



EMPOWERING ALL TOWARD  
INCLUSIVE GROWTH

# Human Rights Summary Report

2024



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1. OR Human Right Due Diligence Process
2. Actual and Potential Impacts Assessment
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## Introduction

Human rights are not only the fundamental rights that everyone deserves. Presently, society has given importance to rights and equality as well as diversity for gender, race, religion, etc. OR recognizes the importance of adhering to human rights principles and therefore is determined to operate its businesses in accordance with international human rights principles.

OR conducted a comprehensive human rights due diligence (HRDD), covering all areas of its own operations, subsidiaries, and joint ventures (in which OR has management control), throughout the value chain, in Thailand and overseas. The HRDD process was revisited annually and will be conducted every 3 years through a systematic periodic review process.

The objectives of the HRDD is to identify human rights risks and impacts throughout the value chain and associated activities for all affected rights holders, which are employees, communities, suppliers & contractors, and customer/consumer. In 2023, the scope extends to vulnerable groups consisting of women, pregnant women, children, elderly, migrant workers, third-party employees, local communities, indigenous people, LGBTQI+, and people with disability. OR has also extended the scope of risk identification to new business relations (i.e., mergers, acquisitions, and joint ventures) in 2023.



OR has established a human rights due diligence process including the following components:

**1. Establish Policy Commitment:** OR has established a Human Rights Policy that covers all OR's business operations (business activities, products, and services), subsidiary companies, and joint ventures with business relationships (OR companies from mergers and acquisitions).

**2. Assess Actual and Potential Impacts:** OR identifies and assesses human rights risks and impacts through the value chain and associated with production of products and services of OR, subsidiary companies, and joint ventures with business relationships (OR companies from mergers and acquisitions). We identify stakeholders whose human rights may be affected.

**3. Integrate Findings and Take Appropriate Action:** OR integrates findings through defining mitigation and remediation measures for human rights salient issues in order to effectively prevent and minimize human rights risks and impacts.

**4. Track and Communicate Performance:** The department responsible for oversight of human rights will track and monitor the implementation and effectiveness of measures assigned to prevent and mitigate human rights impacts to assess if they are effective in preventing and/or minimizing human rights risks and identify areas of improvement (if any). Results will then be reported to the management level and related departments for acknowledgement.

**5. Remediate Adverse Impacts:** OR recognizes that human rights violations, if they occur, may affect the Company's stakeholders. This may occur anywhere through the value chain and activities associated with the production of the products and services of OR and OR group. Thus, OR has put in place procedures to ensure access to remediation, including the establishment of complaint channels and identification of forms of compensation. Compensation may take the form of monetary compensation such as compensation for damages, as well as non-monetary forms, such as the creation of a Customer Relations Centre via telephone or website channels to take feedback, provide advice, enact corrective actions, and provide preliminary remediation to maintain the relationships between OR and all OR's stakeholders.



PTT Oil and Retail Business Public Company Limited

Announcement No. 12/2022

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, LGBTIQ+, 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

#### Policy Commitment:

#### OR Human Rights Policy adheres to international standards, such as:

- Universal Declaration of Human Rights: UDHR,
- 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.

#### 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 (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.

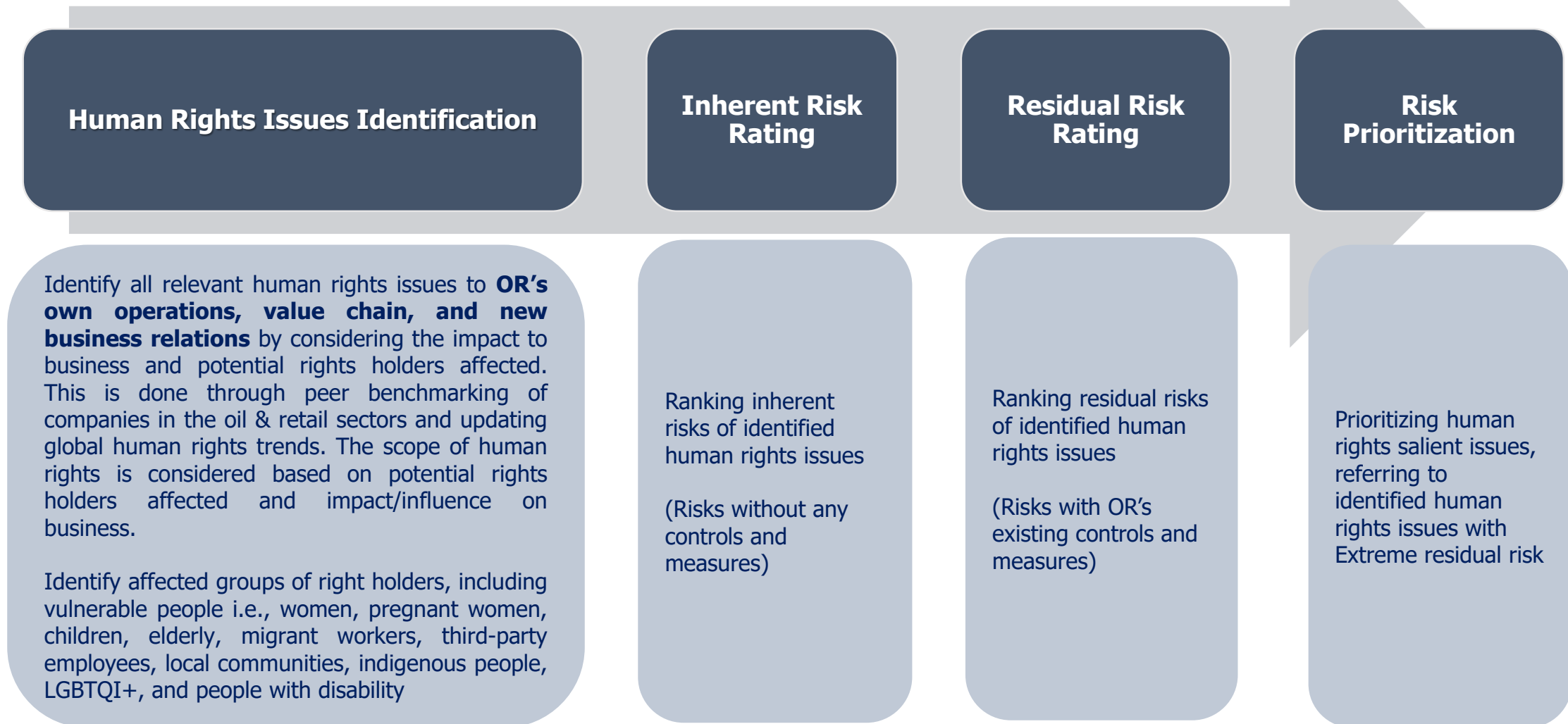
The Scope of the human rights policy, commitments and principles cover all relevant stakeholders and affected rights holders throughout the entire value chain.

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.



### OR Human Rights Risk Assessment Process



### Scope of Human Rights Risk Assessment: Own operations & Value chain activities

#### Own operations: Products

The scope of OR's Human rights due diligence and Human rights risk assessment covers own operations, and the entire value chain (Thailand and Overseas), in addition, OR will integrate the assessment of new business relations (i.e. Merger, Acquisition and Joint ventures).

It covers all affected rights holders and vulnerable groups that are at risk of human rights violation due to OR's business activities.

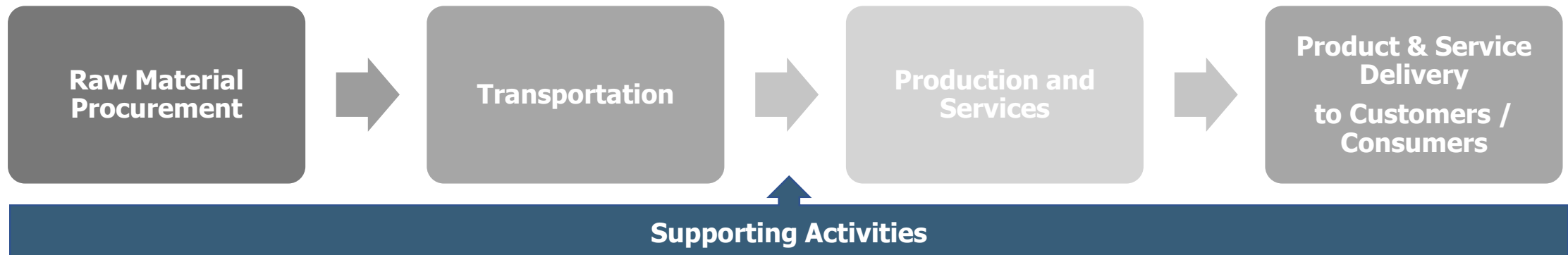
#### Seamless Mobility Business

- PTT Station
- Oil for Commercial Market and Aviation refueling
- Lubricants
- Fit Auto
- LPG and Cooking Gas
- EV Station
- Solar Rooftop

#### All Lifestyle Business

- Beverages (including Bakery, Dry-Mix, Lifestyle Distribution Center)
- Food
- Convenience Store

#### Value chain & Business Activities



## Scope of Human Rights Risk Assessment

### Affected Rights Holders covered & Human Rights Issues Assessed



#### Employee Practices

- Working Condition
- Health and Safety
- Freedom of Association and the right to Collective Bargaining
- Illegal Forms of Labors (i.e., Child labor, Forced labor, Human Trafficking)
- Discrimination and Harassment (Equal Remuneration)



#### Community Practices

- Occupational Health and Safety
- Standard of Living
- Land Acquisition
- Security forces



#### Consumer/ Customer Practices

- Health and Safety
- Data Privacy
- Discrimination and Harassment



#### Supplier & Contractor Practices

- Working Condition
- Health and Safety
- Discrimination and Harassment
- Vendor Discrimination



### Vulnerable Groups covered

Women, Pregnant women, Children, Elderly, Migrant workers, Third-party employees, Local communities, Indigenous people, LGBTQI+, People with disability

### Scope of Risk Identification

Own operations

Value chain & Business activities

New business relations



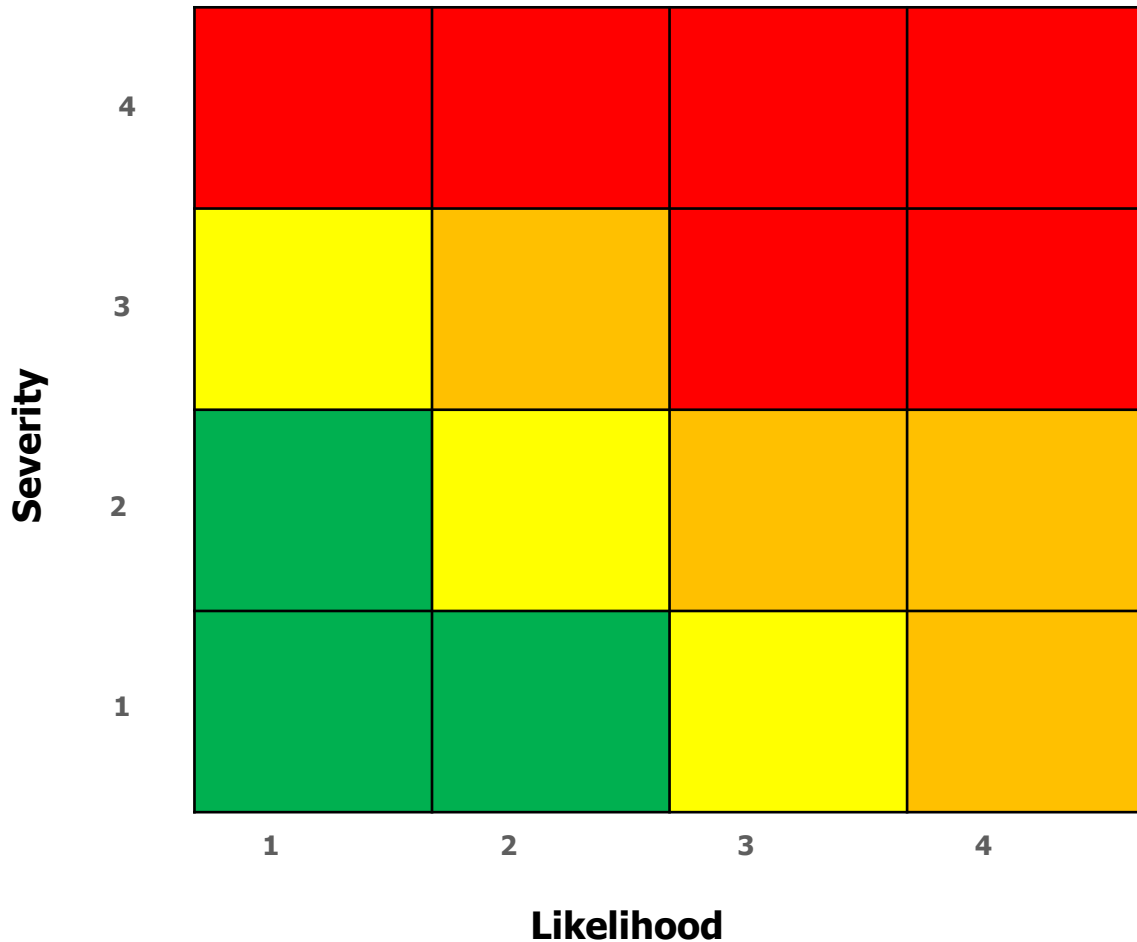
### Human Rights Risk Assessment Criteria

Severity Level	Scale	Scope	Remediability
<b>Critical (4)</b>	Significant impact to health and safety: physical disability or fatality	Impact to all stakeholders in the group e.g., all of people in community, all of employee, all of supplier	Impossible to restore
<b>High (3)</b>	Moderate impact to health and safety: serious injury that needs rehabilitation (loss time injury more than 1 month)	Impact to most stakeholders in particular stakeholder group	Take more than 1 year to restore the impact
<b>Medium (2)</b>	Slight impact to health and safety: minor injury or illness (loss time injury less than 1 month)	Impact to some stakeholders in particular stakeholder group	Take 6 months -1 year to restore the impact
<b>Low (1)</b>	Minor impact to health and safety: first aid case	No negative impact to stakeholder	Take less than 6 months (<6 months) to restore the impact

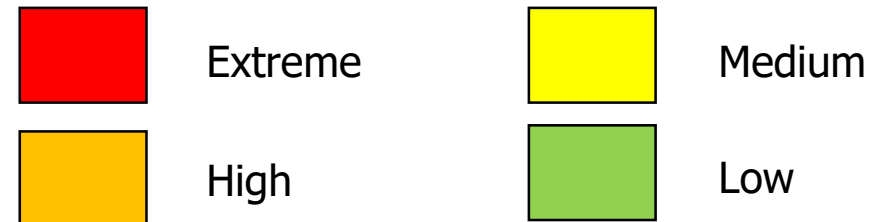
Likelihood Level	Likelihood	Frequency
<b>Very likely (4)</b>	Very likely to occur within the next 3 years (more than 90%)	Occurs 12 times within 3 years or every month
<b>Likely (3)</b>	Likely to occur within the next 3 years (50-90%)	Occurs 7-11 times within 3 years
<b>Unlikely (2)</b>	Unlikely to occur within the next 3 years (10-50%)	Occurs 2-6 times within 3 years
<b>Very unlikely (1)</b>	Very unlikely to occur within the next 3 years (less than 10%)	Almost never or 1 time within 3 years

*Remark: Number of times occurred are counted on a yearly basis, during the 3 years period.*

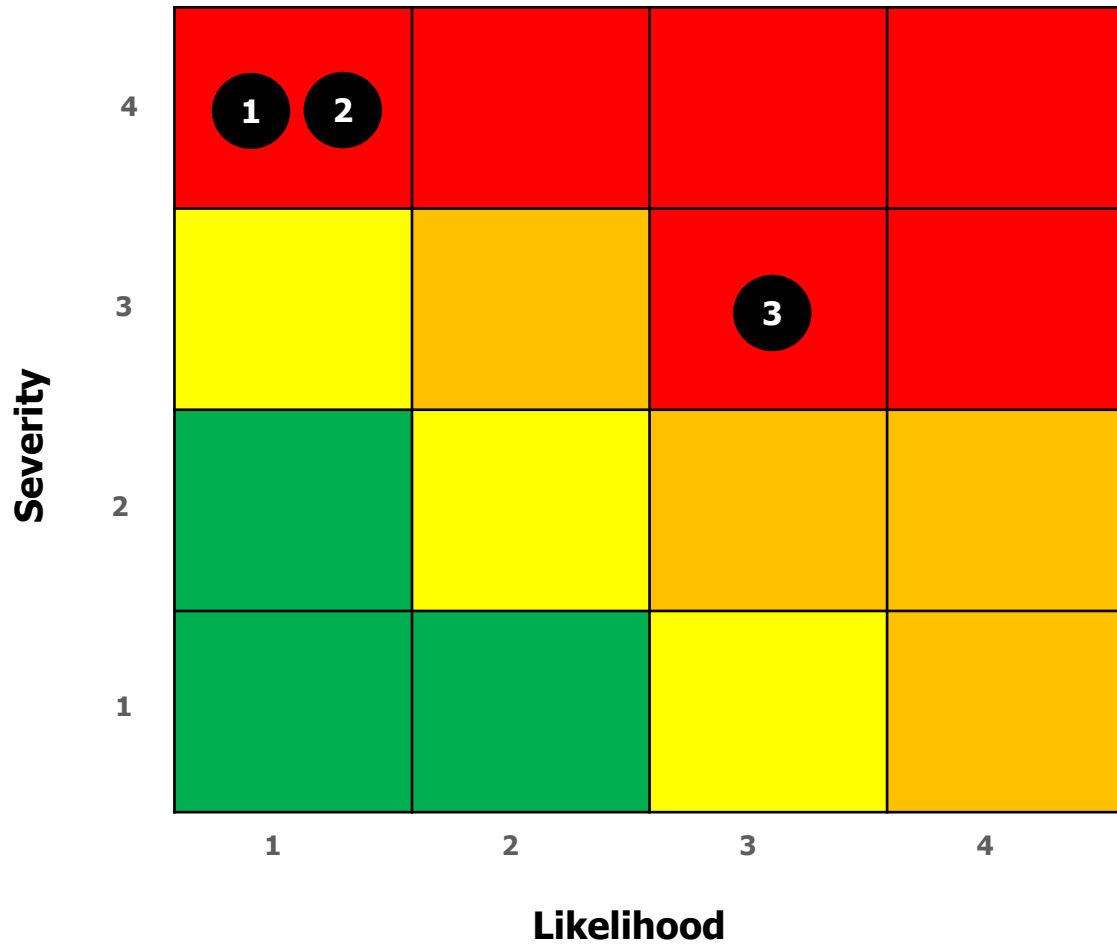
### Human Rights Risk Matrix



- The assessment of human rights risk level will be conducted using a risk matrix, as shown below. This is used to determine the significance of human rights.
- The human rights risks are assessed through 2 dimensions: **Severity** and **Likelihood**.
- The scope of assessment covers all rights holder groups that may be affected/impacted by human rights violations.
- **Salient Issues** will be issues with risk rating at **“Extreme”**



## Human Rights Risk Matrix: Salient Issues



#	Human Rights Issues
<b>Supplier/ Contractor Rights</b>	
1	<b>Health &amp; Safety</b> <ul style="list-style-type: none"> <li>All Lifestyle Business</li> <li>1.1 Beverages</li> </ul>
2	<b>Discrimination and Harassment</b> <ul style="list-style-type: none"> <li>All Lifestyle Business</li> <li>2.1 Food</li> </ul>
<b>Community Rights</b>	
3	<b>Standard of Living</b> <ul style="list-style-type: none"> <li>Seamless Mobility Business</li> <li>3.1 PTT Station</li> </ul>

### Human Rights Risk Assessment Performance (own operations)

Products covered in human rights risk assessment	Human rights issues identified (Salient issues)	A. % of total products assessed in the last three years	B. % of total products assessed (Column A) where risks have been identified	C. % of risk (Column B) with mitigation or remediation actions taken
<p><b>Seamless Mobility Business</b></p> <ul style="list-style-type: none"> <li>• PTT Station*</li> <li>• Oil for Commercial Market and Aviation refueling</li> <li>• Lubricants</li> <li>• Fit Auto</li> <li>• LPG and Cooking Gas</li> <li>• EV Station</li> <li>• Solar Rooftop</li> </ul> <p><b>All Lifestyle Business</b></p> <ul style="list-style-type: none"> <li>• Beverage* (including Bakery, Dry-Mix, Life Distribution Center)</li> <li>• Food*</li> <li>• Convenience Store</li> </ul> <p><i>*products identified with salient issues</i></p>	<ul style="list-style-type: none"> <li>• Supplier/Contractor: Health and Safety</li> <li>• Supplier/Contractor: Discrimination and Harassment</li> <li>• Community: Standard of Living</li> </ul>	<p><b>100%</b> <b>(10 out of 10 products)</b></p>	<p><b>30 %</b> <b>(3 out of 10 products)</b></p> <ul style="list-style-type: none"> <li>• Beverages</li> <li>• Food</li> <li>• PTT Station</li> </ul>	<p><b>100 %</b> <b>(3 out of 3 products)</b></p> <p><b>Moreover, all of OR's (10) Products have mitigation plan in place to added human rights issues</b></p> <p><i>Remark: The number of sites with mitigation actions taken are located in section 3. Integration of Findings and Potential Impacts</i></p>

### Human Rights Risk Assessment Performance (Supply Chain)

Type of Suppliers	Human rights issues identified (Salient issues)	A. % of total tier-1 suppliers assessed in human rights risk	B. % of total tier-1 suppliers assessed where risks have been identified	C. % of risk (Column B) with mitigation or remediation actions taken
1. Oil Business Suppliers (excl. Refinery) 2. Refinery and Petroleum Product Suppliers 3. Transportation (Petroleum and Café Amazon Business) 4. Construction (Petroleum and Café Amazon Business) 5. Café Amazon	No human rights issue is found during the assessment. However, due to nature of transportation and construction business, potential risk of unfair working conditions are identified.	100%	0%	0%

**Notes:**

- OR provided the process of mitigation and remediation actions for supplier groups having potential human rights risk (e.g., unfair working conditions for transportation suppliers) even there is no risk identified from the assessment of tier-1 suppliers

### Human Rights Risk Assessment Performance (JVs without management Control)

A. % of total joint ventures assessed in the last three years	B. % of total joint ventures assessed (Column A) where risks have been identified	C. % of risk (Column B) with mitigation or remediation actions taken
<p style="text-align: center;"><b>100%</b> <b>(14 out of 14 Joint Ventures)</b></p>	<p style="text-align: center;"><b>35.71 %</b> <b>(5 out of 14 Joint Ventures)</b></p> <ul style="list-style-type: none"> <li>• Inadequate labor practices such as policies, procedures, fair working conditions, grievance mechanisms for employees, and measures for vulnerable groups, including accessibility for people with disability</li> </ul>	<p style="text-align: center;"><b>100 %</b> <b>(5 out of 14 Ventures)</b></p> <p style="text-align: center;"><b>Moreover, all of OR's (14) Joint Ventures have mitigation plans in place to address human rights issues</b></p>

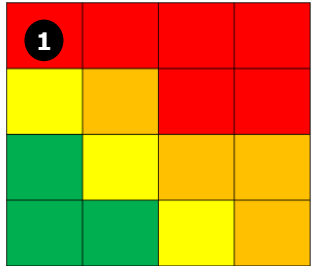
OR compared the policies and actions of the Joint Venture partner to ensure that the business activities of the Joint Venture partner will not only be aligned with good corporate governance and do not violate human rights. For instance, OR communicate OR's human rights policy to the Joint Venture partner and allow them to comply with corporate governance. OR also always observe and suggest guideline to the Joint Venture partner to communicate and provide the human rights regulations through the Joint Venture focal point to establish an extensive human rights due diligence process in line with the OR and global standards.



# 3. Integration of Findings and Potential Impacts



## Human Rights Issues: **Health and Safety**



### Potential Risks:

Risks related to health and safety of supplier/contractor, such as:

- Hazard Work-related injury
- Insufficient protective equipment: PPE
- Accident: electric shock, working at height



### Affected Rights Holders & Vulnerable Groups:

#### Supplier/Contractor

- Women & Pregnant Women
- People with disability
- LGBTQI+
- Migrant workers



### Product(s) with salient issues:

#### All Lifestyle Business:

1. Beverages (Thailand)



**There is 1 operational site associated with the product at-risk. Mitigation measures and actions to ensure suppliers' rights are protected have been implemented in all sites.**

- Implemented a Human rights policy that includes commitment to the health and safety of suppliers and contractors working in OR's operational sites
- Implemented Quality, Security, Safety, Health, and Environment (QSHE) policy which includes requirements on health and safety covering suppliers and contractors
- Implemented Safety risk management plan to ensure health and safety of suppliers and contractors in the operational sites
- OR Supplier Sustainable Code of Conduct
- Certified with ISO 45001
- Implemented Whistleblowing channel, accessible to all suppliers and contractors, to report issues related to health and safety. The investigation process will be conducted once a complaint has been received.
- Have a Safety committee and organize a Working group to investigate the accident or incident
- Conducted training on health and safety for suppliers and contractors

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

1) Right to life (UDHR 3, ICCPR6)  
 25) Right to enjoy just and favorable conditions of work (UDHR 23 and 24, ICESCR 7)  
 28) Right to health (UDHR 25, ICESCR 12)

# 3. Integration of Findings and Potential Impacts

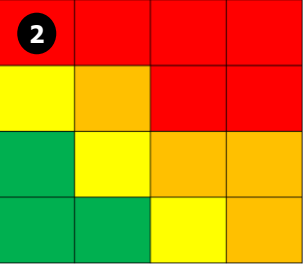


## Human Rights Issues: **Discrimination and Harassment**

### Potential Risks:

Risks related to discrimination and harassment of supplier/ contractor, such as:

- Unfair hiring practices, unfair work assignment, or unfair termination/demotion, promotion denial
- Sexual and non-sexual harassment (physical and verbal harassment) between employees or by supervisors
- Sexual abuse and violence Psychological abuse and intimidation
- Threats and acts of physical violence



**There are 106 operational sites, associated with the product at-risk. Mitigation measures and actions to ensure suppliers' rights are protected have been implemented in all sites.**

- Implemented a Human rights policy that includes commitment to zero tolerance for discrimination and harassment, covering suppliers and contractors working in OR's operational sites
- Implement OR Code of Conduct with the requirement on non-discrimination and anti-harassment
- Implemented Whistleblowing channel, accessible to all suppliers and contractors, to report issues related to discrimination and harassment. The investigation process will be conducted once a complaint has been received
- Conducted labor practices training to ensure no discriminatory and harassing action in workplace for all employees, suppliers and contractors



### Affected Rights Holders & Vulnerable Groups:

#### Supplier/Contractor

- Women & Pregnant Women
- People with disability
- LGBTQI+
- Migrant workers



### Product(s) with salient issues:

#### All Lifestyle Business:

1. Food (Thailand)

**Relevant human rights based on the principles** from *International Bill of Rights: 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, no discrimination (UDHR 1, 2 and 7, ICCPR 26)

24) Right to work (UDHR 23, ICESCR 6)

25) Right to enjoy just and favorable conditions of work (UDHR 23 and 24, ICESCR 7)

### 3. Integration of Findings and Potential Impacts

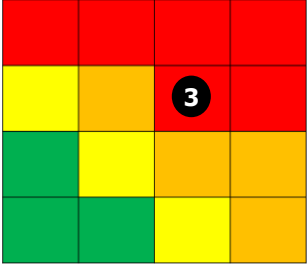


#### Human Rights Issues: **Standard of Living**

##### Potential Risks:

Risks related to community standard of living, such as:

- Chemical and Oil Spill from ship vessel
- Disturbance from operational activity such as odor from gas/oil, improper waste management, noise, pollution, road traffic
- Leakage of waste, hazardous waste, chemical and oil from operations into waterway



##### Affected Rights Holders & Vulnerable Groups:

###### Community

- Local communities
- Women & Pregnant Women
- People with disability
- LGBTQI+
- Children
- Elderly



##### Product(s) with salient issues:

###### Seamless Mobility Business:

1. PTT Station (OR Subsidiary in Thailand)



**There are 155 operational sites, associated with the product at-risk. Mitigation measures and actions to ensure communities' rights are protected have been implemented in all sites.**

- Implemented a Sustainability policy and strategy covering commitment to communities' standard of living
- Implemented a Human rights policy that includes commitment on community rights
- Implemented Quality, Security, Safety, Health and Environment (QSHE) policy with requirement on environmental management
- Organized OR's CSR Action Program to ensure community standard of living are respected and enhanced
- Implemented Whistleblowing channel, accessible to community members to report issues related to standard of living. The investigation process will be conducted once a complaint has been received
- Assess community satisfaction and conduct on-site visit for a meeting and exchanging of ideas with the community to solve any issues
- Promote a business model that creates engagement with the society and community

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

- 1) Right to life (UDHR 3, ICCPR6)
- 8) Right to access effective remedies (UDHR 8, ICCPR 2)
- 27) Right to an adequate standard of living (UDHR 25, ICESCR 11 and 24)
- 28) Right to health (UDHR 25, ICESCR 12)

### Tracking, Monitoring and Communicating on Human Rights Performance

Adhering to OR's Human Rights Policy, the Company commits to review and conduct the HRDD process on every 3 years. OR also commits to continuously monitor, evaluate and improve its existing measures, actions and implementations to ensure effectiveness and prevent human rights violations to its relevant rights holders and vulnerable groups in OR's operations and throughout the value chain, as well as in new business relations (i.e. mergers, acquisitions, joint ventures) in future. This continual improvements are considered through enhancing the Company's stakeholder engagement, whistleblowing process and grievance mechanism, as well as implementing management systems, mitigation plans and remediation actions to minimize adverse impacts.

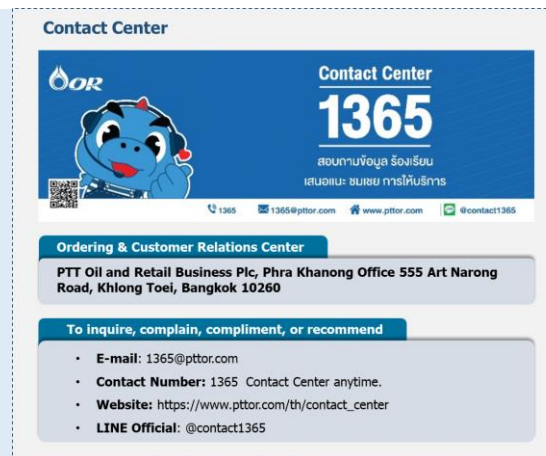
Complaint channels are an important mechanism for OR to be aware of the risks of human rights violations, as well as to be aware of events that are happening or have happened, that are in accordance with or may lead to human rights violations. Therefore, OR has established various communication channels 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 specific to discrimination and/or harassment that may be caused by the Company's operations and business activities.

#### Communication and Complaint Channel

- OR employees or internal affected rights holders can complain directly to:
  - Leadership and Talent Management Department - For facts, discipline, and allegations investigation (by submitting through the supervisor or making a request letter to the department);
  - Welfare Committee Under the Human Resources Service Department - Get suggestions for OR employee welfare improvement;
  - Corporate Governance Department - Receive complaints and investigate Corruption in the organization and good governance.
- OR customer or external affected rights holders can make complaints or report additional human rights issues through the OR Contact Center via telephone number 1365 (24 hours), Social Media (both public and anonymously) or via the website. [https://www.pttor.com/th/contact\\_center](https://www.pttor.com/th/contact_center).

After receiving complaints, OR will analyze the causes and apply them to develop solutions and develop remedial measures for those affected by human rights violations arising from OR's business operations.

Lastly, OR will disclose its human rights performance, annually, through Company's website [Human Rights \(pttor.com\)](https://www.pttor.com).



The screenshot shows the OR Contact Center interface. At the top, it says 'Contact Center' and features the OR logo and a cartoon character. The phone number '1365' is prominently displayed, along with the Thai text 'สอบถามข้อมูล ร้องเรียน' and 'ช่องทาง: วิทยุ โทรทัศน์ อินเทอร์เน็ต'. Below this, there are social media icons for phone, email, website, and LINE. A section titled 'Ordering & Customer Relations Center' provides the address: 'PTT Oil and Retail Business Plc, Phra Khanong Office 555 Art Narong Road, Khlong Toei, Bangkok 10260'. A final section titled 'To inquire, complain, compliment, or recommend' lists contact details: E-mail: 1365@pttor.com, Contact Number: 1365 (Contact Center anytime), Website: https://www.pttor.com/th/contact\_center, and LINE Official: @contact1365.

### Remediation Actions Taken

OR is committed to conducting human rights risk assessment with a systematic periodic review process, and in line with its risk management system and mitigation measures, and continues to review and update the human rights policy and commitments to be in line with current international laws, regulations, and standards, hence strengthen the Company's Human Rights Management System.

In case of violations including discriminatory behavior or harassment, OR will ensure that proper and effective remediation action(s) are provided with continuous tracking, monitoring, and reporting of performances. Additionally, OR recognizes that it is crucial to consider all types of remediation actions to ensure that the people who have been impacted receive an effective remedy. This includes compensation and other forms of remedy that shall amend the harm caused, such as apologies, restitution, rehabilitation, financial or non-financial compensation, punitive sanctions, and the prevention of harm (e.g., injunctions or guarantees of non-repetition).

OR has many implementations and measures to ensure the Company's business activities align and comply with OR human rights policy, including OR Group Way of Conduct, OR Supplier Sustainable Code of Conduct, Human Resource Management Policy, Stakeholder Engagement Guideline, Sustainability Management Policy and QSHE Policy.

Nonetheless, in 2023 - 2024, there was no confirmed case of human right violation case in OR's operation. Thus, no remediation actions were taken.



*Moving forward with  
strong determination and  
leaving no one behind*

*6 groups of  
OR stakeholders*

***EMPOWERING ALL TOWARD  
INCLUSIVE GROWTH***

***OR เติมเต็มโอกาส เพื่อทุกการเติบโต ร่วมกัน***

*Harnessing OR  
competencies to support,  
fulfill, and elevate*

*Sustainable growth  
with Living Community,  
Healthy Environment, and  
Economic Prosperity*