Human Rights Due Diligence (HRDD)

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Introduction

Jaymart Group Holdings Public Company Limited has strengthened its human rights practices by building on its Human Rights Policy, which promotes good practices and respect for employees and stakeholders, and extending them to Human Rights Due Diligence. The process refers to the UN Guiding Principles on Business and Human Rights (UNGP) and covers human rights issues relating to the Company's key business partners and issues within the same industry, including incidents that have occurred in the past and those that may occur in the future. Activities that may cause negative impacts across the value chain are examined to identify incidents and affected persons. The scope of the Human Rights Due Diligence process comprises the following steps:

1. Establishing the Human Rights Policy
2. Identifying Issues and Assessing Potential Impacts of the Company's Activities
3. Measures to Prevent and Reduce Potential Negative Impacts
4. Monitoring Implementation and Reviewing Issues
5. Communication with Stakeholders and the Public
6. Mitigation and Remediation

This Human Rights Due Diligence checklist therefore serves as a tool for identifying issues across the Company's operations that have caused or may cause impacts on stakeholders in the future, including issues relating to the Company's key business partners. It supports the management of human rights within the organization by identifying areas that require further improvement and issues that present risks or have not been adequately or fully addressed.

When the Company identifies issues through which it may be affecting any stakeholder group, it establishes preventive measures to reduce the impacts or prevent recurrence. It also establishes remediation measures for persons who may be affected by its business operations to guide the relevant departments.

- **Scope of the Human Rights Due Diligence Process**



1. Establish a Human Rights Policy.
2. Identify issues and assess potential impacts arising from the Company's activities.
3. Establish measures to prevent and reduce potential adverse impacts.
4. Conduct audits, monitor implementation, and review issues.
5. Communicate with stakeholders and the public.
6. Provide mitigation and remediation.

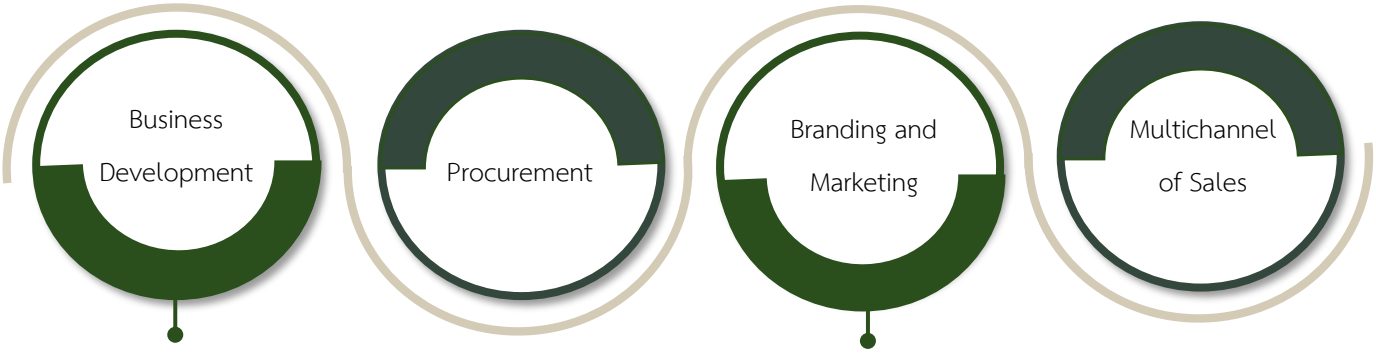
1. Establishing the Human Rights Policy

The Company has established a Human Rights Policy to ensure that all stakeholder groups are treated responsibly and that the Company does not violate human rights in any area. The policy covers the following topics:

- Forced Labor
- Child Labor
- Treatment of Female Employees
- Non-Discrimination
- Prevention of Sexual Harassment
- Safety, Occupational Health and the Workplace Environment
- Employee Representatives
- Human Rights of Stakeholders

2. Identifying Issues and Assessing Potential Impacts of the Company's Activities

- **Value Chain**

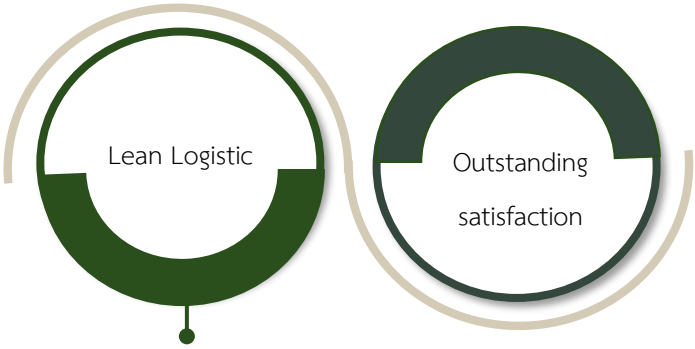


Analyze customer behavior and needs, segment customers, and monitor trends.

Manage and select quality products that meet customer needs.

Communication to build corporate awareness and image.

Multiple product delivery channels.



Manage the product delivery process.

Maximize customer satisfaction.

- **Identifying Human Rights Issues across the Value Chain**

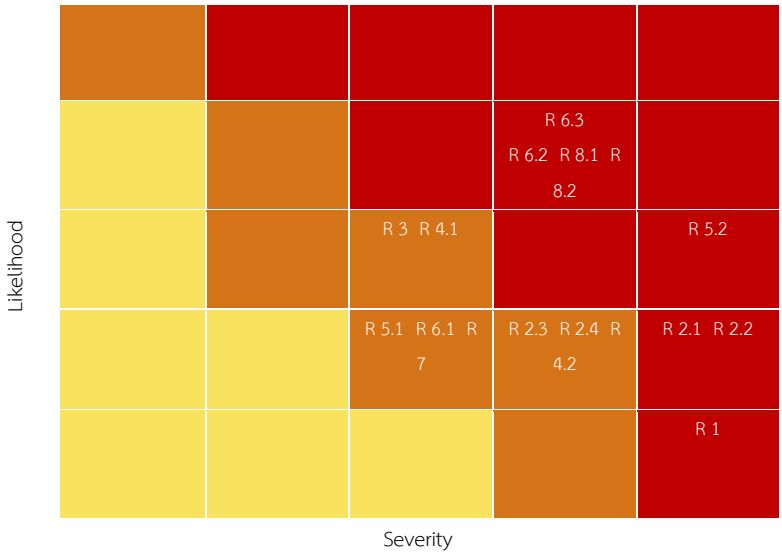
Broad Risk Topic	Actual or Potential Risk Event or Situation
Privacy Violations	Use of customers' personal data without permission
Product and Service Safety	Branch employees storing products at inappropriate temperatures, damaging product quality and causing harm to users
	Product storage and transportation processes that do not meet standards, adversely affecting product quality and causing harm to users
	Unclear product information or instructions for use, causing customers to misunderstand the information and potentially resulting in personal injury and property damage
	Business partners' product manufacturing processes that do not meet standards and lack continuous quality inspections, potentially causing harm to users
Responsible Marketing	Exaggerated advertising, resulting in customers receiving products or services that do not match the advertising
Community Health and Safety	Use of vehicles that do not meet standards, causing pollution and noise disturbance to nearby communities and the public
	Business partners' factories causing pollution and/or noise during product manufacturing, affecting the livelihoods of nearby communities
Unfair Treatment of Customers	Employees discriminating against customers or avoiding providing services to them
	Delayed responses to problems experienced by customers using the Company's products or services, including remedies that do not adequately address the damage suffered by customers
Safety and Occupational Health	The Company accelerating product import and/or manufacturing processes with business partners, placing pressure on employees to work harder and adversely affecting their health

Broad Risk Topic	Actual or Potential Risk Event or Situation
	Workplace conditions, safety or facilities that do not meet standards and/or are insufficient to meet needs, adversely affecting employees' health
	Product delivery drivers driving dangerously, posing risks of personal injury and property damage
Unlawful Labor Practices	Unlawful use of child labor and/or migrant labor in product manufacturing
Labor Rights	Employees being directly or indirectly pressured to work more without their consent and without appropriate benefits
	Unequal treatment of employees in the workplace

Assessing the Significance of Human Rights Issues

Likelihood (vertical axis): 1 = Very low; 2 = Low; 3 = Moderate; 4 = High; 5 = Very high

Severity (horizontal axis): 1 = Very low; 2 = Low; 3 = Moderate; 4 = High; 5 = Very high



1. Privacy Violations	R 1	Use of customers' personal data without permission
2. Product and Service Safety	R 2.1	Branch employees storing products at inappropriate temperatures
	R 2.2	Product storage and transportation processes that do not meet standards
	R 2.3	Unclear product information or instructions for use
	R 2.4	Business partners' product manufacturing processes that do not meet standards
3. Responsible Marketing	R 3	Exaggerated advertising, resulting in customers receiving products or services that do not match the advertising
4. Community Health and Safety	R 4.1	Use of vehicles that do not meet standards, causing pollution and noise disturbance
	R 4.2	Business partners' factories causing pollution and/or noise disturbance
5. Unfair Treatment of Customers	R 5.1	Employees discriminating against customers or avoiding providing services to them
	R 5.2	Delayed responses to problems
6. Safety and Occupational Health	R 6.1	The Company accelerating product import and/or manufacturing processes with business partners, placing pressure on employees to work harder and adversely affecting their health
	R 6.2	Workplace conditions, safety or facilities that are insufficient to meet needs
	R 6.3	Product delivery drivers driving dangerously
7. Unlawful Labor Practices	R 7	Business partners' unlawful use of child labor and/or migrant labor
8. Labor Rights	R 8.1	Employees being directly or indirectly pressured to work more without their consent
	R 8.2	Unequal treatment of employees in the workplace

Explanation: The human rights risk matrix has no green area because harm caused to people is difficult to reverse.

Criteria for Assessing Human Rights Issues

Level	Definition of Likelihood	Definition of Severity	Extent of Severity
Very Low	No incidents within one year	No affected persons	No monetary loss
Low	One incident within one year	No more than 2 affected persons	Monetary loss of no more than THB 100,000
Moderate	No more than 2 incidents within one year	No more than 4 affected persons	Monetary loss ranging from THB 100,001 to THB 300,000
High	No more than 3 incidents within one year	No more than 6 affected persons	Monetary loss ranging from THB 300,001 to THB 400,000
Very High	More than 3 incidents within one year	More than 6 affected persons	Monetary loss exceeding THB 400,000

3. Measures to Prevent and Reduce Potential Negative Impacts

Actual or Potential Risk Event or Situation	Measures to Prevent and Reduce Potential Negative Impacts
1. Use of customers' personal data without permission	• Require Company employees to attend PDPA awareness training.
2. Branch employees storing products at inappropriate temperatures, damaging product quality and causing harm to users	• Require branch supervisors to reinforce strict compliance with the Branch Sales and Service Manual regarding stockroom product management and the retrieval of products for sale.
3. Product storage and transportation processes that do not meet standards, adversely affecting product quality and causing harm to users	• Establish a Supplier Code of Conduct and communicate it to business partners at least once a year to reinforce the Company's continued commitment to standards and safety. • Visit business partners when opportunities arise and as appropriate, within the scope of what the Company can undertake.
4. Unclear product information or instructions for use, causing customers to misunderstand the information and potentially resulting in personal injury and property damage	• Establish a Supplier Code of Conduct and communicate it to business partners at least once a year to reinforce the Company's continued commitment to standards and safety. • Visit business partners when opportunities arise and as appropriate, within the scope of what the Company can undertake.
5. Business partners' product manufacturing processes that do not meet standards and lack continuous quality inspections, potentially causing harm to users	• Establish a Supplier Code of Conduct and communicate it to business partners at least once a year to reinforce the Company's continued commitment to standards and safety. • Visit business partners when opportunities arise and as appropriate, within the scope of what the Company can undertake.
6. Exaggerated advertising, resulting in customers receiving products or services that do not match the advertising	• Require branch employees to attend Code of Conduct training. • Reinforce strict compliance with the Sales and Marketing Policy by the Marketing Department.
7. Use of vehicles that do not meet standards, causing pollution and noise disturbance to nearby communities and the public	• Establish a Supplier Code of Conduct and communicate it to business partners at least once a year to reinforce the Company's continued commitment to standards and safety.

Actual or Potential Risk Event or Situation	Measures to Prevent and Reduce Potential Negative Impacts
8. Business partners' factories causing pollution and/or noise during product manufacturing, affecting the livelihoods of nearby communities	• Establish a Supplier Code of Conduct and communicate it to business partners at least once a year to reinforce the Company's continued commitment to standards and safety. • Visit business partners when opportunities arise and as appropriate, within the scope of what the Company can undertake.
9. Employees discriminating against customers or avoiding providing services to them	• Require branch employees to attend Code of Conduct training. • Reinforce strict compliance with Jaymart Quality Service (JQS) standards by branch employees. • Require supervisors of branch employees to visit the branches under their responsibility regularly.
10. Delayed responses to problems experienced by customers using the Company's products or services, including remedies that do not adequately address the damage suffered by customers	• Require employees at all levels to attend Code of Conduct training regularly. • Require persons involved in the impact mitigation / remediation process to fulfill their duties and responsibilities strictly.
11. The Company accelerating product import and/or manufacturing processes with business partners, placing pressure on employees to work harder and adversely affecting their health	• Promote awareness of the Human Rights Policy among employees and require departments involved in working with business partners to attend Code of Conduct training.
12. Workplace conditions, safety or facilities that do not meet standards and/or are insufficient to meet needs, adversely affecting employees' health	• Provide and oversee safety and occupational health arrangements in accordance with employees' entitlements. • Conduct an employee satisfaction survey at least once a year to understand employees' actual needs and problems.
13. Product delivery drivers driving dangerously, posing risks of personal injury and property damage	• Reinforce safe driving practices among employees and consider appropriate disciplinary action to prevent recurrence.

Actual or Potential Risk Event or Situation	Measures to Prevent and Reduce Potential Negative Impacts
14. Unlawful use of child labor and/or migrant labor in product manufacturing	• Establish a Supplier Code of Conduct and communicate it to business partners at least once a year. • Visit business partners when opportunities arise and as appropriate, within the scope of what the Company can undertake. • Prepare a self-assessment form for key business partners at least once a year.
15. Employees being directly or indirectly pressured to work more without their consent and without appropriate benefits	• Promote awareness of the Human Rights Policy among management and employees through policies, education and internal activities.
16. Unequal treatment of employees in the workplace	• Promote awareness of the Human Rights Policy among management and employees.

4. Monitoring Implementation and Reviewing Issues

4.1. Departments involved in complaint handling monitor incidents reported through all channels and compile information for action under the HRDD process for mitigating and remediating human rights impacts.

4.2. Management is required to review the Human Rights Policy at least once a year.

4.3. Management is required to prepare a self-assessment form for key business partners at least once a year.

4.4. Management is required to conduct Human Rights Due Diligence (HRDD) once a year.

5. Communication with Stakeholders and the Public

5.1. The Company discloses statistics on human rights complaints in its Annual Registration Statement / Annual Report (Form 56-1 One Report) and Sustainability Report (SD Report). These reports are available on the Company's website for easy access by stakeholders.

5.2. The Company publishes the following policies on its website to assure stakeholders of its commitment to responsible Human Rights Due Diligence (HRDD):

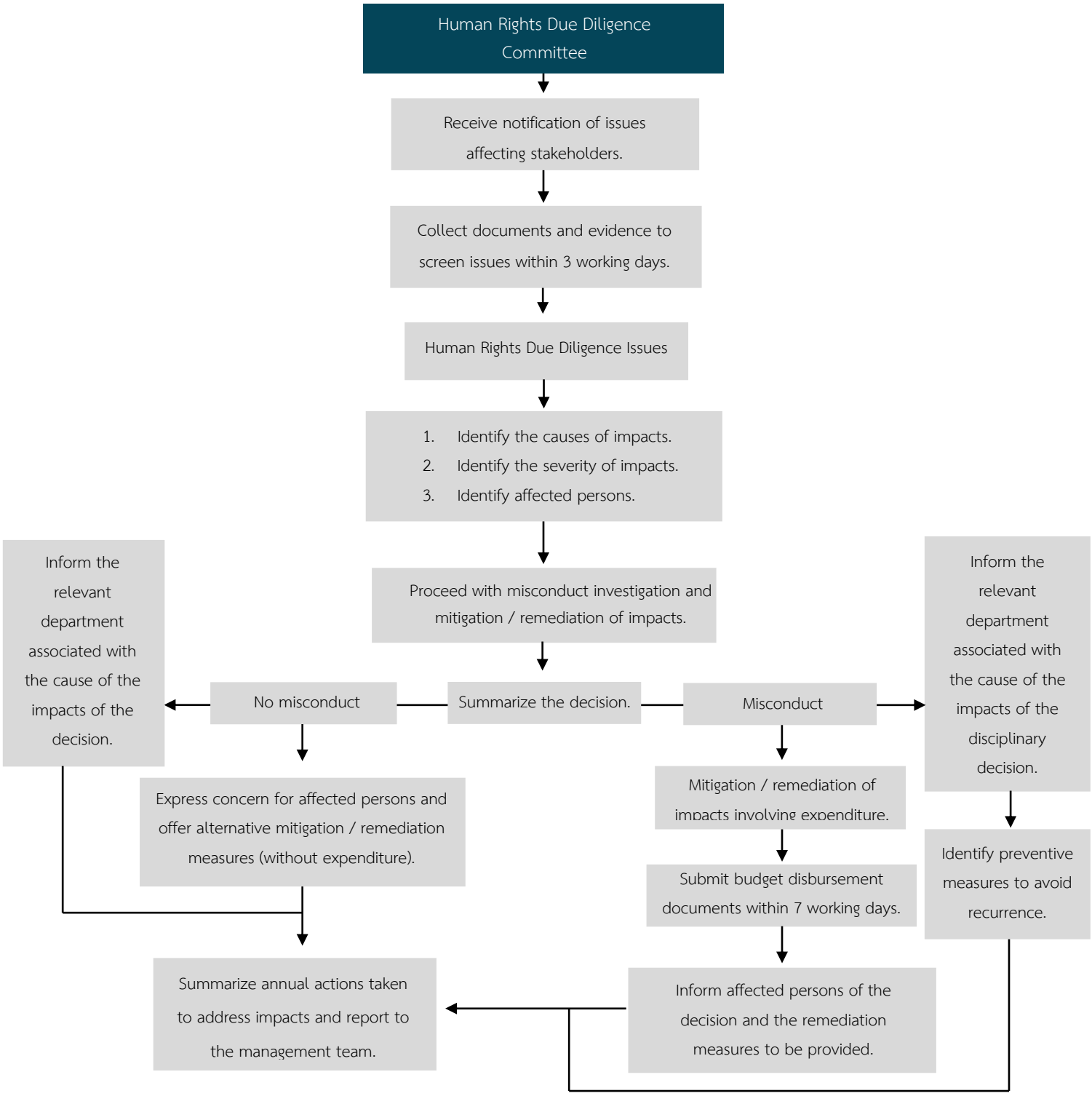
5.2.1. Human Rights Policy

5.2.2. Code of Conduct

5.2.3. Supplier Code of Conduct

5.2.4. Human Rights Due Diligence (HRDD)

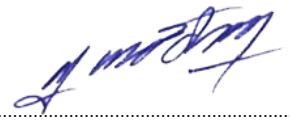
6. Mitigation and Remediation



Schedule for Reviewing Due Diligence Issues

The department responsible for this Human Rights Due Diligence (HRDD) document is required to review each issue to keep its details current and responsive to the circumstances every 2 years, or whenever an urgent review is necessary, and submit the document to the Board of Directors for consideration and approval.

Effective from 11 November 2024 onwards.



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Human Rights Due Diligence (HRDD)

Mr. Pisnu Pong-acha

Chairman of the Board of Directors

Revision History

Revision	Responsible Department	Review Date	Effective Date	Details of Revision
REV00	Investor Relations	At Board of Directors Meeting No. 2/2024 on 15 May 2024	17 May 2024	Initial preparation of Human Rights Due Diligence (HRDD)
REV01	Investor Relations	At Board of Directors Meeting No. 6/2024 on 8 November 2024	11 November 2024	• (Revised) Method for identifying human rights issues based on the Company's value chain. • (Revised) Criteria for assessing human rights issues. • (Revised) Measures to prevent and reduce potential negative impacts in line with the issues identified.