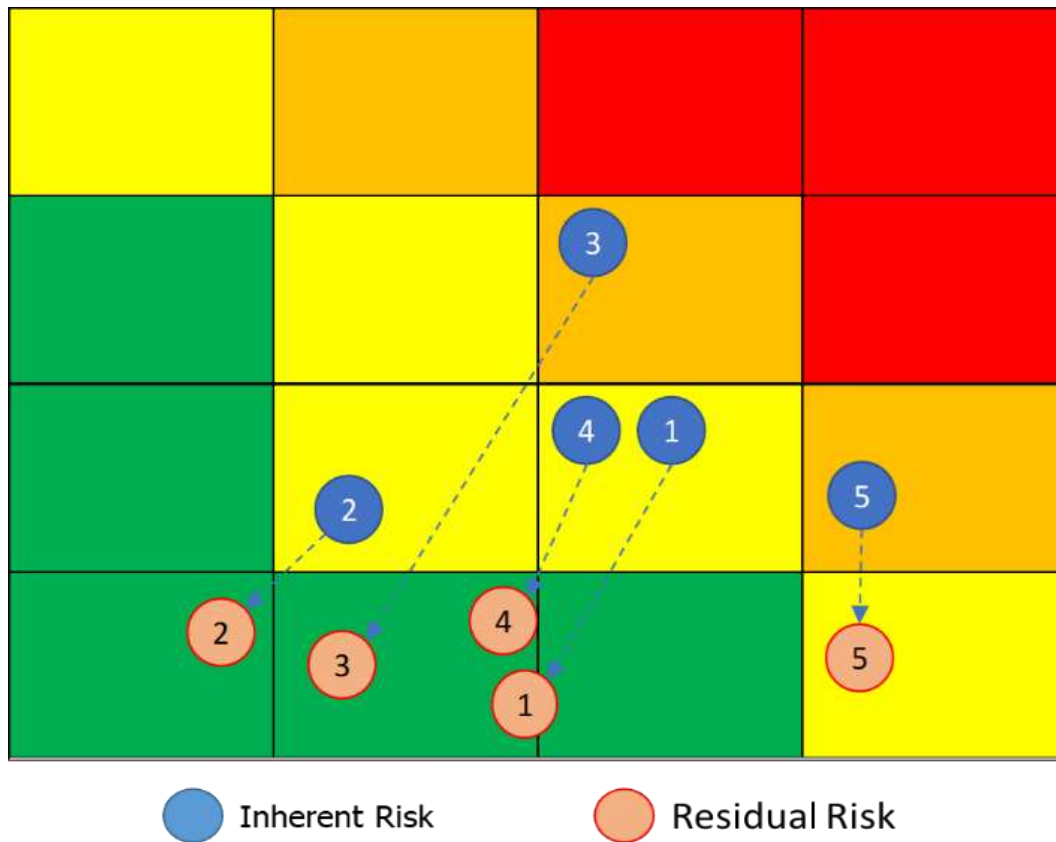
BJC operates its businesses in adherence to the principle of human rights and respects the human rights of all of our stakeholders. The Company is committed to supporting the requirements and expectations of international and national human rights and labor standards, including the United Nations Universal Declaration of Human Rights, the United Nations Guiding Principle on Business and Human Rights, the International Labor Organization (ILO) Declaration of Fundamental Principles and Rights at Work, as well as Thailand’s Labor Protection Act (No.7) B.E. 2562 (A.D. 2018). This is reflected in the group-wide Human Rights Policy that we developed.

To ensure effectiveness of our practices regarding human rights and equal labor standards, BJC continues to monitor and review our respective performance. BJC has developed a Human Rights Due Diligence (HRDD) process and risk assessment procedure in order to systematically evaluate potential risks associated with our business activities as follows;



Overview of Results for BJC’s Own Operations, Tier 1 Suppliers and Joint Ventures

	Percentage of operation which have been assessed human rights risks	Percentage of operation which found human rights related risks	Percentage of operation which have human rights risks and have mitigation plan
Own Operation	100	18.36	100
Tier 1 Supplier	5	10	100
Joint Venture	100	33.33	100



No	BJC's Human Rights Salient Issues in 2019
1	Risks from the production activities of the factory that may affect the community or disrupting the well-being of people in the surrounding community such as noise or smell etc.
2	Risk of making complaint and investigation including the protection of complainants regarding human rights violations because employees are not aware that there are channels to receive complaints. Therefore, they are unable to make a complaint and employees may not be confident in the complaint investigation process and protection of complainants.
3	Security risks during the operation for the employees because employees lack knowledge and understanding about work safety and work environment in the stores and factories which may cause accidents.
4	Security risks during the operation of external service providers due to the working environment of third-party service providers who come to work in the store and factory which may cause accidents.
5	Risk of cyber threats which may affect the security of personal information of employees such as data leakage etc.

No.	Issues	Mitigation Plan
1	Risks from the production activities of the factory that may affect the community or disrupting the well-being of people in the surrounding community such as noise or smell etc.	<ul style="list-style-type: none"> - Arrange for an inspection and improve the production process regularly to prevent social impacts especially for the surrounding communities - Provide a channel for the surrounding communities to report complaints to the factory. If a complaint occurs, the company will consider and plan for problem solving, remedies and appropriate prevention - Build good relationships with surrounding communities regularly
2	Risk of making complaint and investigation including the protection of complainants regarding human rights violations because employees are not aware of channels to receive complaints. Therefore, they are unable to make a complaint and employees may not be confident in the complaint investigation process and protection of complainants	<ul style="list-style-type: none"> - Develop and improve appropriate and various channels for receiving complaints including considering investigation process and protection of complainants to be effective, sufficient, and most appropriate - Providing communication channels for receiving complaints to employees and all stakeholders and gain confidence in the process
3	Security risks during the operation for the employees because employees lack knowledge and understanding about work safety and work environment in the stores and factories which may cause accidents	<ul style="list-style-type: none"> - Establish policies and guidelines for employee safety - Provide safety training to employees thoroughly and appropriately to create knowledge and understanding of safety at work. - Create manuals or methods for using tools and equipment and communicate the same to the employees - Organize activities to promote and instill safety for employees to raise awareness - Provide symbols or warning sign for high-risk area and how to appropriately use the equipment to reduce accidents. - Inspect and repair equipment and various warning signs regularly - Define the process for solving and investigating the accident to improve and prevent recurrence

No.	Issues	Mitigation Plan
4	Security risks during the operation of external service providers due to the working environment of third-party service providers who come to work in the store and factory which may cause accidents.	<ul style="list-style-type: none"> - Establish policies and guidelines on work safety of third-party service providers - Organize training to communicate working safety guidelines to employees of external service providers before coming to work in the area - Create warning signs for high-risk area and how to appropriately use the equipment to reduce accidents - Inspect and repair equipment and various warning signs regularly
5	The risk of cyber threats which may affect the security of personal information of employees such as data leakage etc.	<ul style="list-style-type: none"> - Provide training and create awareness about cyber security for employees - Manage the security of the company's network system to prevent both internal and external risks, such as defining IT policies covering business and personal data protection, data classification to specify the right of employees to use data, defining data access rights, security systems to prevent attacks from unauthorized persons or unauthorized communications such as IPS, WAF, including vulnerability assessments (Vulnerability Assessment: VA) and regular penetration testing - Prepare Disaster Recovery Plan (DRP) to help organizations recovering emails and any important data in case of data loss - Considering and improving the security of data and systems on a regular basis

Salient Issues from Contractors and Tier 1 Suppliers

No.	Human Rights Salient Issues in 2019	Mitigation Plans
1	Occupational health and safety of employees involved in process control <u>Activities at risk</u> <ul style="list-style-type: none"> • Preparation of safety equipment in production site • Factory production 	
2	Cleaning, Sanitation and Waste management <u>Activities at risks</u> <ul style="list-style-type: none"> • Cleaning in production area 	<ul style="list-style-type: none"> • Acknowledging of the Supplier Code of Conduct • Evaluating supplier's human rights risk
3	Occupational health and safety of suppliers involved in Training and Personal Hygiene <u>Activities at risks</u> <ul style="list-style-type: none"> • Personal hygiene regulation in production area 	<ul style="list-style-type: none"> • Corrective Action Request

Remediation actions taken in 2019

BJC had no cases of human rights violation. Therefore, there were no remediation actions taken in 2019. However, we have remediation process and will provide remedy for affecting groups if any incident related to human rights violation occurs.