



2022

Human Rights Due Diligence Process and Human Rights Impact Assessments and Management (HRIAM) Report



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Challenges, Risks and Impacts

For more than 3 years, the world has severely experienced COVID-19 pandemic, the disease has significant impacts on many aspects and transforms global citizen into the new way of work including their living, which have relied more on digital platforms and technologies. Nevertheless, even the term of “human rights” in business context is now widely known, proper human rights in actions would be more complicated and there are still challenges that deserve serious considerations to overcome as a whole of Thailand, which can be summarized as follows:

1. ***Insight and sustain human rights knowledge and obligations.***
2. ***Embed “human rights” mind set as a key success factor to achieve corporate mission and goals as well as gain all stakeholders’ trust and creditability.***
3. ***Implement “human rights” in organization seriously and sustainably.***
4. ***Take role by all employee levels and corporate in promoting and protecting human rights in all value chains.***
5. ***Mutually understand and respect between NGOs & human rights defenders and government agencies & officials.***

With this regard, Thailand government initiated the continuation of the 4th National Human Rights Plan by launching a review of the draft National Action Plan on Business and Human Rights, Phase 2 (2023-2027) which Thairoil Group participated in giving opinions and further have implemented the action plan. Such practices under the principle that **“human rights are a beneficial challenge which preventive plan, implementation, and control are manageable. Every concern has a solution due to priority and taking seriously. As a result, employees and stakeholders will be protected and promoted sustainable human rights.”** For this reason, Thairoil Group continues to raise the level of protection of human rights of stakeholders as an important agenda.

An aerial photograph of an industrial facility, likely an oil refinery or storage terminal, featuring numerous large white cylindrical storage tanks and complex piping. The facility is situated in a hilly area with green vegetation in the foreground and background.

HUMAN RIGHTS CHALLENGES, RISKS, AND IMPACTS



OUR COMMITMENT

Our Commitment

Thaioil Group remains committed to promote good human rights practices throughout our value chains. We continue to operate as mandated by the Human Rights Policy in Own Operations, the Business and Human Rights Policy for Business Partners, and the Supplier Code of Conduct. All our human rights-related policies and procedures have been aligned with the UN Guiding Principles on Business and Human Rights, or the UNGP, which guide us towards the protection of the human rights of our employees, business partners (i.e. suppliers, contractors, customers) and local communities, as well as environmental rights relating to natural resources, fisheries, and a clean environment free of pollution.

We uphold our commitment to ensure that our treatment of all stakeholders throughout our value chains go above and beyond expected human rights standards, such that looking into leading practices on sustainable management in both Thailand and abroad.

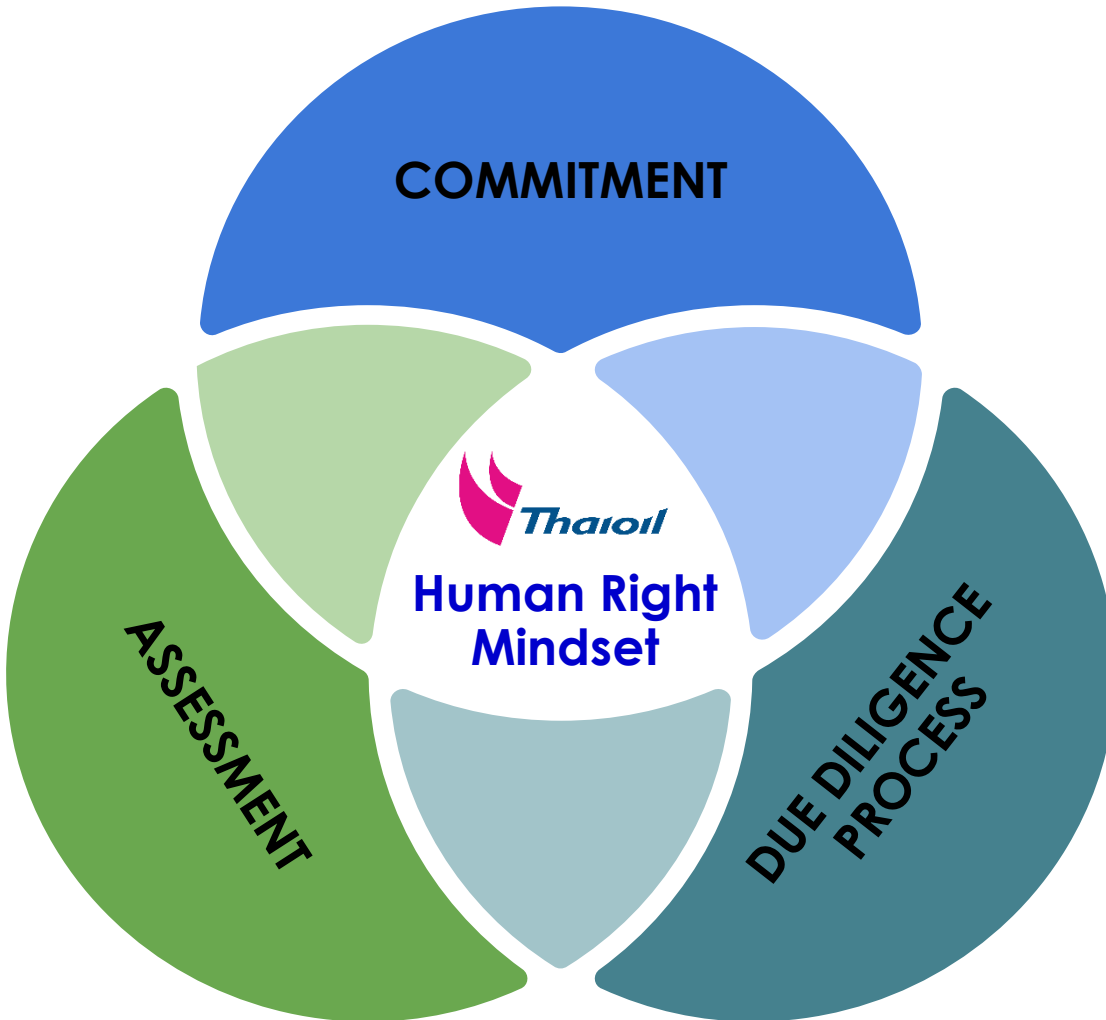
During COVID-19 pandemic, Thaioil Group has progressively made improvements in the group's policies and procedures. These include Work From Home Policy, return to work procedure, and additional preventive measures. In addition, Thaioil's stakeholders support and corporate according to policies and procedures related to protect, prevent and reduce any risks that might have an effect on continuing business.

At the same time, Thaioil Group expands its businesses to international markets more according to corporate strategic direction, where human rights laws and regulations requiring different practices from Thailand's. As a result, Thaioil Group has therefore developed human rights in aspect of international clients and suppliers to ensure that the whole value chains respect to human rights of stakeholder across their business activities comprehensively.

Importantly, Thaioil Group has placed importance of human right in action across its value chains by identifying key risk of human rights and targets for 7 years since 2016 . With this respect, Thaioil Group achieves non-compliance with human rights to all stakeholders every year.

Our Strategic Framework

To sustainably deploy human rights policy into practice and actions related to human rights according to Thairoil's roadmap with systematic and beyond best practice.

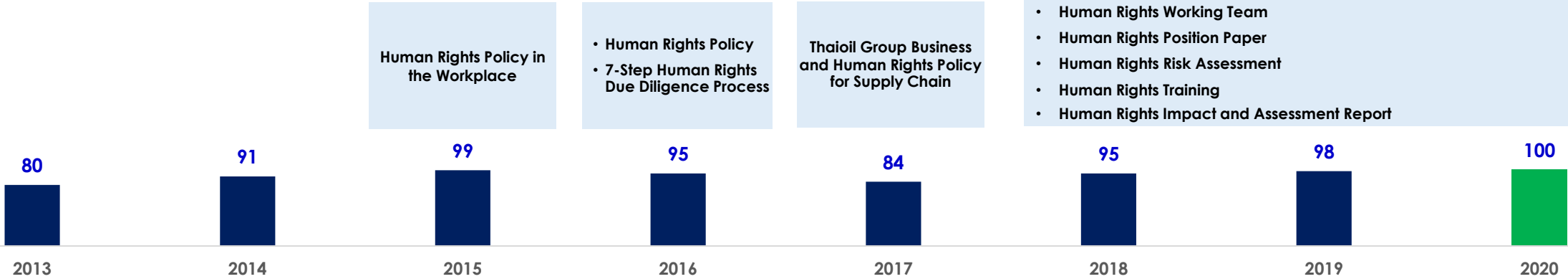


OUR STRATEGY

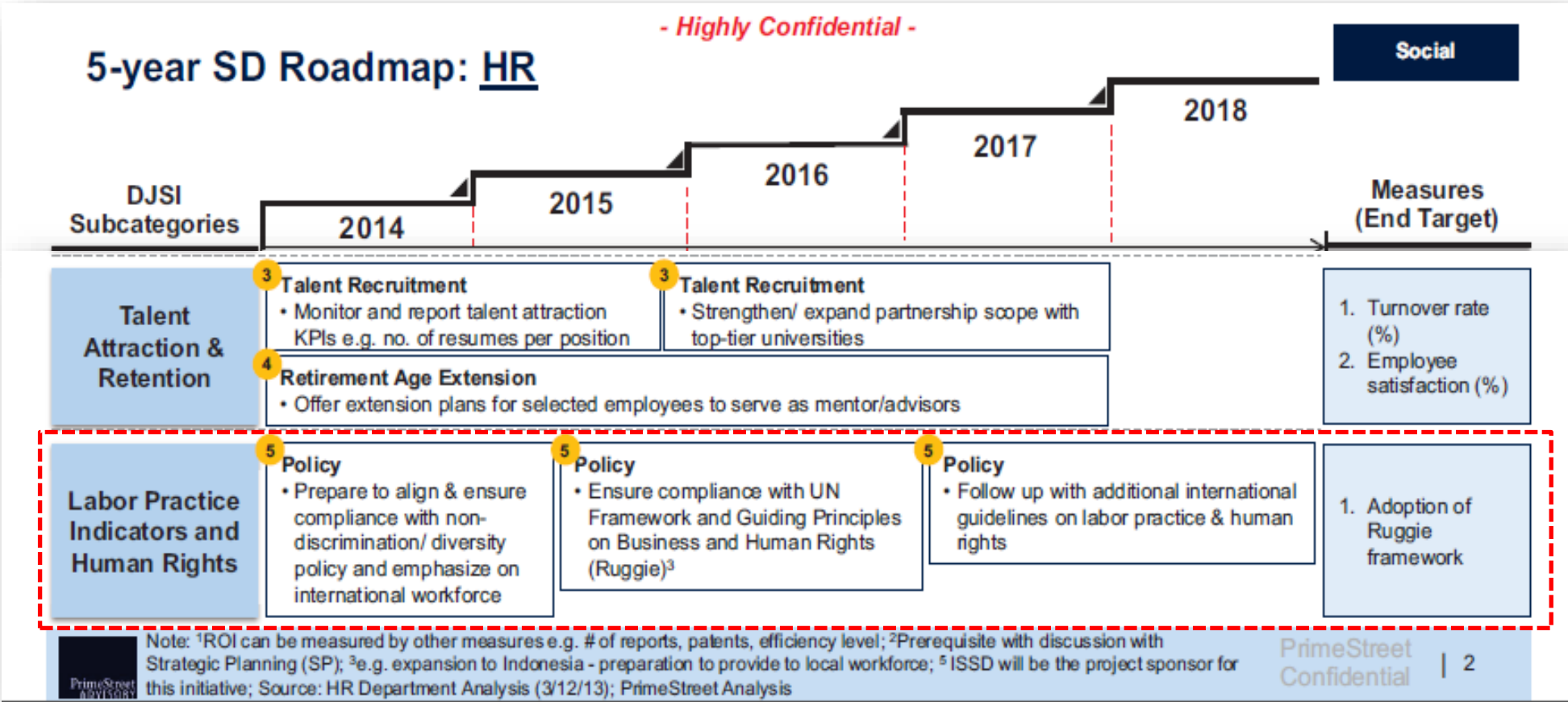
Our Strategy Thailoil Group Human Rights Journey and 5 years Roadmap (2014-2020)



DJSI Score in part of human rights

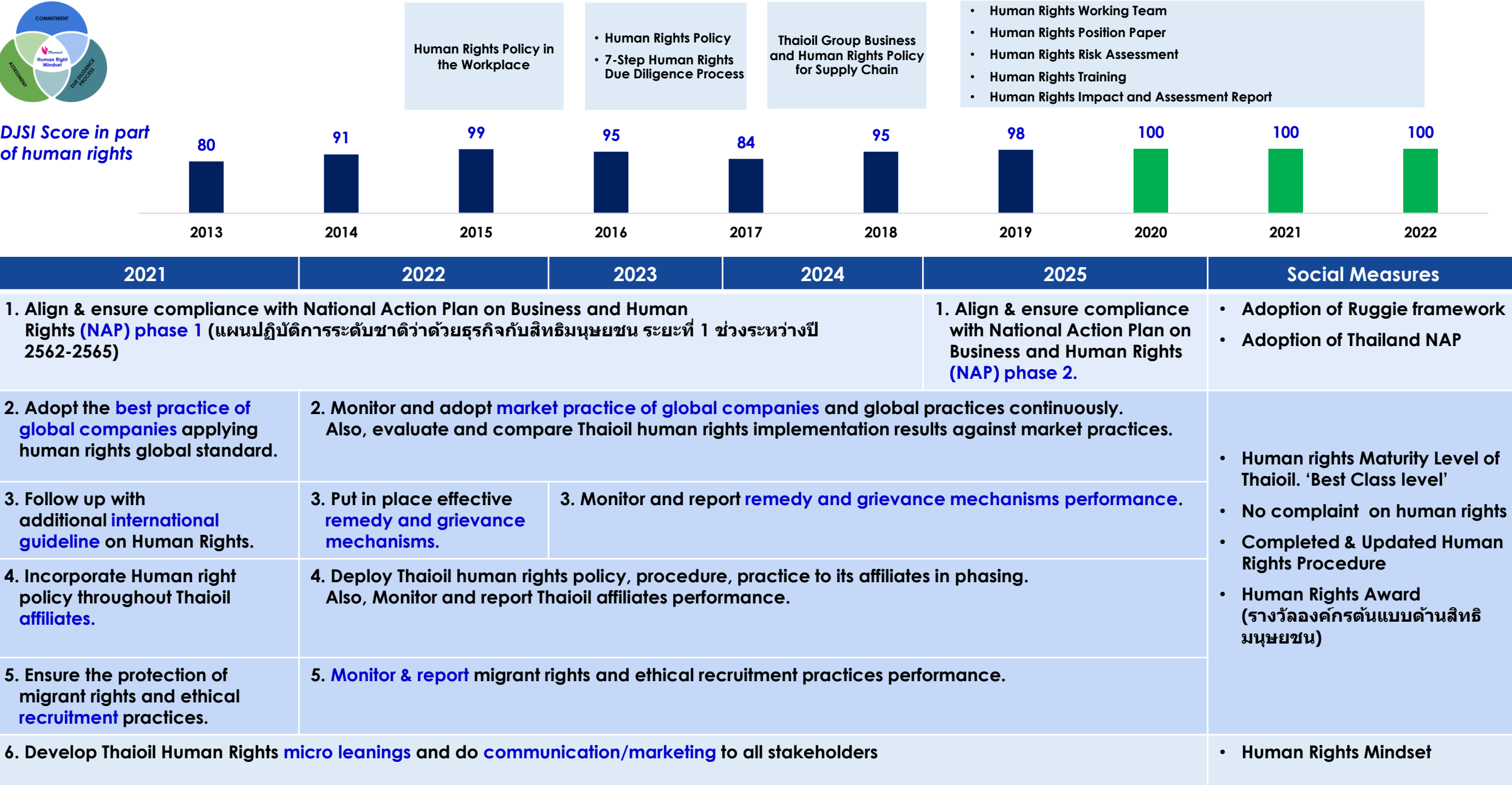


- Human Rights Policy in the Workplace
- Human Rights Policy
- 7-Step Human Rights Due Diligence Process
- Thailoil Group Business and Human Rights Policy for Supply Chain
- Human Rights Working Team
- Human Rights Position Paper
- Human Rights Risk Assessment
- Human Rights Training
- Human Rights Impact and Assessment Report



Our Strategy

Thaioil Group Human Rights Journey and 5 years Roadmap (2021-2025)





Thaioil Group Human Rights Policy

Empower Human Life through Sustainable Energy and Chemicals

The commitment of Thaioil Group to respect human rights in the workplace and all areas where Thaioil Group operates business appear clearly in the business path of Thaioil Group operational system that strives for excellence including business practices and ethics. Thaioil Group announced human rights policy in 2015 to demonstrate its commitment. We believe that although the state has an important duty to protect and supervise human rights compliance, Thaioil Group always considers that we have the duty and responsibility to perform and respect human rights and plays an important role in driving "Thaioil Group Value Chain" to respect and follow human rights law and regulations seriously.

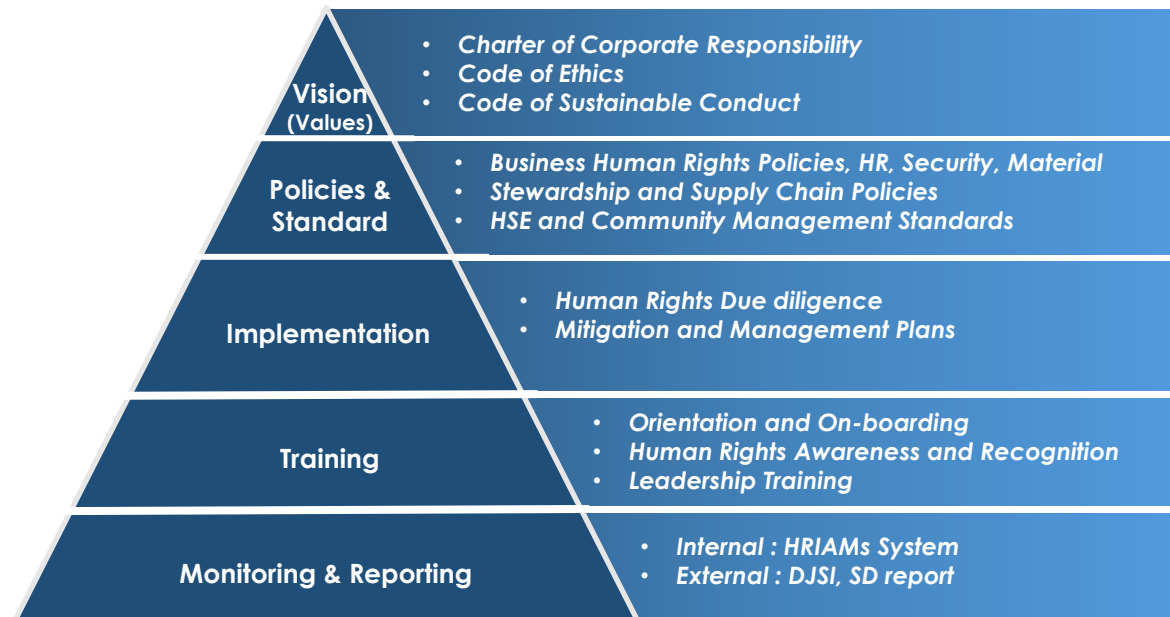
Thaioil Group therefore operates its business with the intention and determination by strictly adhering to the principles of international human rights organizations including *United Nations Universal Declaration of Human Rights: UNUDHR, United Nations Framework and Guiding Principles on Business and Human Rights (Ruggie Framework), The Universal Declaration of Human Rights, The International Covenant on Civil and Political Rights, The International Covenant on Economic, Social and Cultural Rights and The International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.*

In many areas of Thaioil Group business operations. We have found that social problems are part of a broad and complex group, both socially and economically as well as security. With this regard, these may affect its business in some aspects, therefore, we take into account them in Thaioil Value Chains to **ensure our comprehensive human rights management in all dimensions.**

DJSI Human Rights Indicator



Thailoil Human Rights Deployment and Conformation



Thailoil aims for sustainable growth and long-term persistence, operational excellence, as well as a focus on economic development coupled with social responsibility and environmental protection to create values for all stakeholders.

The human rights issues related to **the vulnerable groups cover all stakeholders and value chains**. Thailoil assures human rights protection of vulnerable groups ;

- | | |
|----------------------------------|--|
| 1) women and girls; | 7) indigenous peoples |
| 2) children; | 8) migrant workers; |
| 3) refugees; | 9) disabled persons; |
| 4) internally displaced persons; | 10) elderly persons; |
| 5) stateless persons; | 11) HIV positive persons and AIDS victims; |
| 6) national minorities; | 12) Roma/Gypsies/Sinti; and |
| | 13) lesbian, gay and transgender people. |

Thailoil Value Chains

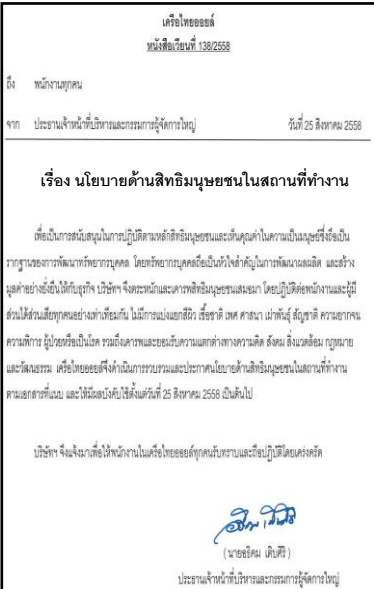
Employee and Contractors	Safety, Security and Environment	Social and Communities	Suppliers and Sub-contractors	Customer and Consumer
PM	QM & CA	CA	PC	CM & TR
<u>Labour Right</u>	<u>Safety, Security and Environment</u>	<u>Community Right</u>	<u>Supplier engagement & code of conduct</u>	<u>Customer Right</u>
- Working conditions - Safety and Health at Work Policy - Freedom of association & collective bargaining - Equal pay policy - Non-Discrimination and Anti-Harassment Policy - Anti-Slavery and Human Trafficking Policy - Forced and compulsory - Child labor	- Safety & security management - Security training - Water security - Impact of pollution - Waste and hazardous materials management - Preservation of biodiversity	- Standards of living and quality of life - Community health and safety - Community engagement - Cultural heritage - Minorities including indigenous peoples - Resettlement	Compliance with Thailoil Group Business and Human Rights Policy for Stakeholder and Supplier Code	- Consumer health and safety - Data privacy - Access to energy
Preventive Control and monitoring in all stakeholders (by mechanism of Thailoil Group Risk Management by CR)				

Our Policy

Sustaining Thailoil Group Human Rights Policy and Implementation in 2015-2022

2017-2022

2015 Thailoil Group Human Rights Policy in Workplace



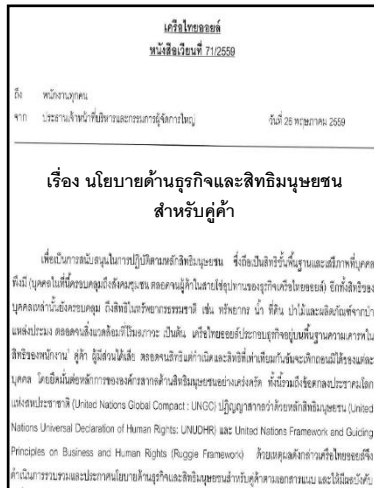
นโยบายด้านสิทธิมนุษยชนในสถานที่ทำงาน

1. ขอบข่ายการดำเนินงาน

สิทธิมนุษยชน เป็นสิทธิขั้นพื้นฐานและเสรีภาพที่บุคคลมี บุคคลที่มีกระบวนการเชิงมนุษยชน ตลอดจนผู้มีส่วนได้เสียที่เกี่ยวข้องกับบริษัทของ Thailoil ซึ่งก็คือกลุ่มบุคคลที่มีส่วนเกี่ยวข้องในห่วงโซ่อุปทาน เช่น พนักงาน คู่ค้า ผู้มีส่วนได้เสีย คู่ค้าและผู้มีส่วนได้เสียอื่น ๆ ที่เกี่ยวข้อง ตลอดจนผู้มีส่วนได้เสียอื่น ๆ

บริษัทของ Thailoil มุ่งมั่นที่จะเคารพสิทธิมนุษยชนของผู้มีส่วนได้เสีย ตลอดจนสิทธิขั้นพื้นฐานและเสรีภาพที่คู่ค้าและผู้มีส่วนได้เสียอื่น ๆ มี และจะดำเนินการเพื่อส่งเสริมสิทธิมนุษยชนของผู้มีส่วนได้เสียอื่น ๆ

2016 Thailoil Group Business and Human Rights Policy for Stakeholder and Stakeholder Code – for Thailoil Group Business and Human Rights Policy



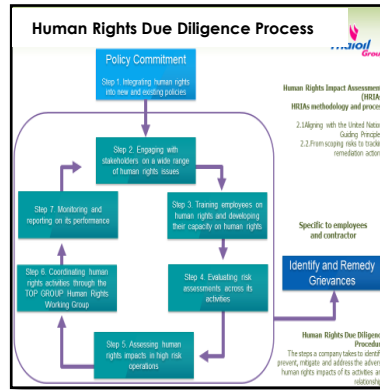
หลักปฏิบัติสำหรับคู่ค้า

ด้านนโยบายธุรกิจและสิทธิมนุษยชน

1. วัตถุประสงค์

หลักปฏิบัติสำหรับคู่ค้าของ Thailoil (ฉบับปรับปรุง) ได้พัฒนาจากคู่มือหลักปฏิบัติสำหรับคู่ค้าฉบับเดิม ซึ่ง Thailoil ได้จัดทำขึ้น เพื่อเป็นแนวทางในการดำเนินงานของคู่ค้าที่มีส่วนเกี่ยวข้องกับ Thailoil และเพื่อให้คู่ค้าสามารถปฏิบัติตามนโยบายด้านสิทธิมนุษยชนของ Thailoil ได้อย่างมีประสิทธิภาพ

2016 Thailoil Group Human Rights Due Diligence Process (risk assessment & HRIAM)



Human Rights Risk Assessment focus in Employee and Contractor



1. Thailoil Human Rights Risk Criteria and Workshop for Human Rights Risk Assessment
2. Thailoil Value Chains
3. Thailoil Group Human Rights Working Team
4. Thailoil Group Human Rights Position Paper
5. Human Rights Impact Assessments and Management (HRIAM) Report 2018 - 2020
6. Thailoil Human Rights Training via Micro Learning for all employee



7. Add human rights criteria for Thailoil contractor yearly contract evaluation
8. Incorporate human right policy through Thailoil group supply chain Established:
 - Thailoil Group Human Rights Policy,
 - Thailoil Group Human Rights Management System Procedure
 - Grievance mechanisms and effective Remedy Framework Procedure and Fitness for Work and Return to Work Procedure
9. Thailoil Group Privacy Policy and Privacy Data Policy
10. 2021 Thailoil Group Human Rights Policy in Workplace (revision2)
11. 2021 Thailoil Group Business and Human Rights Policy for Supply Chain – Business Partners Code of Conducts-Business and Human Rights Policy (revision2)
12. People First for Employee Support Policy
13. Add “COMPLIANCE WITH HUMAN RIGHTS LAWS” in Sale & Purchase Agreement



Thaioil and Subsidiaries respect the rights of employees and stakeholders **without discrimination** against their perspectives, races, skin colours, religions, disabilities, birth origin, genetic information, genders, pregnancy, age, sexual orientation, gender identity, gender expression, marital status, nationalities, or other statuses considered as human rights.

Thaioil and Subsidiaries will utilize the reasonable and comprehensive practices of human rights justice to all business operations, focusing on disposing the injustice, discrimination, threatening, and other forms of rights violations.

Thaioil and Subsidiaries' employees in all levels, must have clear and thorough **understandings about relevant laws associated with work and direct responsibilities, and strictly follow them**. Should the employees be uncertain of practices, it is advised to consult the law office and must not act without instruction.

Thaioil and Subsidiaries comply and categorize laws, rules and regulation for employees to study, and appropriately and adequately **educate employees on the relevant laws and regulations**.

Thaioil and Subsidiaries must strictly **follow the international human rights, educate employees on the international human rights** so that they are able to apply with their work, and must not support any business which violates the international human rights standard.

Employees who are assigned to operate abroad should study about laws, cultures and traditions of the destined country prior to travelling, to ensure that products, product samples, brought equipment and travel document as well as travelling purpose and operation are legal and do not go against cultures and traditions of the destined country.



Under the Universal Declaration of Human Rights with due regard for human dignity, rights and freedom, and equality, Thaioil and Subsidiaries refrain from improper actions and strictly discourage violation of human rights' principles by diligently examining any involvement in such violation, through the following practices;

1) Thaioil and Subsidiaries **strictly monitor the Universal Declaration of Human Rights at national and international levels, including the constraints posed by labor laws in each country where a business operates**, by instituting workplaces that are safe, internationally-standardized hygienic, and narcotics-free. Thaioil and Subsidiaries **treat all employees equally; do not discriminate** due to the similarity or difference of birth origin, gender, age, skin color, race, nationality, religion, belief, political view, disability, family background, or any other status unrelated to business operation. Thaioil and Subsidiaries also **respect individual rights and freedom, and protect personal data**.

2) Thaioil and Subsidiaries must actively ensure that the **business operation does not involve with the violation of human rights**, and that it participates and adopts guidelines helpful to world society, including United Nations' human rights principles.

3) Thaioil and Subsidiaries must **educate the employees on human rights' principles** in order to apply with their operation and must not support business and/ or activities violating international human rights."

With the aforementioned policies and practices, the essential composition of products and services are the commitment to respecting human rights and human rights in the workplace of Thaioil and Subsidiaries. Thaioil and Subsidiaries' system is aimed to ensure that **every staff is treated with respect and dignity, on the basis of human rights, human rights in the workplace policy and code of conduct of Thaioil and Subsidiaries' stakeholders**.

Business Partners Code of Conducts Business and Human Rights Policy (revision2)

Thaioil and Subsidiaries' Business Partners Code of Conducts ("the Code") defines the non-negotiable minimum standards that the Company asks the business partners to respect and adhere to when conducting business with Thaioil and Subsidiaries. This policy helps continue the compliance with international standards such as the UN Guiding Principles on Business and Human Rights, the Core Conventions of the International Labour Organisation (ILO), the 10 Principles of the United Nations Global Compact, and further the Company's operations.



Circular Letter No. 146/2563 Privacy Policy for Thai Oil Public Company Limited and Its Affiliates

Thai Oil Public Company Limited and its affiliates in which Thai Oil directly or indirectly holds more than 50% share capital (collectively referred to as "TOP") respects the right to privacy and values importance to the protection of Personal Data in connection with or in conducting transactions with TOP. Therefore, this privacy policy is prepared to provide governing criteria, mechanisms, measures and governance for managing Personal Data as follows:

1. Scope of this Privacy Policy

This Privacy Policy applies to all employees which includes permanent employees, employees with definite contract period, temporary workers and contractors including Data Processor who processes Personal Data on behalf of TOP.

2. Definition

- 2.1. "Personal Data" means data about a person that can directly or indirectly identify such person but does not include data of a deceased person in particular
- 2.2. "Sensitive Personal Data" means data that is a truly personal matter but is sensitive and may risk unfair discrimination such as race, ethnicity, political views, creed, religion or philosophy behavior, sexual behavior, criminal history, health data, disability, labor union data, genetic data, biological data or any other data that affects the Data Subject in the same way as prescribed by the Personal Data Protection Committee
- 2.3. "Processing" means actions relating to the collection, use, disclosure, deletion or destruction of Personal Data
- 2.4. "Data Subject" means natural person who is the owner of the Personal Data and such Personal Data is directly or indirectly identifiable to such person
- 2.5. "Data Controller" means person or juristic person having the authority to make decision about the collection, use, or disclosure of Personal Data
- 2.6. "Data Processor" means person or juristic person undertaking the collection, use or disclosure of Personal Data in accordance with an order or on behalf of TOP.

Thus, this person or juristic person is not a Data Controller

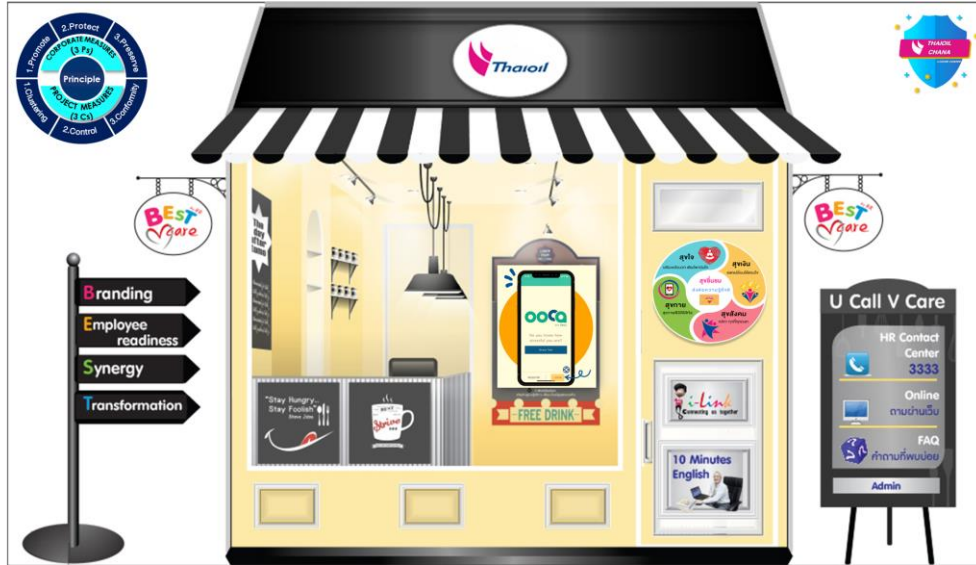
3. Collection of Personal Data

3.1. TOP will collect Personal Data with purposes, scope and apply lawful and fair methods. The collection will be done only as necessary for the business objectives of TOP.

3.2. In the case of collection of Sensitive Personal Data, TOP will ensure that the Data Subject acknowledges and give consent to such collection via electronic method or other methods.

TOP will explicitly request for consent from the Data Subject prior to the collection of Sensitive Personal Data unless such collection of Personal Data and Sensitive Personal Data falls under an exception provided under the Personal Data Protection Act B.E.2562 or other laws.





Human Resources Management Policy for Thai Oil Public Company Limited and Its Affiliates B.E. 2565

Thaioil Group will **provide confidential and voluntary assistance** through its employee support program (People First for Employee Support Policy) to all employees and their family members who may be faced with challenges of financial concerns, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional worries, childcare problems, etc. For the welfare of employees as well as for effective business operations, Thaioil Group encourages its employees to take advantage of this valuable benefit. Employees and their family members can refer themselves to People First for Employee Support. The program may be reached 24 hours a day on weekdays and weekends.

All contacts between an employee and People First for Employee Support are held strictly confidential. In cases where an employee's continued employment is contingent on calling People First for Employee Support, the counselor will only verify whether the employee has contacted People First for Employee Support and, if ongoing treatment is necessary, that the employee is following through on the treatment. Information given to the EAP counselor may be released to Thaioil Group only if requested by the employee in writing. All counselors are guided by a professional code of ethics.

Continuing to 2022, with the commitment to take care and support our employees working happily and efficiently, Thaioil Group has arranged People First for Employee Support as follows;

- 1. Flexible working hours** for Shift Staff (Shift Interchange). The Company allows the interchange of shift in necessary cases.
- 2. Work From Home policy and Fitness for Work And Return to Work procedure**, as well as enforce Self Protection Measures : THAM-D to prevent infection during COVID-19 pandemic in New Normal circumstance.
- 3. Part-time working options.** Thaioil Group has the employee of special hire contract and fix-term employment contract. This type of employee will receive benefits as stipulated in employment contract.
- 4. Childcare facilities and contributions.** Thaioil Group has a club called "Thai Oil Refinery Club" has been established. The club is a place where employees can play sport and health activities both indoor and outdoor games, which is run by Club Committee elected by members. The Company sponsors by giving annual subsidy toward club's expenses. All employees and family are entitled to become club members. The club provides the following services for its members: Library service, In-door & Out-door games, Swimming pools for adults and children, children camping, children party, promotion of education, morale and society and charitable and public activities etc. In addition, the company also has medical benefits for employees' children. (including adoptive children), child tuition subsidy and annual scholarships for employees' children.
- 5. An office space called "Synergy Space" and "Connex Room"** for employees to use in organizing activities, relaxing, working in a comfortable atmosphere along with having a place for sleeping during the day called " Nap Box". Also, the company provides a room for pumping milk or a lactation room and a refrigerator for storing breast milk.
- The female employee who is the primary caregiver has a right to take a **leave for maternity** before and after maternity a pregnancy not more than 98 days. The company shall pay wage on the working days to the female employee taking a leave for maternity for all the leave times but not more than 60 days.
- For male employees who is the non-primary caregiver has the right to **parental leave** for take care of their family for up to 12 working days per child and to receive wages on the day of leave.
- Employees can request for **necessary leave with-pay** if the subjects' parents or parents of spouse or the subjects' children (including adoptive children), spouse, partner, dependent, sibling, or other designated relation with a physical or mental health condition for up to 6 working days per year and to receive wages on the day of leave.

Our Policy

People First for Employee Support Policy

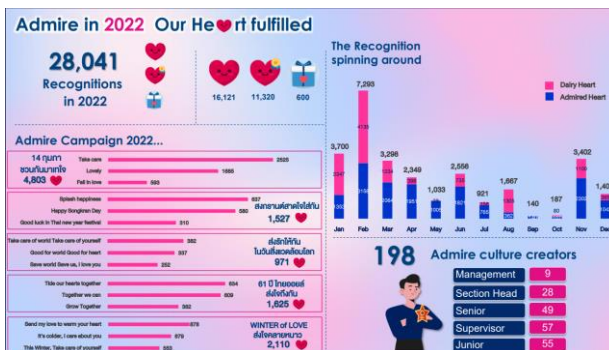
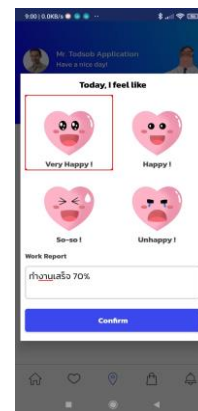
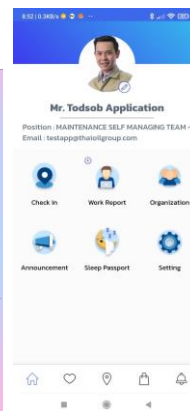


9. Strengthen Employee Well-being Program in new normal work as follows;

- 9.1. Provide all employees with Hygiene Kit (mask, thermometer, gel alcohol) for preliminary self-protection.
- 9.2. Provide shift employees with 6 masks/week/staff to support their health protection.
- 9.3. Supply 8 Thermoscan and 47 Infrared forehead for all entrances & check points.
- 9.4. Proactive employee protection with ATK 100% and random 25% per week as well as subject to the employee's request in case of infection risk.
- 9.5. 100% hygiene: regular UV care room & equipment sterilized, clean all work areas and provide alcohol gel in all meetings room.
- 9.6. 100% Vaccination (5,000 people) 1st and 2nd Doses to employees, contractors and employees' families (3 tiers; employee and family, Contractors and CFP Sub-Contractors). And provide vaccinate booster dose for requested employees and family in 2022.
- 9.8. Employee Support and Help such as ;
 - 9.8.1. Prevent infection & contamination with measures of access (In-out) office building and working areas for employees, visitors, contractors.
 - 9.8.2. Employees are able to work from home with company's support in digital infrastructure and medical check if required etc.
 - 9.8.3. Employees can contact support teams of I-COVID Center 7 day/ 24hr.
 - 9.8.4 Fitness for Work And Return to Work procedure to support employee in health and well-being before returning to workplace.
 - 9.8.5 Employees are able to check-in/ check-out, do work efficiency self assessment in Spark Joy application during WFH or even working at workplace.
 - 9.8.6 Regularly communicate/educate COVID-19 situation and company' s measures to ensure employee safe.

10. Employee Well-Being via Digital Platform : 5 Happiness & Learning. Details as follows ;

- 10.1. **Mental Well-being:** Provide OOCA Application for mental health care of employees. Stress test, VDO call with psychologist and psychiatrist on any device, anywhere, anytime to consult mental experts on their own any personal concerns with 100% privacy and confidentiality.
- 10.2. **Financial Well-being:** Provide flexible benefits digital application to transform some granted benefits (annual leave, uniform) to personalized benefits as employees' own choice.
- 10.3. **Social Well-being:** Provide community & communication platform : SAP Jam by engaging "ME" in virtual social community.
- 10.4. **Health Well-being:** Provide Health Meter digital application : Annual health check report with analysis & recommendation, Health record with analysis & recommendation, Health risk assessment and Medical self-service.
- 10.5. **Cultural Well-being:** Provide "Admire" in Spark Joy digital application. to enhance appreciation, praise, admiration and recognition culture in Thailoil.
- 10.6. **Career and Development Well-being:** Thailoil Academy digital application (mobile learning) which employees are able to self-learn on 24/7 access.



Our Procedure

Thaioil Group Human Rights Policy applies to every employee and officer in every Thaioil Group wholly owned entity, and in joint ventures (JVs) to the extent possible and reasonable given Thaioil's level of participation. In situations where Thaioil does not have overall control of a JV, we will do everything we reasonably can, to make sure JVs and JV partners follow similar principles.

Thaioil and Subsidiaries shall record and report internally all legitimate adverse human rights impacts, in line with Thaioil Group Human Rights Policies. In addition, Thaioil report annually to stakeholders on the implementation of Thaioil Group Human Rights Policies.

Thaioil Group Human Rights Working Team

The 2nd meeting of the Executive Committee on Corporate Human Resource Management (COM B), held on February 20, 2018, approved the appointment of Thaioil Group Human Rights Working Team to manage and support the Human Rights Policy implementation including oversee and support human rights principles implementation. Adhering to the principles of universal human rights organizations, the United Nations Global Compact (UNGC), the United Nations Universal Declaration of Human Rights (UNUDHR) and the United Nations Framework Convention on the Rights of the Child (Ruggie Framework)



Our Procedure

Human Rights Impact Assessments and Management Procedure



Thaioil Group Human Rights Impact Assessment and

Management Procedure

(แนวปฏิบัติการประเมินและจัดการผลกระทบ

ด้านสิทธิมนุษยชนกลุ่มไทยออยล์)

FOR

THAI OIL PUBLIC COMPANY LIMITED

AU UDOM, SRIRACHA, CHOLBURI

THAILAND

THIS DOCUMENT IS ISSUED UNDER THE AUTHORITY OF

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(CHIRAPORN KAMON-IN)

MANAGER - INDUSTRIAL/EMPLOYEE RELATIONS



Document	3.3 Thaioil Group Human Rights Impact Assessment and Management Procedure
Document type	PDF / Online
Note	Originally in Thai

Summary:

This document outlines Thaioil Group Human Rights Impact Assessment and Management Procedure. The document is publicly disclosed in the URLs:

https://www.thaioilgroup.com/upload/content_file/202011131655_ระบบการประเมินและจัดการผลกระทบด้านสิทธิมนุษยชนกลุ่มไทยออยล์.pdf

The content of the document includes;

- Thaioil's Human Rights Framework (pdf page 4-5)
- Human Rights Management for Thaioil's External Stakeholders and Voluntary Commitment (pdf page 5-6)
- Compliance and Government Supports (pdf page 7)
- Human Rights Implementation (pdf page 7-18)
 - Human Rights Commitment (pdf page 7-8)
 - Governance Structure related to human rights management in Corporate Level and Operational Level (pdf page 8-10)
- Human Rights Impact Management Procedure covering 7 steps of Human Rights Due Diligence (pdf page 10-18)



Grievance Mechanisms and Effective Remedy Framework Procedure



**GRIEVANCE MECHANISMS AND EFFECTIVE
REMEDY FRAMEWORK PROCEDURE**

(summary version)

(แนวปฏิบัติกระบวนการบ่งชี้และการจัดการข้อร้องเรียน-ร้องทุกข์เพื่อการเยียวยา)

FOR

THAI OIL PUBLIC COMPANY LIMITED

TUNGSUKHLA, SRIRACHA, CHOLBURI

THAILAND

THIS DOCUMENT IS ISSUED UNDER THE AUTHORITY OF

.....

(CHIRAPORN KAMON-IN)

MANAGER-INDUSTRIAL/EMPLOYEE RELATIONS



Document	3.3.2 Grievance Mechanisms and Effective Remedy Framework Procedure
Document type	PDF / Online
Note	Originally in Thai

Summary:

This document outlines Thaioil Group Grievance Mechanisms and Effective Remedy Framework Procedure. The document is publicly disclosed in the URLs:

[https://www.thaioilgroup.com/upload/content_file/202011131654_Grievancemechanismsandeffectiv
eRemedyFrameworkPROCEDURE2020.pdf](https://www.thaioilgroup.com/upload/content_file/202011131654_Grievancemechanismsandeffectiv
eRemedyFrameworkPROCEDURE2020.pdf)

The content of the document includes;

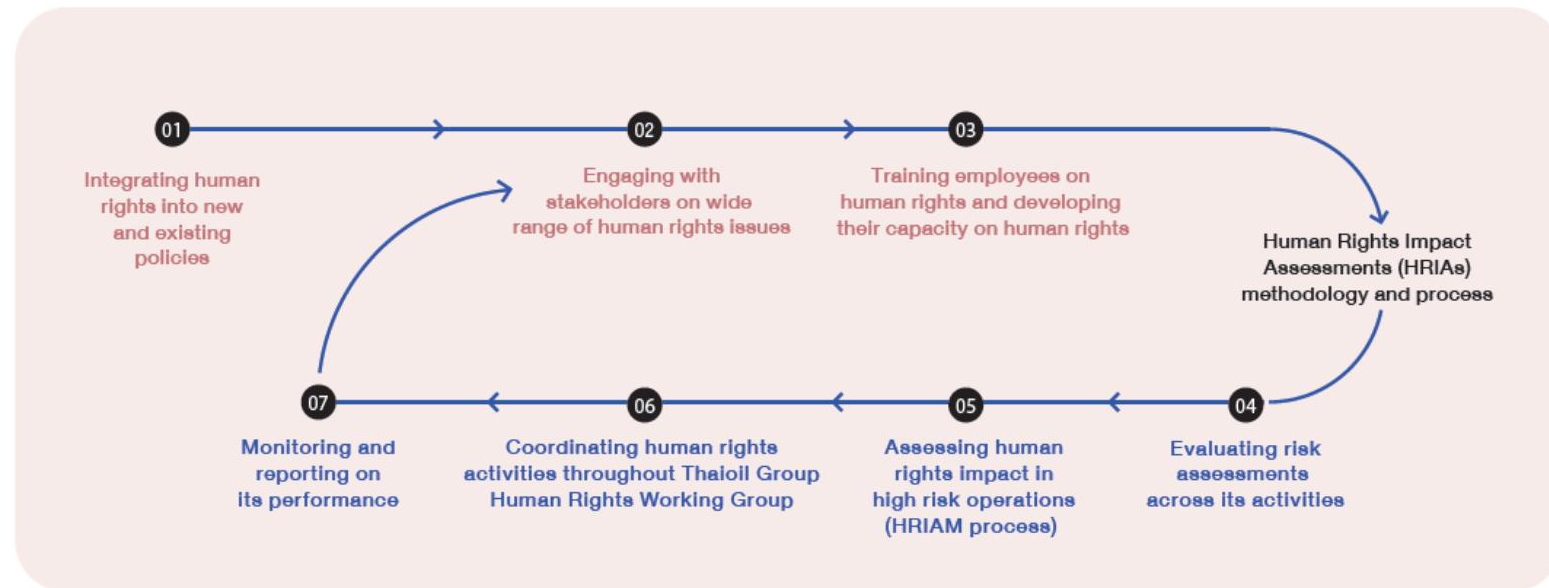
- Responsibility and department in charge (pdf page 5)
- Whistle Blowing Procedure (pdf page 6-9)
- Grievance Mechanisms Guideline covering whistle blower protection (pdf page 10-11)
- Remedy Procedure and Continual Improvement (pdf page 12-15)



Our Salient Human Rights Issues

Our Salient Human Rights Issues

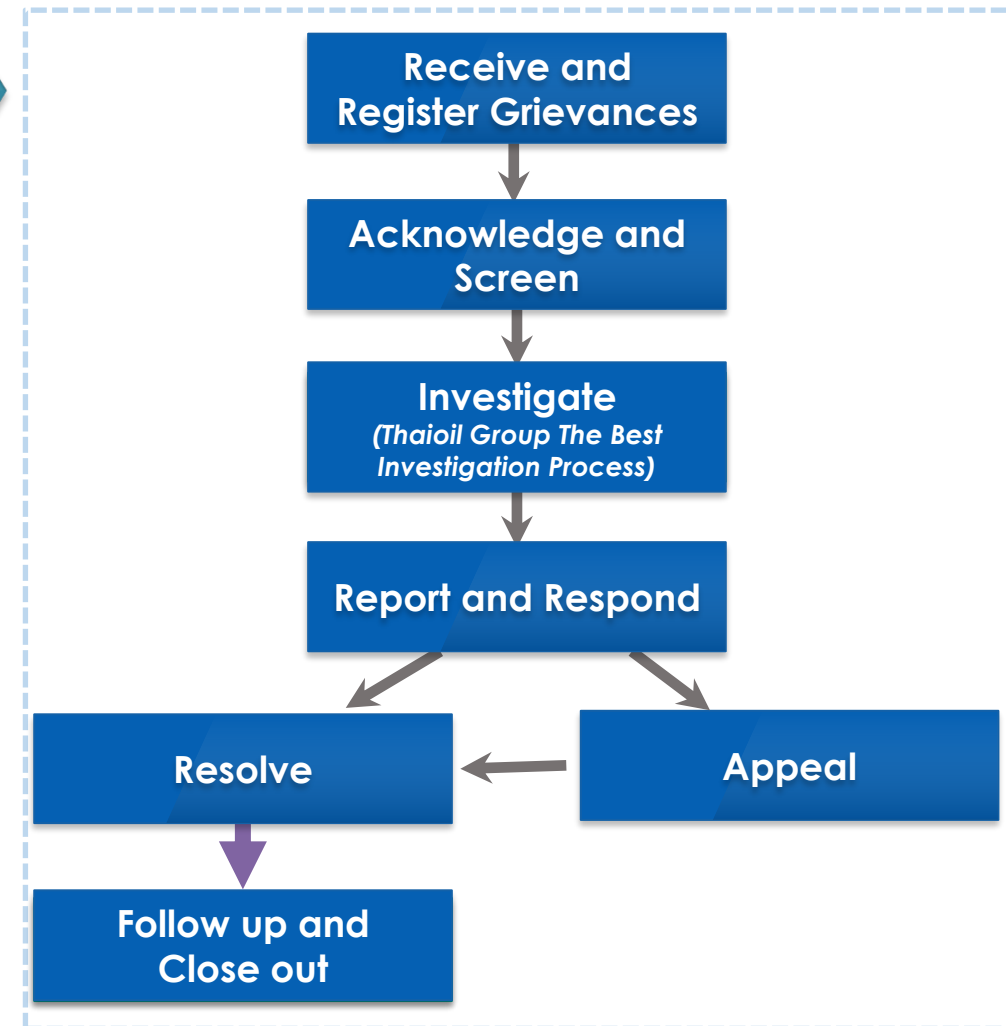
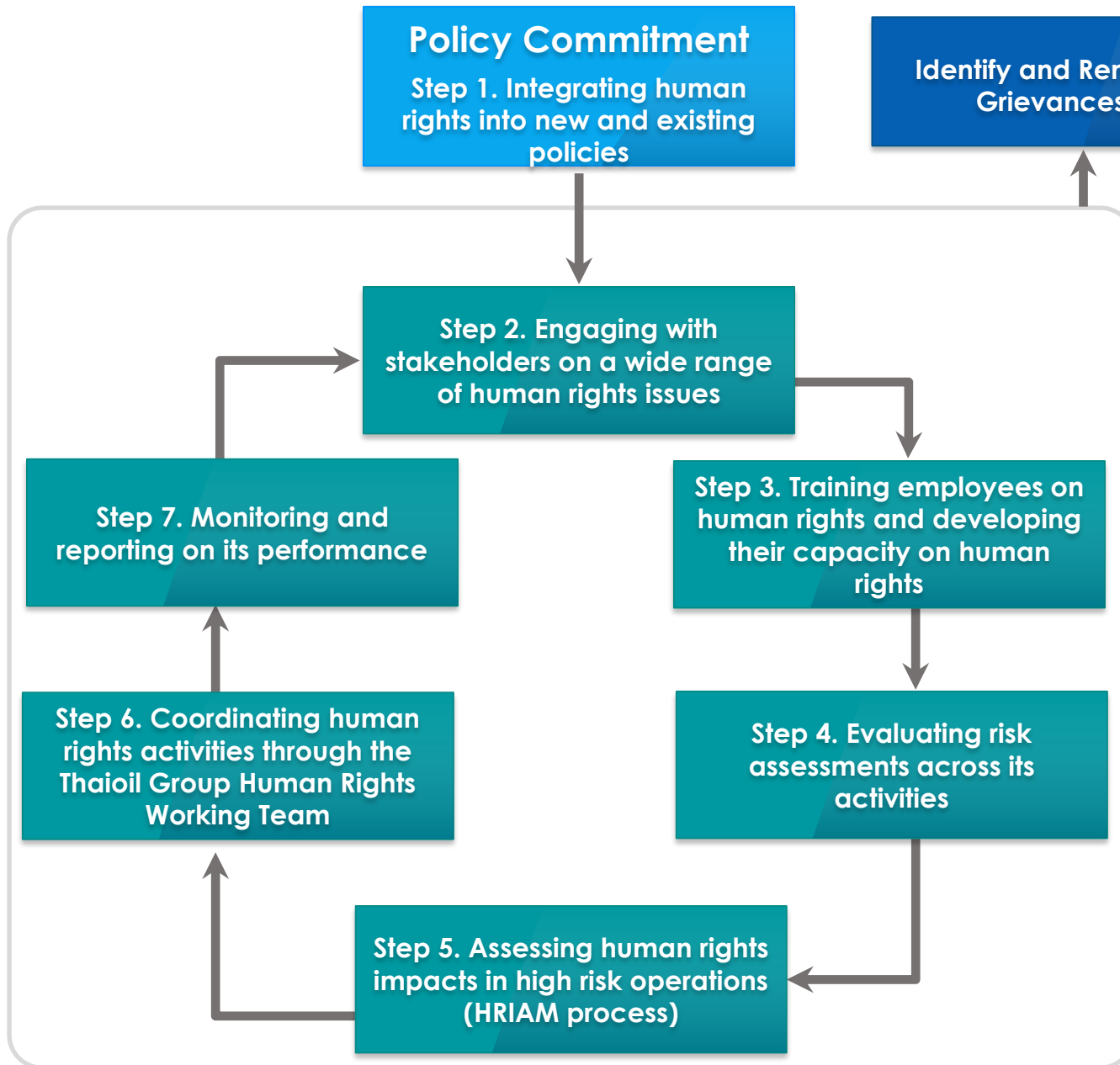
Thaioil Human rights risk assessment : 7-step human rights due diligence process



Thaioil's human rights due diligence process is aligned with the UN Guiding Principles on Business and Human Rights. See more details on the [Thaioil website](#).

Thaioil Human Rights Due Diligence Process

Thaioil Grievance Mechanism Process



Human Rights Due Diligence Procedure

The steps a company takes to identify, prevent, mitigate and address the adverse human rights impacts of its activities and relationships

Thaioil Human Rights Impact Assessments and Management (HRIAM)

Step 5. Assessing human rights impacts in high risk operations



Step 4. Evaluating risk assessments across its activities

Step 6. Coordinating human rights activities through the Thaioil Group Human Rights Working Team

Step 7. Monitoring and reporting on its performance

HRIAM process ;

1. *Thaioil Group's approach to human rights.*

- 1.1. Thaioil Group corporate commitments.
- 1.2. Thaioil Group 7 Steps Human Rights Due Diligence Process.
- 1.3. Human rights impact assessments (HRIAs).

2. *HRIAs methodology and process.*

- 2.1. Aligning with the UN Guiding Principles on Business and Human Rights.
- 2.2. From scoping risks to tracking remediation actions.

3. *Scoping human rights risks.*

- 3.1. Understanding company-level human rights issues.
- 3.2. Identifying Thaioil Group's business activities.
- 3.3. Mapping external stakeholders.

4. *Assessing actual and potential human rights impacts.*

- 4.1. Assessing human rights impacts through 5 functional areas (Thaioil Value Chain).
- 4.2. Covering Thaioil Group's facilities and supply chains.
- 4.3. Engaging with rights-holders and stakeholders.

5. *Integrating and acting upon the findings.*

- 5.1. Best practices and areas for improvement identified.
- 5.2. Remediation actions implemented at the operations and company-levels.
- 5.3. Area-specific case studies (if any).

6. *Tracking responses and communicating how impacts are addressed.*

- 6.1. HRIAs Reports and Action Plans.
- 6.2. The challenge of communicating results.

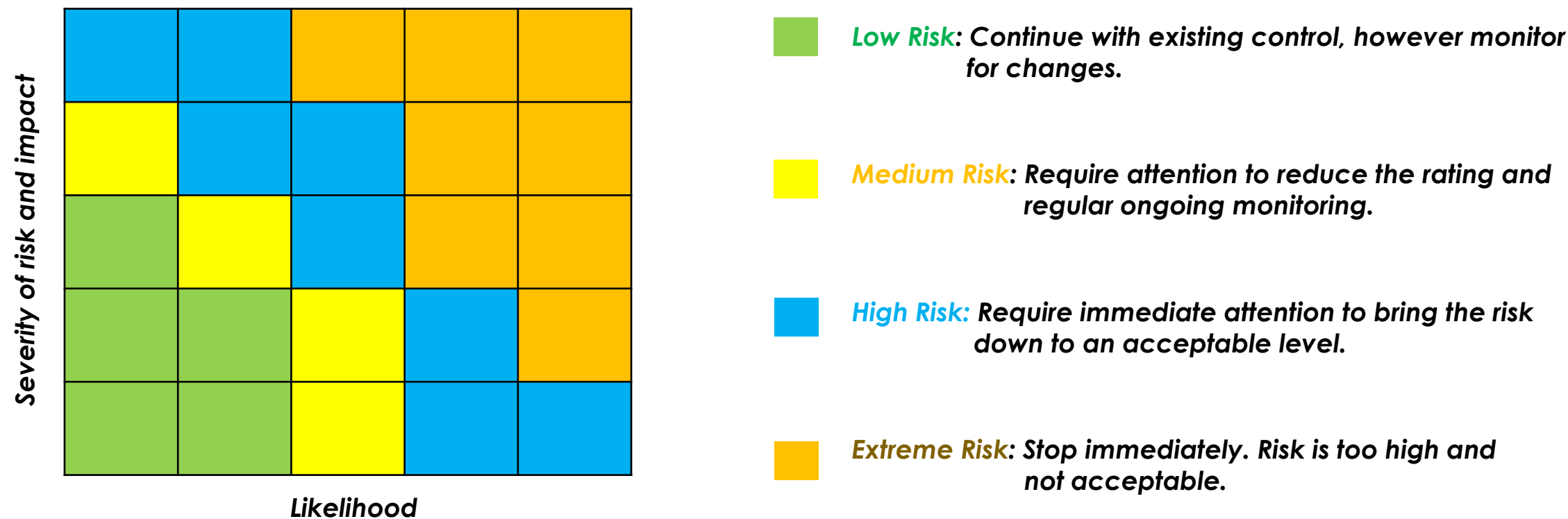
7. *Mainstreaming human rights into Thaioil Group's policies and procedures.*



Thaioil Human Rights Risks Assessment Matrix

The assessment of human rights risk level will be conducted using a matrix below to determine the significance of the human rights, where the Axis-X is the level of likelihood and Axis-Y is the level of severity.

The assessment takes into account Thaioil vulnerable groups covering all stakeholders, specifically our employees, contractors, sub-contractors, community, suppliers, customers, women and children, migrant labors, local community, disabled people, elderly, patients and transgender.



Remarks: Residual risks levels “Extreme High” and “High” are considered as key risks that Thaioil needs to understand the effectiveness of its existing controls.



Thaioil Human Rights Risks Assessment Criteria : Likelihood

Likelihood	Probability	Frequency	Description (How often might it/ does it happen?)
Almost Certain (5)	>80%	Almost Yearly	<i>Will undoubtedly happen/ recur, possibly frequently.</i>
Likely (4)	>60% - ≤ 80%	Every 1 to 2 Years	<i>Will probably happen/ recur, but it is not a persisting issue/ circumstances.</i>
Possible (3)	>40% - ≤ 60%	Every 3 to 4 Years	<i>Might happen or recur occasionally.</i>
Unlikely (2)	>20% - ≤ 40%	Every 5 to 10 Years	<i>Do not expect it to happen/ recur, but it is possible it may do so.</i>
Rare (1)	≤ 20%	Every 10 Years and Beyond	<i>This will probably never happen/ recur.</i>

Thaioil Human Rights Risks Assessment Criteria : Severity of Risk Impact

Severity	Scale	Scope	Remediability
Catastrophic (5)	<i>Severely affect health and life-threatening to the extent of disability or death.</i>	<i>It affects all relevant stakeholders in the group (for example, all community, all employees, all supplier) in the relevant activities.</i>	<i>Can not remedy the stakeholders concerned to return to normalcy.</i>
Major (4)	<i>Impact on health and safety reached the break of work for more than 3 days.</i>	<i>It affects virtually every stakeholder in the group (for example, all community, all employees, all supplier) in the relevant activities.</i>	<i>It takes a long time to recover relevant stakeholders over 5 years.</i>
Moderate (3)	<i>Impact on health and safety up to a 1-3 days break.</i>	<i>It has an impact on some of the stakeholders involved in the group.</i>	<i>It takes 3-5 years to recover relevant stakeholders.</i>
Minor (2)	<i>Cause minor injury or health impact requiring medical attention. (Not injured to the point of stopping work).</i>	<i>Impact on stakeholders related to a small group.</i>	<i>It takes 1-3 years to recover relevant stakeholders.</i>
Low (1)	<i>It has little effect on health and safety, (first aid) or not affect health.</i>	<i>It does not have any impact on the stakeholders involved.</i>	<i>It takes less than 1 year to recover relevant stakeholders.</i>

Human Rights Impact Assessments and Management (HRIAM)

Definition and goal

“Thaioil aims for sustainable growth and long-term persistence, operational excellence, as well as a focus on **economic development** coupled with **social responsibility** and **environmental protection** to create values for **all stakeholders**.”

“all stakeholders”

Main human
rights issues and
vulnerable
groups

Thaioil's Vulnerable Groups.

The human rights issues related to the vulnerable groups covers **all stakeholders**, including **Employee, Contractor, Sub-contractor, Community, Supplier, Customer, Children, Indigenous people, and Migrant labors** (covered and in line with 13 The Human Rights Protection of Vulnerable Groups)

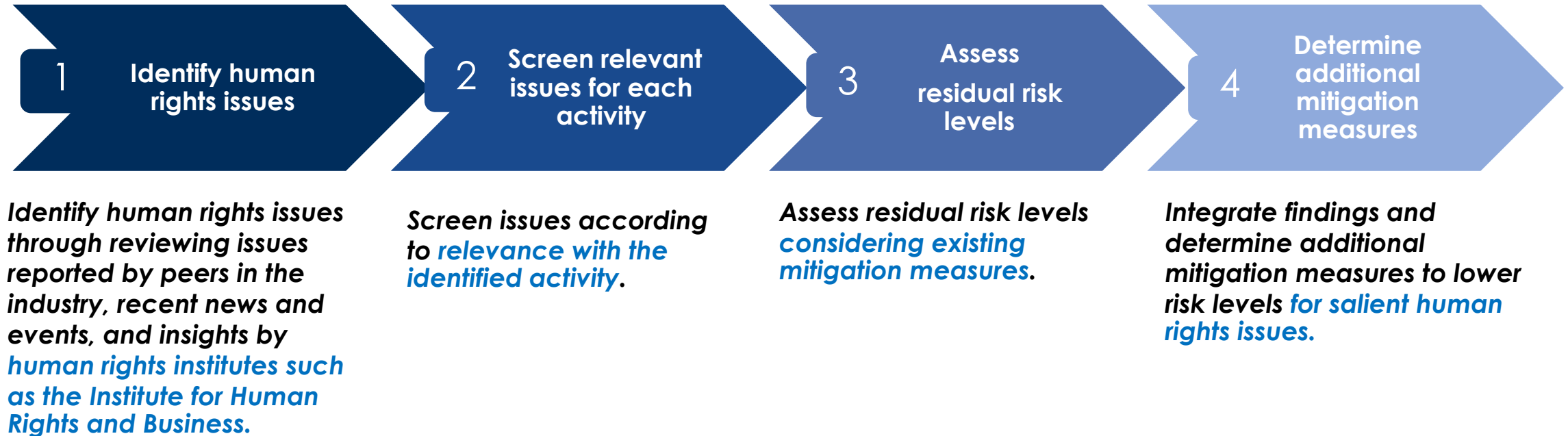
The Human Rights Protection of Vulnerable Groups ;

- 1) women and girls;
- 2) children;
- 3) refugees;
- 4) internally displaced persons;
- 5) stateless persons;
- 6) national minorities;
- 7) indigenous peoples
- 8) migrant workers;
- 9) disabled persons;
- 10) elderly persons;
- 11) HIV positive persons and AIDS victims;
- 12) Roma/Gypsies/Sinti; and
- 13) lesbian, gay and transgender people.

Scope of Thailo Human Rights Risks Assessment : Thailo Value Chains

Right of Privacy (GL dept. Is caretaker and responsible)				
Employee and Contractors	Safety, Security and Environment	Social and Communities	Suppliers and Sub-contractors	Customer and Consumer
PM dept. <i>Is caretaker and responsible</i>	QM & CA depts. <i>are caretaker and responsible</i>	CA dept. <i>Is caretaker and responsible</i>	PC dept. <i>Is caretaker and responsible</i>	CM & TR dept. <i>are caretaker and responsible</i>
<u>Labour Right</u> - Working conditions - Anti-Slavery and Human Trafficking Policy - Freedom of association and collective bargaining - Forced and compulsory - Equal pay policy - Child labor - Non-Discrimination and Anti-Harassment Policy - Safety and Health at Work Policy	<u>Safety, Security and Environment</u> - Safety & security management - Security training - Water security - Impact of pollution - Waste and hazardous materials management - Preservation of biodiversity	<u>Community Right</u> - Standards of living and quality of life - Community health and safety - Community engagement - Cultural heritage - Minorities including indigenous people - Resettlement	<u>Supplier engagement & code of conduct</u> Compliance with Thailo Group Business and Human Rights Policy for Stakeholder (TOP) and Supplier Code (14 +17 issues)	<u>Customer Right</u> - Consumer Health and Safety - Data Privacy - Access to energy
Existing control level by stakeholders (Thailo Risk Assessment by CR dept.)				

Thaioil Human Rights Risk Assessment Overview

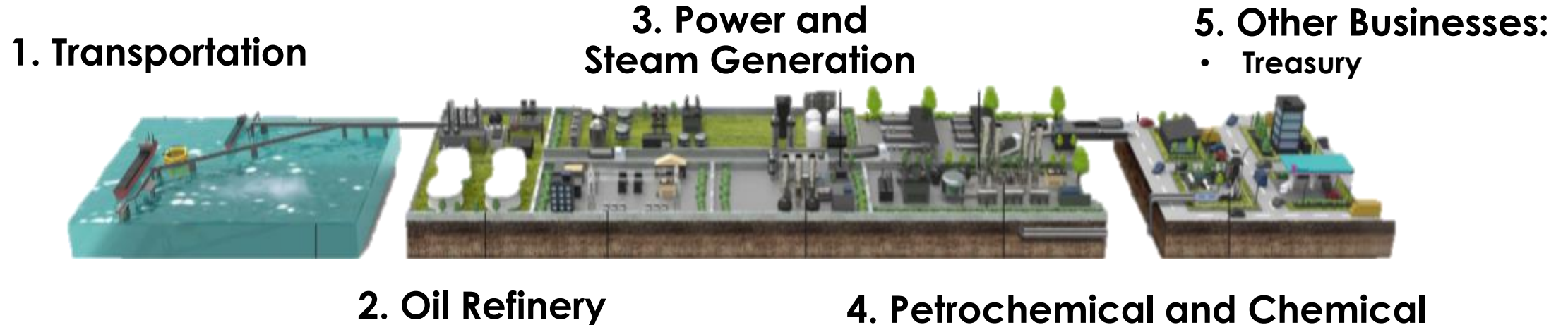


This document details the risk assessment approach and findings in 2020-2022 for both in own operations and the supply chain.



Human Rights in Thaoil Own Operations

The assessment covered all business activities in Thaioil own operations, including joint ventures with management control.



Each main business is comprised of main activities and supporting activities.

- Main activities: Operations
- Supporting Activities: Human Resources, Procurement, Customer Relations, CSR

The supporting activities of the treasury business are under the responsibility of Oil Refinery through shared service.

The assessment considering the rights' holders and vulnerable groups affected by Thaioil operations.

- ☐ Employees
- ☐ Community members
- ☐ Third-party contracted labour, subcontractors, and suppliers onsite
- ☐ Customers and end consumers
- ☐ Vulnerable groups ; Children, Indigenous peoples, Migrant workers, Religious or ethnic minorities, Persons with disabilities, Women, elderly, patients and transgender.

Step 1: Identify Human Rights Issues and Step 2 : Screen Relevant Issues

Human Rights Issues	Transportation					Oil Refinery					Power and Steam Generation					Petrochemical and Chemical					Treasury
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	
Working Conditions	✓	✓	✓			✓	✓	✓			✓	✓	✓			✓	✓	✓			✓
Employee Health and Safety	✓		✓			✓		✓			✓		✓			✓		✓			✓
Illegal Forms of Labour	✓	✓	✓			✓	✓	✓			✓	✓	✓			✓	✓	✓			
Community Health and Safety	✓					✓					✓					✓					
Community Standard of Living	✓					✓					✓					✓					
Land Acquisition						✓					✓										
Security Practices	✓					✓					✓					✓					
Customer Safety																✓					
Data Privacy				✓					✓					✓					✓		✓

1 Operations

2 Human Resources

3 Procurement

4 Customer Relations

5 CSR

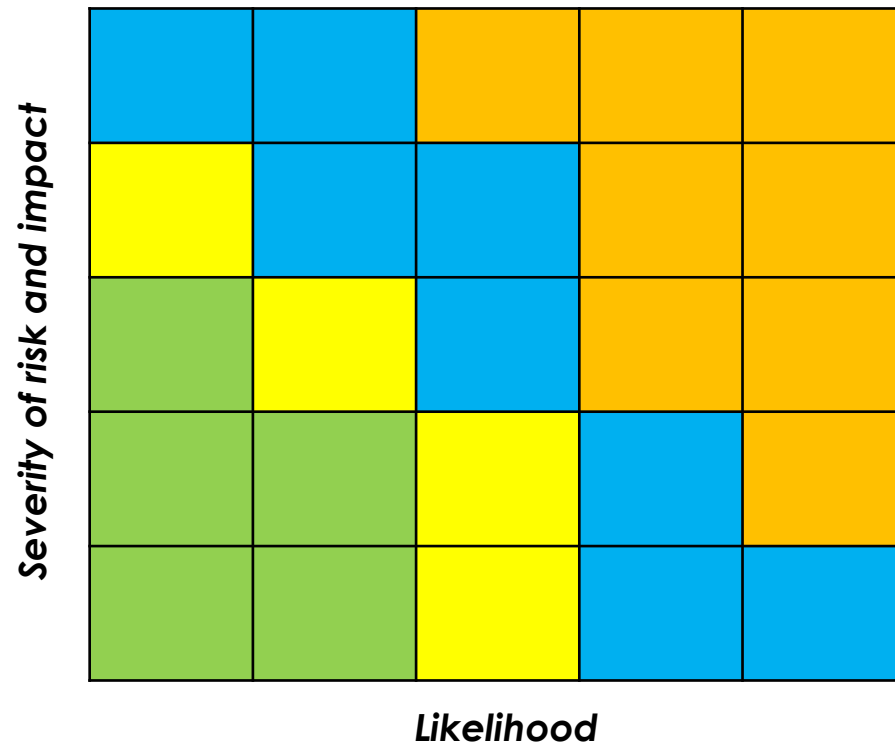
The supporting activities of the treasury business are under the responsibility of Oil Refinery through shared service.

Step 3 : Assess Residual Risk Levels

Risk Assessment Matrix

The assessment of human rights risks considered likelihood and severity of each issue. Issues are plotted on a matrix like the one shown below, with likelihood in the x-axis and severity in the y-axis. Issues ranked at “high risk” or “extreme risk” are considered salient human rights issues.

The assessment takes into account Thaioil vulnerable groups covers all stakeholders, specifically our employees, contractor, sub-contractor, community, suppliers, customers, women and children, indigenous peoples, migrant workers, religious or ethnic minorities, local community, Persons with disabilities, elderly, patients and transgender



Low Risk: Continue with existing control, however monitor for changes.

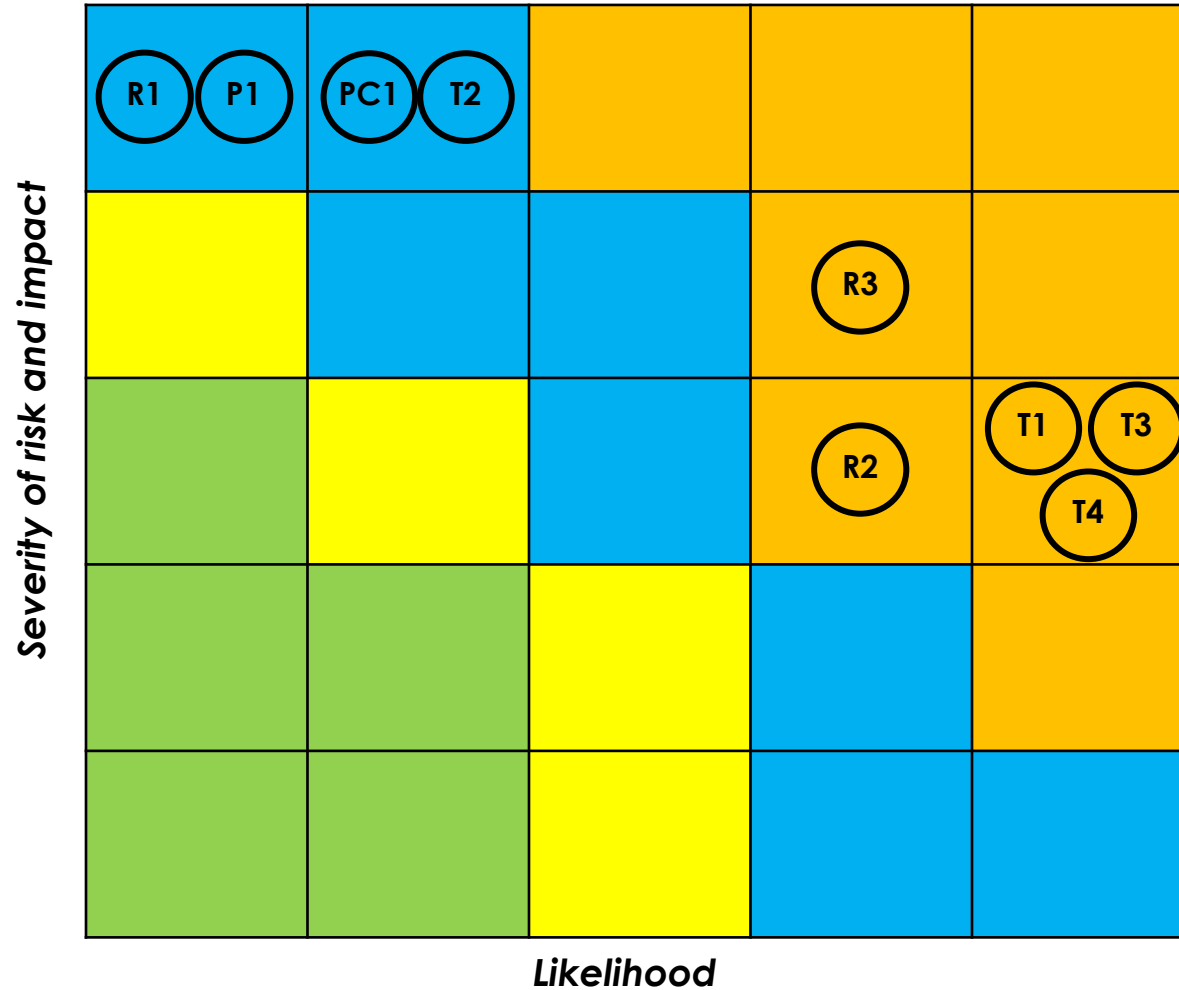
Medium Risk: Require attention to reduce the rating and regular ongoing monitoring.

High Risk: Require immediate attention to bring the risk down to an acceptable level.

Extreme Risk: Stop immediately. Risk is too high and not acceptable.

Step 3 : Assess Residual Risk Levels

Human Rights Salient Issues



Transportation

T1	Operations – Working Conditions
T2	Operations – Health and Safety
T3	Human Resources – Working Conditions
T4	Procurement – Working Conditions

Oil Refinery

R1	Operations – Employee Health and Safety
R2	Operations – Community Health and Safety
R3	Operations – Community Standard of Living

Power and Steam Generation

P1	Operations – Employee Health and Safety
----	---

Petrochemical and Chemical

PC1	Operations – Community Health and Safety
-----	--

Other Businesses: Treasury

No salient issue

Step 4 : Determine Additional Mitigation Measures for Salient Human Rights Issues

Activity	Human Rights Issue	Description of Risks	Mitigation Measures and Remediation Actions	Result Monitoring
Transportation	Working Conditions (Operations, Procurement, HR)	Long working hours and limited rest time and holidays due to unplanned changes in shipping schedules	- Compliance with ILO standards - Proper employee communication regarding potential scenarios where they may have to stay in the ship longer than planned - Planning crew rotation	100% complied with ILO standards. 100% for preparing communication plans to employees in advance. 100% for Planning crew rotation.
	Employee Health and Safety (Operations)	- Failure to properly conduct safety inspection of ships - Inadequate safety equipment	- Compliance with safety inspection standards - Ensure strict compliance with safety procedures, especially regarding inspection of safety equipment	100% complied with safety inspection standards. 100% for prepare an audit plan and conduct audits according to the plan.
Oil Refinery	Employee Health and Safety (Operations)	- Inadequate safety training - Safety risks, such as gas leaks	- Safety management system certified by international standards - Ensure strict compliance with safety procedures	100% complied with safety management system certified by international standards.
	Community Health and Safety (Operations)	- Safety risks from normal operations - Impacts from construction, such as property damage that can cause safety impacts	- Evacuation procedures in the event of emergency - Community engagement and grievance mechanisms	- Community in all areas in which Thaioil operates. 100% improved the workflow in emergency situations taking into account COVID-19 situation. 100% improved and communicated community engagement and grievance mechanisms, including COVID-19 situation. 34 complaints submitted by communities in 2020.
	Community Standard of Living (Operations)	Impacts from construction, such as noise and property damage	- Community engagement and grievance mechanisms - Payment of incurred costs from property damage - Thaioil has investigated the submitted complaints as stated in our process, and proceeded to resolve the complaints, establish further prevention measures, and notified the complainants of the results. However, none of them are non-compliance cases.	
Power and Steam Generation	Employee Health and Safety (Operations)	- Inadequate safety training - Safety risks, such as gas leaks	- Safety management system certified by international standards - Ensure strict compliance with safety procedures	100% complied with safety management system certified by international standards 100% prepared audit plan and conduct audits according to the plan.
Petrochemical and Chemical	Community Health and Safety (Operations)	Chemical leaks during distribution and logistics activities, especially flammable substances	- Inspection of vehicles [PLANNED] Increase inspection and maintenance procedures	100% prepared audit plan and conduct audits according to the plan.
Other Businesses : Treasury	(No salient issue.)	(No salient issue.)	(No salient issue.)	All Thaioil affiliate strictly complied with amended laws.

Calculation (1/2)

6 sub-activities with salient issues / 21 total sub-activities = 28%

Human Rights Issues	Transportation					Oil Refinery					Power and Steam Generation					Petrochemical and Chemical					Treasury
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	
Working Conditions																					
Employee Health and Safety																					
Illegal Forms of Labour																					
Community Health and Safety																					
Community Standard of Living																					
Land Acquisition																					
Security Practices																					
Customer Safety																					
Data Privacy																					

1 Operations

2 Human Resources

3 Procurement

4 Customer Relations

5 CSR

The supporting activities of the treasury business are under the responsibility of Oil Refinery through shared service.

Calculation (2/2)

Own Operations	% of total assessed in last three years	% of total assessed where risks have been identified	% of risk with mitigation or remediation process implemented	Basis for reporting %
Nominator	No. of sub-activities covered by human rights risk assessment (Thaioil has covered all activities.)	No. of sub-activities that have at least one salient human rights issue*	No. of sub-activities with at least one salient human rights issue that has mitigation measures/ remediation processes	Business activities
Denominator	No. of total identified sub-activities – e.g., Operations for Transportation, operations for oil refinery (total 21 sub activities)	No. of sub-activities covered by human rights risk assessment	No. of sub-activities that have at least one salient human rights issue*	

*Salient human rights issue = issues assessed to be high risk (blue) or extreme risk (orange)

In May 2020, Thaioil assessed human rights risks in all business activities, and ensured that all risks have mitigation measures

100%

% of total activities in own operations (including joint ventures with management control) assessed in the last three years.

28%

% of total activities assessed where risks have been identified.

100%

% of risk with mitigation or remediation process implemented

(See Step 4 : Determine additional mitigation measures)



Human Rights Risk Assessment in Own Operations 2020 - 2022

In 2020, Thailoil conducted human rights risk assessment that covered 100% of all business activities in our value chain, including both the activities that are part of our core business, as well as the activities related to our other businesses and joint ventures. The assessment was conducted by applying our enterprise risk management framework to assess and determine the level of human rights risks. Thailoil assessed the severity and likelihood of the human rights risks in accordance with the UN Guiding Principles on Business and Human Rights, and comprehensively reviewed salient human rights issues that may affect internal and external stakeholders.

The 2020 human rights risk assessment revealed that 38% of Thailoil Group's activities have residual risks, with 100% of activities with risk mitigation measures. The outcomes of this assessment have been validated by relevant personnel responsible overseeing Thailoil Group's business activities in the value chain. The Thailoil Group Human Rights Working Team has also reviewed the results and regularly monitors these issues.

The scope of the human rights risk assessment conducted for own operations included

- Refinery business : Thailoil Public Company Limited
- Petrochemicals business : Thai Lube Base Public Company Limited, Thai Paraxylene Company Limited, LABIX Company Limited, Thailoil Solvent Company Limited, TOP Solvent Company Limited, and Sak Chaisidhi Company Limited
- Power and steam business : Thailoil Power Company Limited and TOP SPP Company Limited
- Transportation business : Thailoil Marine Company Limited
- Other supporting businesses : Thailoil Energy Services Company Limited and Thailoil Treasury Center Company Limited.



Human Rights in Thaioil Supply Chain

The assessment covered all supplier groups of Thaioil's subcontractors and Tier 1 suppliers.

Non-Crude Procurement		Crude Procurement		
Material Supplier Group	Service Supplier Group	International Oil Company (10)	Trader (18)	Shipping (17)
- Electrical equipment and accessories (40) - General consumable and supply (147) - Instrument equipment and accessories (73) - IT and communication equipment (6) - Marine, offshore, and accessories (3) - Mechanical equipment (110) - Oil, chemical, and laboratory supply (70) - Pipe, valve, flange and fitting (32) - Safety equipment (25)	- Civil equipment and services (29) - Electrical and instrument and services (60) - General non-technical service (215) - General technical service (44) - IT and communication (45) - Mechanical engineering and service (70) - Piping engineering and service (5) - Manpower (8) - Consulting service (56) - Project management and engineering design (8) - Utility and intercompany (2)			

The assessment considering the rights holders and vulnerable groups affected by suppliers' operations.

- ☐ Suppliers' employees
- ☐ Suppliers' community members
- ☐ Third-party contracted labour, subcontractors, and suppliers onsite
- ☐ Customers and end consumers of suppliers
- ☐ Vulnerable groups ; *Children, Indigenous peoples, Migrant workers, Religious or ethnic minorities, Persons with disabilities, Women, elderly, patients and transgender*

Step 1: Identify Human Rights Issues and Step 2 : Screen Relevant Issues

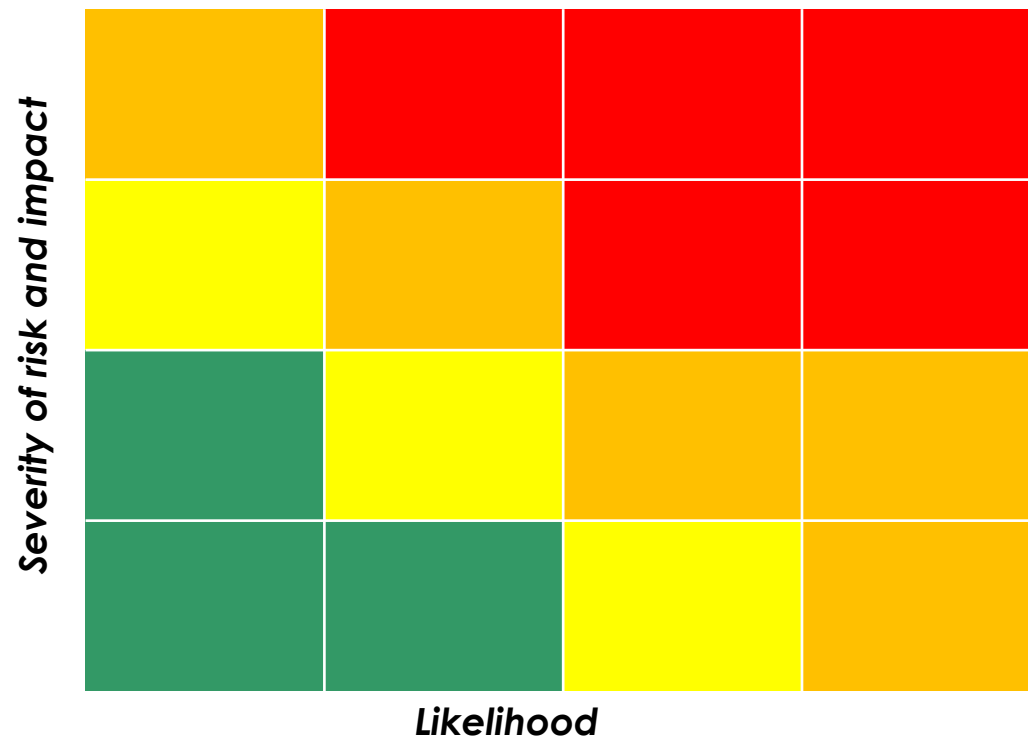
Human Rights Issues	Non-Crude Procurement		Crude Procurement		
	Material Supplier Group	Service Supplier Group	International Oil Company	Trader	Shipping
<i>Working Conditions</i>	✓	✓	✓	✓	✓
<i>Employee Health and Safety</i>	✓	✓	✓		✓
<i>Illegal Forms of Labour</i>	✓	✓	✓		✓
<i>Community Health and Safety</i>	✓	✓	✓		✓
<i>Community Standard of Living</i>	✓	✓	✓		✓
<i>Land Acquisition</i>	✓		✓		
<i>Security Practices</i>			✓		
<i>Customer Safety</i>	✓		✓		✓
<i>Data Privacy</i>		✓			

Step 3 : Assess Residual Risk Levels

Risk Assessment Matrix

The assessment of human rights risks considered likelihood and severity of each issue. Issues are plotted on a matrix like the one shown below, with likelihood in the x-axis and severity in the y-axis. Issues ranked at “high risk” or “extreme risk” are considered salient human rights issues.

The assessment takes into account Thaioil vulnerable groups covers all Stakeholders, specifically our employees, Contractor, Sub-contractor, Community, Suppliers, Customers, women and children, Indigenous peoples, migrant workers, Religious or ethnic minorities, local community, Persons with disabilities, elderly, patients and transgender



 **Low Risk:** Continue with existing control, however monitor for changes

 **Medium Risk:** Requires attention to reduce the rating and regular ongoing monitoring

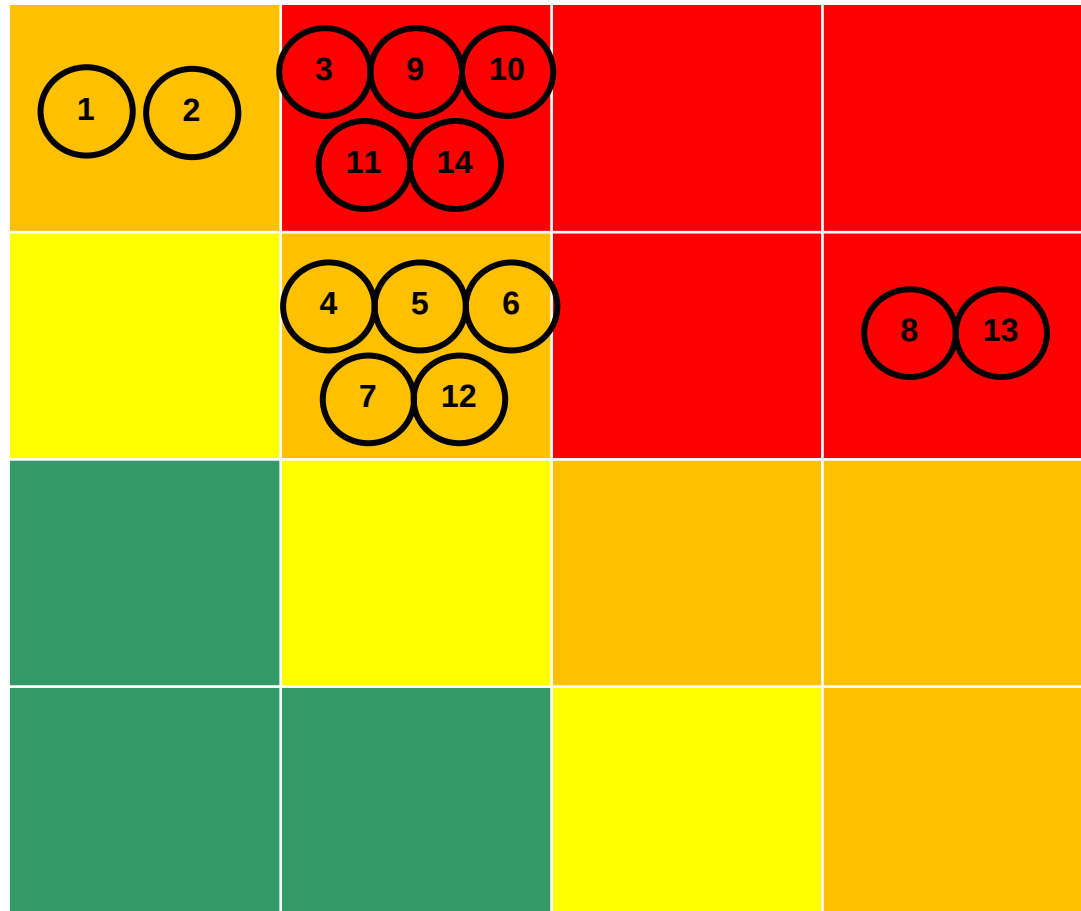
 **High Risk:** Requires immediate attention to bring the risk down to an acceptable level

 **Extreme Risk:** Stop immediately. Risk is too high and not acceptable

Step 3 : Assess Residual Risk Levels

Human Rights Salient Issues

Severity of risk and impact



Likelihood

NON-CRUDE PROCUREMENT		CRUDE PROCUREMENT	
Marine, offshore, and accessories*		International Oil Company	
1	Employee health and safety	10	Employee Health and Safety
Mechanical equipment and accessories*		11	Community Health and Safety
		12	Community Standard of Living
2	Employee Health and Safety	Ship Owner	
Oil, chemical, catalyst, and laboratory		13	Working conditions
3	Employee health and safety	14	Employee Health and Safety
4	Community health and safety		
Civil equipment and services			
5	Employee health and safety		
Mechanical engineering and service			
6	Employee health and safety		
Piping engineering and service			
7	Employee health and safety		
Project management and engineering			
8	Working conditions		
9	Employee health and safety		

*Only manufacturers

Step 4 : Determine Additional Mitigation Measures for Salient Human Rights Issues

Supplier Type	Supplier Group	Human Rights Issue	Description of Risks	Mitigation Measures and Remediation Actions	Result Monitoring
Non-Crude Procurement	Marine, offshore, and accessories	Employee Health and Safety	Accidents in transport (e.g., planes or shipping)	- Supplier screening, audit, and self-assessments regarding safety [PLANNED] Follow up P.O. during the coronavirus pandemic	- All Supplier strictly complied with amended laws and service agreement. - In 2020, Thaioil revisited the ESG Plus Verification project in light of the COVID-19 pandemic, and adapted the approach for third party assessment towards the use of audit reports and certifications such as ISO 14001, ISO 18001, ISO 26000, ISO 20400, and CAC certification for verification. Based on this approach, 37 suppliers – 95% of high risk suppliers and 65% of critical suppliers –passed the verification. - Organizing meetings between contractors and Thaioil Group's executives to reiterate the importance of safety in the workplace and prepare readiness for the major turnaround to ensure that tasks can be completed as planned.
	Mechanical equipment and accessories	Employee Health and Safety	Accidents in transport (e.g., planes or shipping)	- Supplier screening, audit, and self-assessments regarding safety [PLANNED] Follow up P.O. during the coronavirus pandemic	
	Oil, chemical, catalyst, and lab supply	Employee Health and Safety	- Inadequate safety equipment - Chemical leaks	- Supplier screening, audit, and self-assessments regarding safety - Suppliers' plans to install water curtain to prevent chemical leaks [PLANNED] Increase process safety inspection in supplier operations [PLANNED] Collect safety performance statistics from suppliers (e.g., TRIR)	
		Community Health and Safety	- Chemical leaks - Wastewater discharge - Emissions - Road accidents and other impacts from distribution and logistics activities	- Communicate Thaioil's policy regarding human rights and ESG [PLANNED] Increase process safety inspection in supplier operations	

Step 4 : Determine Additional Mitigation Measures for Salient Human Rights Issues

Supplier Type	Supplier Group	Human Rights Issue	Description of Risks	Mitigation Measures and Remediation Actions	Result Monitoring
Non-Crude Procurement	Civil equipment and service	Employee Health and Safety	Accidents from use of machinery	- Supplier screening, audit, and self-assessments regarding safety - Subcontractors are provided with PPE and safety training [PLANNED] Prepare toolboxes for subcontractors and revisit number of safety officers	- Other than directly providing recommendations to suppliers who have high risk levels and/or non-compliance with the SCOC, Thaoil also gives opportunities for suppliers to join other activities to promote capability and capacity in managing environmental, social, and governance (ESG) performance, such as: - Inviting 52 key suppliers that have expressed interest through the annual supplier survey to listen to the SME Executive Briefing in the CAC SME Certification Project; - Inviting 169 key suppliers to attend the PTT Group CG Day with PTT Group; - Communicating CSR in Supply Chain through our website - Communicating the Company's corporate vision, procurement principles, construction plans, approach to supplier performance evaluation and awards giving, Thaoil Group Supplier Code of Conduct and expectations relating to ESG aspects, as well as Thaoil's approach to circular economy, human rights in the supply chain, and corporate governance, during the annual supplier conference, in which the theme for this year is "Partner for Life";
	Mechanical engineering and service	Employee Health and Safety	Accidents from use of machinery	- Supplier screening, audit, and self-assessments regarding safety - Subcontractors are provided with PPE and safety training	
	Piping engineering and service	Employee Health and Safety	Accidents from use of machinery	- Supplier screening, audit, and self-assessments regarding safety - Subcontractors are provided with PPE and safety training	
	Project management and engineering design	Working Conditions	Contractors missing payment to subcontractors	Grievance procedure and investigation	
		Employee Health and Safety	- Drinking while working - Bringing lighters into working area	- Supplier screening, audit, and self-assessments regarding safety - Sending warning letters to suppliers with incidents	

Step 4 : Determine Additional Mitigation Measures for Salient Human Rights Issues

Supplier Type	Supplier Group	Human Rights Issue	Description of Risks	Mitigation Measures and Remediation Actions	Result Monitoring
Crude Procurement	International Oil Company	Employee Health and Safety	Oil spills	- Supplier Code of Conduct that covers human rights [PLANNED] Collecting information from suppliers	- Reviewing supplier evaluation results – which reflected supplier performance in meeting Thaioil's expectations regarding work quality, occupational health and safety, and timeliness of product/ service delivery – and awarded certificates and plaques of honour to contractor companies who successfully fulfilled their duties during the 2020 major turnaround; and - Organizing supplier relationship building activities to ensure that suppliers are aware of, understand, and follow Thaioil's commitment regarding transparency in procurement processes, such as the No Gift Policy.
		Community Health and Safety	Oil spills	- Supplier Code of Conduct that covers human rights [PLANNED] Collecting information from suppliers	
		Community Standard of Living	Impacts from oil spills to local economy (e.g., fishery)	- Supplier Code of Conduct that covers human rights [PLANNED] Collecting information from suppliers	
	Ship Owner	Working Conditions	Long working hours and limited rest time and holidays due to unplanned changes in shipping schedules	- Proper employee communication regarding potential scenarios where they may have to stay in the ship longer than planned - Invest in increasing capacity to transfer crew members such that they may not have to remain on the ship longer than planned	
		Employee Health and Safety	- Failure to properly conduct safety inspection of ships - Inadequate safety equipment	Ensure strict compliance with safety procedures, especially regarding inspection of safety equipment	

Calculation

Supplier Groups with Salient Human Rights Issues	Number of Suppliers
Marine, offshore, and accessories (manufacturer)	1
Mechanical equipment and accessories	110
Oil, chemical, catalyst, and lab supply (manufacturer)	15
Civil equipment and service	29
Mechanical engineering and service	70
Piping engineering and service	5
Project management and engineering design	8
International Oil Company	10 (From ESG Crude Expense 2018)
Ship Owner	17 (From ESG Crude Expense 2018)
Sum	265
Total Number of Suppliers	1,093
Percentage	24%

In May 2020, Thaioil assessed human rights risks in all tier 1 suppliers, and ensured that all risks have mitigation measures.

100%

% of total number of contractors and Tier 1 suppliers assessed in the last three years

24%

% of total number of contractors and Tier 1 suppliers where risks have been identified

100%

% of high risk contractors and Tier 1 suppliers with mitigation or remediation process implemented

(See Step 4 : Determine additional mitigation measures)



Human Rights Risk Assessment in the Supply Chain 2020 - 2022

Besides assessing risks in our own operations, Thaioil also assesses the risks resulting from the activities of our tier 1 suppliers. The assessment covered 100% of tier 1 suppliers, for both crude oil procurement and general procurement. The Company assessed severity and likelihood based on the risk assessment criteria, and considered the scope of issues that is aligned with the Sustainable Code of Conduct for Supplier of Thaioil and Subsidiaries (SCOC).

The 2020 risk assessment revealed that 24% of all activities have human rights risks. Identified risks included those relating to working conditions and occupational health and safety. Thaioil has prepared adequate measures to manage these issues, including rules, regulations, contracts, and communications to increase understanding of human rights policies and practices.

Spotlight on issues 2022

Thaioil Group's vision is to “**Empowering Human Life through Sustainable Energy and Chemicals**”

This means our goal is to become a high competitive energy and chemicals company that will **generate sustainable returns to all our stakeholders, increase their quality of life, and drive sustainable growth within the organization, all while maintaining the balance across the economic, social, environmental, and governance dimensions along with respect for human rights.**

Since 2020, Thaioil has observed high rates of volatility and recurring economic and political instability across our country, region, and the world – including COVID-19 pandemic crisis. This brought about large, abrupt changes in how business is conducted and how we live our lives, and further reiterated to Thaioil Group the importance of increasing the resilience of our strategic plan in order to adapt to the changes and trends of this unpredictable context. Henceforth, Thaioil has revisited the strategic direction and plan, including the short-term, medium-term, and long-term business plans – altogether spanning the years 2022-2030 – and reformulated it into three main business directions and strategies. In this process, we have considered global megatrends, analyzed competitor movements, and studied **the ‘new normal’ context and associated changes in society and consumer behavior, to make certain that Thaioil has the appropriate business direction and strategic plan in accomplishing our goals that can truly grow our business towards sustainable business growth.**

Although COVID-19 pandemic has been decreasing its severe, Thaioil Group has continuously implemented preventive measures to ensure business excellence and operational efficiency. With this respect, these measures are based on three key principles or three-pronged strategy, as presented:

1

Spotlight on Human Right
Mindset

2

Spotlight on Health
Protection from COVID-19



1. Spotlight on Human Right Mindset

Communications and Activities to Promote Human Rights

In 2022, Thailoil Group has continued to organize human rights activities for stakeholders under the "3 parts for fulfilling human rights" framework. This framework has carried for 3 consecutive years. Activities included:

Part I : Ensuring education for all : *Employees*

Thailoil has implemented a variety of initiatives to ensure that our employees and stakeholders understand human rights and have a human rights mindset.

For employees, Thailoil has developed Human Rights E-Learning course which is accessible by all employees through "Thailoil Academy Application" .



OPEN ENROLLMENT

Human Rights for Sustainability
การติดตามตรวจสอบกระบวนการสิทธิมนุษยชนอย่างรอบด้าน
(Due Diligence)

Online Course • FC066:Employee Relations, Labour...

Human Rights for Sustainability : การติดตามตรวจสอบกระบวนการสิทธิมนุษยชน...

ผู้เรียนจะรับทราบถึงข้อมูลเบื้องต้นเกี่ยวกับหลักการด้านสิทธิมนุษยชนสากล และเชื่อมโยงเข้ากับนโยบายสิทธิมนุษยชนภายใน...

Thailoil

9 m

OPEN ENROLLMENT

Human Rights for Sustainability
TOP Group Human Right Policy

Online Course • FC066:Employee Relations, Labour...

Human Rights for Sustainability : TOP Group Human Right Policy

ผู้เรียนจะรับทราบถึงข้อมูลเบื้องต้นเกี่ยวกับหลักการด้านสิทธิมนุษยชนสากล และเชื่อมโยงเข้ากับนโยบายสิทธิมนุษยชนภายใน...

Thailoil

9 m

OPEN ENROLLMENT

Human Rights for Sustainability
Introduction to Human Rights

Online Course • FC066:Employee Relations, Labour...

Human Rights for Sustainability : Introduction to Human Rights

ผู้เรียนจะรับทราบถึงข้อมูลเบื้องต้นเกี่ยวกับหลักการด้านสิทธิมนุษยชนสากล และเชื่อมโยงเข้ากับนโยบายสิทธิมนุษยชนภายใน...

Thailoil

9 m



Part I : Ensuring education for all : Stakeholders

For other stakeholders, we organized the Human Rights Workshop for Thairoil Affiliates and continuously hosted online lectures (through Microsoft Teams Live) on human rights for suppliers online during the annual Thairoil Group Supplier Seminar in 2022 (SRM Seminar 2022). Thairoil Group has also developed Human Rights E-Learning to deepen supplier understanding of human rights.



Also, as same as employees, vendors & suppliers and clients are encouraged to respect people rights along with Thairoil Group by the implementation of PDPA law by accepting personal data protection agreement.

To leverage human rights mindset of vendors/ suppliers/clients, in 2022, Thairoil has added additional clause of **“COMPLIANCE WITH HUMAN RIGHTS LAWS”** in Sale & Purchase Agreement to ensure that our vendors, supplier and clients have knowledge and awareness of Human Rights before being our business partner.

28. COMPLIANCE WITH HUMAN RIGHTS LAWS

Each Party hereby undertakes that any acts and/or obligations carried out in accordance with this Agreement shall not be in violation of any laws relating to human rights and that the Products sold under this Agreement shall not be used in relation to any violation of any human rights laws.

In the event that either Party has a reason to believe that a breach of any of the obligations in this clause has occurred or will occur, such non-defaulting Party shall have the right to obtain from the other Party all information, that the non-defaulting Party deems relevant in order to satisfy itself that no breach has occurred. Upon written request from the non-defaulting Party, the defaulting Party shall fully cooperate in providing all information requested.

The Parties acknowledge that (i) compliance with this clause is essential, and that non-compliance may result in irreparable harm to the other Party; and (ii) failure to comply with this clause will constitute a material breach of the Agreement, enabling the non-defaulting Party to immediately terminate the Agreement, and make no further payments thereunder, even if such breach does not have any direct effect on the Agreement. Defaulting Party shall indemnify and hold harmless non-defaulting Party and its affiliate from any claims, fines or penalties imposed by a government agency, including the legal costs of defending such claims, fines or penalties, arising out of defaulting Party breach of this clause.

In 2022,

Part I : Ensuring education for all : Personal Data Protection Act law B.E. 2019

Regard to Personal Data Protection Act law B.E. 2019 obligation, in 2022, Thail oil proactively plan, comply and build all employees' awareness as well as newcomers' ones on their rights through the implementation of PDPA. Every employee and job applicant are requested to do the consent form to disclose personal information during working at Thail oil. Employees are educated regularly by online PDPA knowledge-series and special guest speakers.

The PDPA Manual for Thail oil Group and is established on the internal channel.

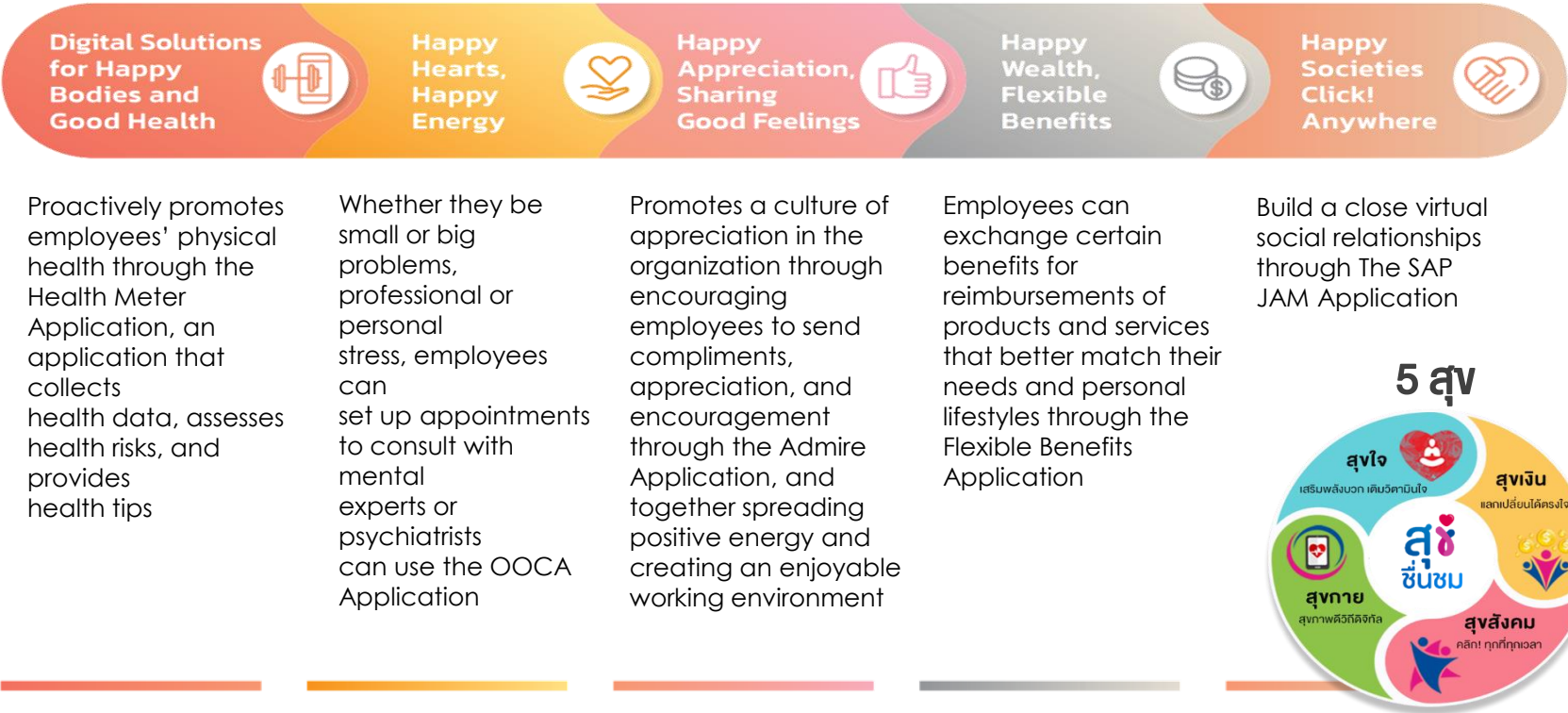
At the same time, Thail oil has reviewed the Digital Technology and Communication Policy as well as the Cyber Security Policy which would apply across Thail oil Group to ensure that all stakeholders including employees get the rights in personal data protection that align to government laws.



Part II : Leverage right in their well-being and benefits:

Employee

5 Happiness : Through the New Normal Work Life initiative, Thailoil raised employee awareness of their own rights, including the benefits that employees and retired employees are entitled to. Thailoil Group also organized the 5 Happiness Project as follows:



Society

According to the **Persons with Disabilities Empowerment Act, B.E. 2550**, criteria and procedures stipulated in the Rules prescribed by the Committee (Section 35), Thailoil Group supports employments of persons with disabilities in total 18 people: 6 people from Thailoil Public Company and 12 people from Thailoil Energy Service Company support.



Part III : Rights to work in safe workplace

Thaioil Group has effectively and structurally implemented COVID-19 pandemic prevention and management measures through I-COVID Center and enforced controls and policies aligning with government policy and direction in order to avoid business disruption from infection in operations and secure the safety and confidence of our employees, subcontractors, suppliers, and stakeholders.

Not only for current employees, Thaioil Group also implement COVID-19 prevention measures to care all new hires and retirees.

Recruit

Newcomers would be introduced and encouraged to take benefits of their health rights. They would be provided enabling infrastructures to support working life since Day 1 of work.

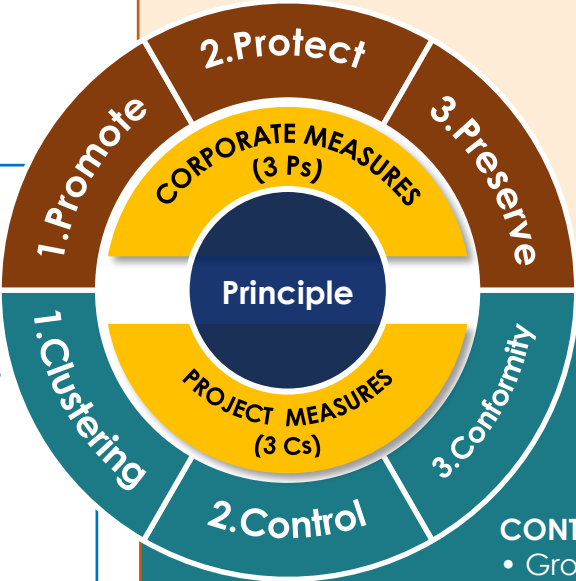
Onboard

All employees of Thaioil Group are encouraged to 'Promote, Protect and Preserve' referred to COVID-19 Control Measures' in their living. Thaioil also provide employee support program according to People First Policy.

Retain

Retire

Retirees also obtains health benefits in COVID vaccination, health check and medical services at Thaioil Medical Center.



COVID-19 Control Measures

PROMOTE Promotes employee awareness to ensure that they comply with all established measures, and encourages personal hygiene habits through distributing hygiene kits and establishing I-COVID Center

PROTECT Clusters employees doing mission critical activities (MCA): Operations Groups and Engineering Teams to protect the operational areas that would pose business impacts.

PRESERVE

- Established a no travel or transit policy for countries or locations with infected cases
- Defined control measures for external stakeholders entering operational areas, such as requiring completion of health declaration forms, self monitoring, and physical distancing.
- Implemented Work From Home arrangements and options to work through collaboration platforms.

CLUSTERING

- Operators are clustered according to group activities.
- Physical distancing is enforced between groups and sub-groups.
- All individuals must comply with the requirements of that cluster or camp site – e.g. break times, meals, and travel.

CONTROL

- Group or sub-group leaders are designated to control, coordinate, and report on the status of each group.
- Foreign operators are required to complete the 14-day state quarantine and get tested through the SWAP test.
- Operators in high risk areas such as confined spaces must register their names and get their temperatures checked before they can enter the operational area.

CONFORMITY

- Compliance with COVID-19 control measures is monitored and checked on a regular basis.
- Prepare a business continuity plan (BCP), including a spare manpower plan.

Board of Directors' Role during COVID-19

Thaioil's Board has assumed vital roles in guiding the organization through Covid-19 crisis and toward the next normal through Crisis Management Framework

Crisis Management Framework

Reaction



People First

- ★ I-Covid Center
- ★ Health & Safety
- ★ Communication

Social Support

- ★ People / Community / Society
- ★ ส่งพลังงาน....สร้างพลังใจ

Resilience



Enterprise Risk management

- ★ Business continuity Management
- ★ Business Continuity Plan
- ★ Margin Hedge

Digital Infrastructure

- ★ Work @anywhere
- ★ Cybersecurity

Recovery



Short Term Strategy

- ★ Cost Saving
- ★ Profit Maximization
- ★ Operation Excellence
 - Manufacturing
 - Commercial
 - Finance

Re-imagination



Long Term Strategy

- ★ Business Opportunity
- ★ New S-Curve
- ★ 3Vs Strategy
 - Value Maximization
 - Value Enhancement
 - Value Diversification



Board of Directors' Role during COVID-19

Thaioil's Board has fully performed the governing duties to support management team

Board of Director

- ★ Business Continuity Management
- ★ Business Continuity Plan – BAU/Project Execution
- ★ Personnel Protection Measures & Budget
- ★ Short Term Measures – Cost Saving/Profit Maximization
- ★ Long Term Strategic Plan
- ★ Risk Management Framework

Corporate Governance Committee

- ★ Personnel Measures – People First
- ★ Community Support
- ★ Social Support – ส่งพลังงาน..สร้างพลังใจ
- ★ AGM Arrangement Measures

Risk Management Committee

- ★ Business Continuity Plan
- ★ Product Margin Hedge
- ★ Covid-19 Risk Management – Commercial/Manufacturing/Project Execution

Audit Committee

- ★ Continuity of Audit Activities
- ★ Cyber Security

**Provide
Advices**



**Follow-up
Outcome**



**Monitor
Execution**



Governing Framework

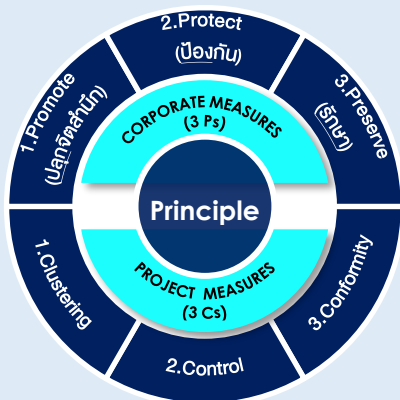
**Endorse
Plan / Budget**



1 People First : Covid-19 Response

Strong Commitment to **Protect People** and Continuous **Caring People**

- Established I-COVID Center:
Prevention & Protection Management on 3P (Promote, Protect, Preserve) & 3C (Clustering, Control, Conformity) Measures.



- Defined Major Critical Activities (MCA): Operations (MCB) and Engineering and Formulated protection measures : Thaioil Bubble and Seal – Safe House and Clustering
- Clustering camp sites with bubble & seal and specific health measures for project contractors.
- Integrated COVID-19 response in corporate Business Continuity Management (BCM)

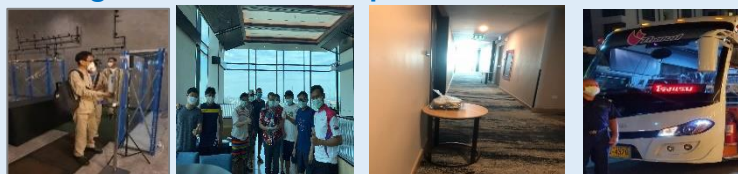
- Work from home (WFH) policy and enforce Self Protection Measure : THAM-D

T - Testing : Have body temperature measured frequently
H - Hand Washing : Washing hands frequently with soaps/alcohol gel
A - Application Downloading : 'MorChana', 'ThaiChana', 'Thaioil Chana'
M - Mask Wearing : Wearing mask correctly and at all time
D - Distancing : Keep 1 - 2 meters distancing

- Launch & use 'Thaioil Chana' application:
 - ✓ Health Declaration before visiting Thaioil Site
 - ✓ Health Declaration at Thaioil Site
 - ✓ Check-in & Check-out



- Safe House for MCA-Operations 100% (176 staff) during severe COVID-19 pandemic in Chonburi.

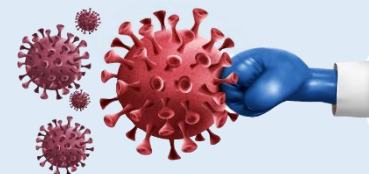


- 100% Clustering for MCA-Engineer (252 staff , 642 contractors).
- 100% Rapid Test and Antigen Test (ATK) for employees/ contractors/vendors approved entering the company areas including random ATK regularly.
- Active & Continuous Monitoring COVID-19 situations. Regularly announce measures via I-COVID News to communicate & educate to employees and contractors for self-protection.

Vaccination to **Protect People**

- Proactive vaccination 3rd and 4th Doses for employees, contractors and employees' families as planned.

TIER 1	- MCA Staff (affiliate included) - International Staff - CFP Team Staff - PMC Staff (Thai & Expat)
TIER 2	- Non-MCA Staff (affiliate included) - EPC Staff - Concurrent Contractors
TIER 3	- Staff's family - Contractors (LC1) - CFP Sub-Contractors



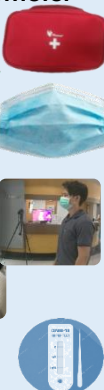
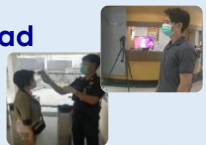
Phases of Responses to COVID-19 infection		Response Measure
Phase 0	No infection	I-COVID Center Monitoring and Prevention
Phase 1	Non-MCA staff infected	I- COVID Center Protection and Control
Phase 2	MCA staff infected or widespread	Crisis Mgt Center (CMC) BCP Activation



Employee Support

Strengthen Employee Well-being

Health Prevention

- Provide all employees with **Hygiene Kit** (mask, thermometer, gel alcohol) for **preliminary self-protection**. 
- Provide shift employees with **6 masks/week/staff** to support their **health protection**. 
- Supply **8 Thermoscan** and **47 Infrared forehead** for all entrances & check points. 
- Proactive employee protection with **ATK 100% and random 15-20%**. 
- 100% hygiene: regular UV care room & equipment **sterilized**, clean all work areas and provide **alcohol gel in all meetings room**. 

Work From Home (WFH)

- Encourage employees work from home as most as possible to protect risk of infection. Today, **WFH rate = 94%**.
- Provide **laptop, PC, and accessories including tools to ensure efficient work from home**.
- Provide **I-COVID Call Center (24/7)** in case the employee having inquires, or need support anytime. 



Vaccination and Medical Care

- 100% Vaccination** (5,000 people) to employees, contactors and employees' families (3 tiers). 
- To vaccinate **booster dose** for all employee in Q4/2021.
- Fully take care of infected employees both **hospitalization and medical expenses**. 

Employee Support and Help



Work @ Office

- Prevent infection & contamination with measures of access (In-out) office building and working areas for employees, visitors, contractors.



Work @ Home

- Employees are able to **work from home** and all employees are **granted Baht 10,000 to subsidy** for WFH expenses e.g. telecommunication equipment, health care expense, on-line learning etc.



Digital Platform: 5 Happiness & Learning

- Employees can **VDO Call with psychologist /psychiatrist** anywhere/anytime/any device (5 Happiness-OOCA app.) and are enable to learn on **Thaioil Academy** (mobile learning) with 24/7 access.



Support Team for Safe House

- Upon **safe house staff** need support for personal or family business. They can **request service from 4 support teams of I-COVID Center**.



Keep In Touch

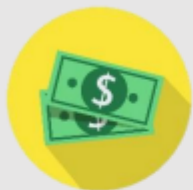
- Regularly **communicate/educate** COVID-19 situation and company's measures to ensure **employee safe**.





Supply Chain Support

Suppliers' and Contractors' Impact



Cash flow



Supply & Logistics



Government's Regulations & Practices

Supporting suppliers and contractors during the COVID-19 pandemic

- ★ **Early payment** upon suppliers request
 - General service & goods
 - Logistics issues
- ★ **Extend period of impacted contracts**
 - No impact to penalty
 - No impact to other ongoing works
- ★ Monitor and follow up with internal parties concerned for receiving and **on time payment**
- ★ Alternative choices to **minimize risk & costs**
 - Switch transportation mode
 - Accept supplier's alternative manufacturer plant
- ★ Consolidate volume to **minimize suppliers' number of delivery** and cost
- ★ Collaborate to monitor and plan material delivery from UK, Italy and India
- ★ Implement **E-Bid Submission (SAP ARIBA)** initiative to avoid the assembly at workplace
- ★ Accept the **electronic files** for documents receiving to keep social distancing
- ★ Transform **online meeting** i.e. Pre-bid Meeting, Kick off Meeting, Site Survey

Outcome



Support Suppliers' cash flow and cost management



Closely collaborate & be more justify between suppliers & TOP



Be effective procurement & contract execution

Supplier Relationship Management (SRM) Communication and Collaboration

Interactive Communication
Channel for COVID-19

Support Vaccination Program
for Contractors

Support Contractors for Quarantine
and Medical Treating

Closely coordinate preventive
measure with I-COVID Center



Customer Support



COVID 19 Impact to Customer	Thaioil Support	Outcome
Demand impact		
 • Low domestic Jet demand	• Offtake volume adjustment allowance • Alternative product offtake in respond to market demand	• Support change in market demand
Financial affect		
 • Tight financial liquidity • Maximum credit limit	• Credit term extension • Credit amount extension	• Allow business continuity
Information and Communication problem		
 • Product portfolio information • Inaccessible communication via normal route	• E-Product catalogue implementation • Online market outlook • Regular market situation and customer requirement update	• Easily access to sales and information • Fast and flexible sale plan adjustment
Transaction inconvenience		
 • Lengthen payment process from WFH • Bank Guarantee (BG) issuance problem • Lorry loading access by cross boarder driver • Limit driver loading training from COVID-19 preventive measure	• Online payment system development "Thaioil Smart Biz" (TSB) • Thaioil Blockchain system support • Online driver training • Safety support from COVID-19 at lorry ✓ Check driver temperature and Record in-out time ✓ Keep social distancing ✓ Provide hand sanitizer alcohol and regularly UV cleaning • Drive thru loading document process	• Improve payment conveniency • Increase security and customer's convenience • Convenience and prevent COVID- 19 infection



การช่วยสังคมในวงกว้าง

อุปกรณ์ป้องกัน และเครื่องมือแพทย์

วัตถุประสงค์: สนับสนุนหน่วยงานสาธารณสุข และประชาชนทั่วไป



โครงการ“ส่งพลังงาน สร้างพลังใจ”



แนวคิด

นำผลิตภัณฑ์ของกลุ่มไทยออยล์สนับสนุนหน่วยงานด้านสาธารณสุขและช่วยเหลือประชาชนภายใต้วิกฤตโควิด-19



ผลิตภัณฑ์ของกลุ่มไทยออยล์



น้ำมันเชื้อเพลิง



แอลกอฮอล์



ผลิตภัณฑ์ทำความสะอาด



วัตถุประสงค์

- ➕ จัดวัคซีนเชิงรุกให้แก่ประชาชน
- ➕ เคลื่อนย้ายผู้ป่วยไปรักษาโรงพยาบาล / กลับภูมิลำเนา
- ➕ ฌาปนกิจสงเคราะห์

ด้วยรักและห่วงใย
จากพวกเราชาวไทยออยล์

หน่วยงานที่สนับสนุน



สภากาชาดไทย



สว.จุฬาลงกรณ์



กรมอนามัย



สว.ศิริราช



ศูนย์ฉีดวัคซีน สว.แหลมฉบัง



สสอ.ศิริราช และ สสจ.ชลบุรี



การช่วยเหลือสนับสนุน 23 ชุมชนในช่วงวิกฤตไวรัสโควิด-19

วิถีชีวิตใหม่

ONLINE

สวดมนต์

ONLINE

ออกกำลังกาย

ONLINE

สอนภาษาอังกฤษ

ONLINE

ติวสอบสัมภาษณ์

กิจกรรมร่วมกับชุมชน



ศูนย์ฉีดวัคซีน

- ระบบเครือข่ายคอมพิวเตอร์ / ระบบบริหารจัดการ
- แอลกอฮอล์

อุปกรณ์ป้องกัน

หน้ากาก / แอลกอฮอล์

โรงพยาบาลสนาม

- สนับสนุน เครื่องให้ออกซิเจน Hi-flow
- โรงพยาบาลแหลมฉบัง
- รพ.สนาม ชุด PPE
- การเคลื่อนย้ายผู้ป่วย (โครงการส่งพลังงาน สร้างพลังใจ)

โรงพยาบาล

ศูนย์พักคอย

เศรษฐกิจ / ค่าครองชีพ

ตู้ปันสุข/อาหาร

มอบทุนกำลังใจ

1. Spotlight on Human Right Mindset

Communications and Activities to Promote Human Rights

Part IV = Working with the right to wellness

Work from Home (WFH) :

To safeguard employees against the health risks and impacts prevalent during COVID-19 pandemic, Thaioil has therefore established work from home measures for all employees depending on the pandemic situation and work conditions required.

Thaoil established digital platforms and infrastructures to support employees in carrying out company's business operations while not compromising their safety. This includes working collaboratively through the cloud platforms, using online meeting programs for big and small meetings, and providing access to important work systems for employees, such as SAP and Ariba, through the use of the organization's VPN to ensure privacy.



Spark Joy Application :

In 2022, apart from digital platform & infrastructure, health prevention and medical care, Thaioil also launched Spark Joy application to support employees' new way of work especially WFH.

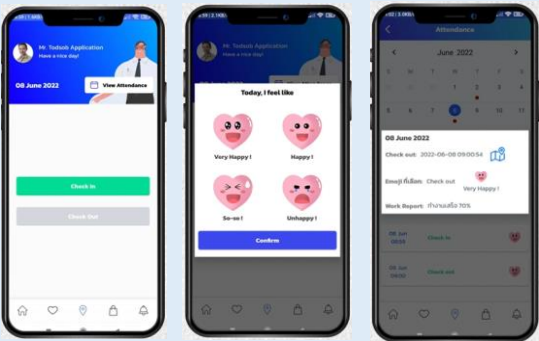
How-to Ad.: to educate and support employees in efficient using Microsoft Teams.



How Spark Joy leverage new way of work to serve employee wellness awareness and recognition.ing WFH

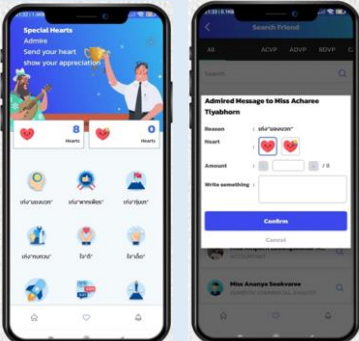
Check-in & Check-out

- Check-in & Check-out feature and Emotion Tracking allow employees to tell their location and emotion when check in and check out each day.



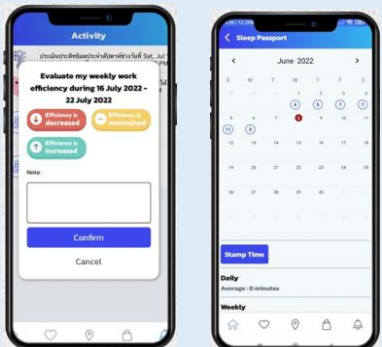
5 Happiness: Admire

- Encourage employees to send compliments, appreciation and encouragement through the application to keep positive energy each other. This fosters recognition culture in Thaioil.
- Launch special campaigns to encourage employees to send appreciation to others.



Work Efficiency and Sleep Check-up

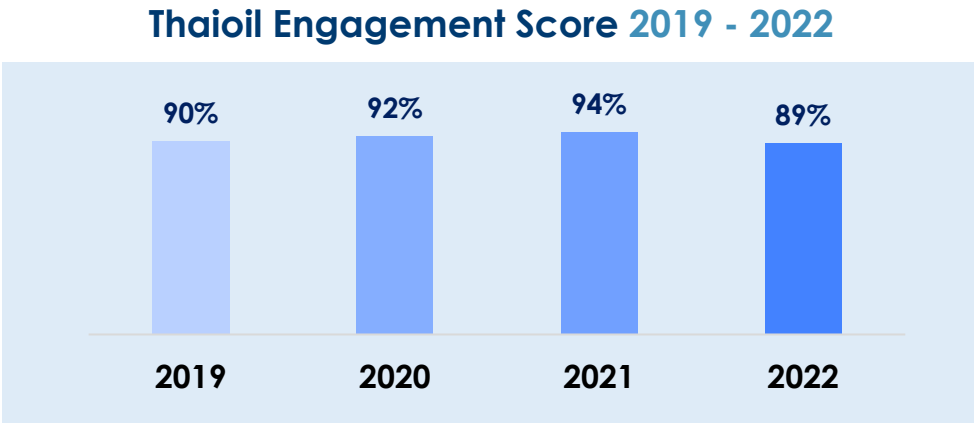
- Work Efficiency support employees to review their performance weekly.
- Sleep Passport to help employees track their sleep-wellness.



To monitor the response of Thaioil activities, Thaioil launches employee engagement survey annually, where results are used to complete an in-depth analysis to guide us which areas to focus in carrying out initiative projects to continuously improve upon our human and organization management and promote employee satisfaction and engagement from the first say of employment to retirement.

The question Thaioil Group uses to measure employee engagement as below:

Q: Overall, I am engaged working with Thai Oil Group and be a part of Thai Oil Group



Apart from engagement of employee, Thaioil Group monitors related dimensions of wellbeing at work in satisfaction, happiness, motivation and strass management as follow:

Questions	Score 2022
Overall, I am satisfied working with Thai Oil Group and be a part of Thai Oil Group	93%
This organization's mission provides meaningful direction to me	89%
I'm happy to work with my organization	90%
My work related stress is manageable for me	84%





THANK YOU



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