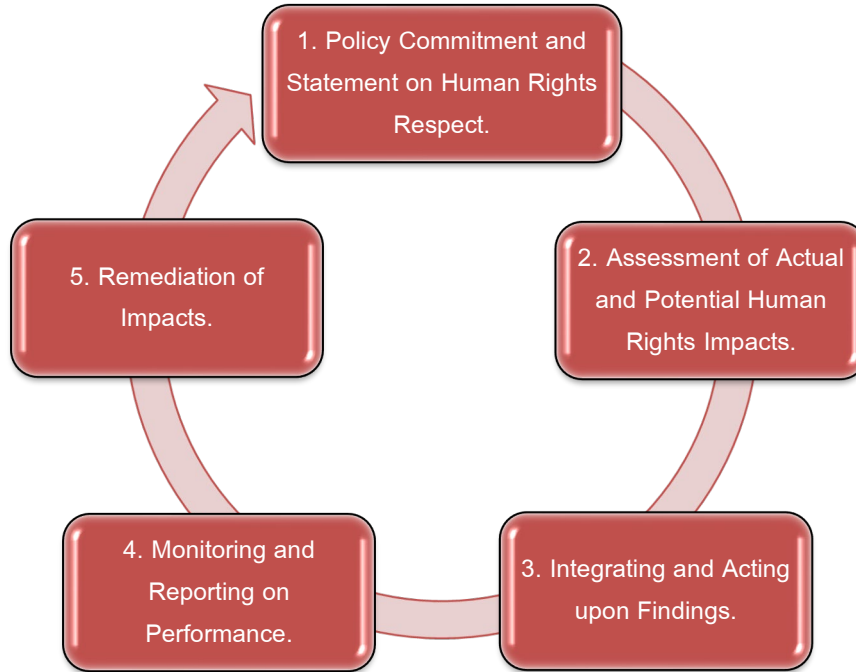


(Human Rights Due Diligence : HRDD)

PRTR Group Public Company Limited has implemented a comprehensive Human Rights Due Diligence (HRDD) process. This involves conducting Human Rights Risk Assessments to identify preventive measures and mitigate impacts arising from human rights risks throughout the Company’s entire value chain. The Company’s Human Rights Due Diligence process comprises five (5) key steps, as follows:



1. Human Rights Policy Commitment

The Company is steadfast in its commitment to respecting human rights, ensuring that all stakeholder groups are granted fundamental rights with fairness and equality. To this end, the Company has officially announced its Human Rights Policy and disseminated it via the corporate website. This serves to inform employees and stakeholders of the core principles to be followed in a unified direction. In establishing this policy, the Company strictly adheres to national and international human rights standards and principles, specifically supporting and complying with the Universal Declaration of Human Rights (UDHR), the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights (UNGPs).

2. Assessment of Actual and Potential Impacts

The Company has conducted Human Rights Risk Assessments as an integral part of its comprehensive Human Rights Due Diligence (HRDD) process. The primary objective is to identify human rights risk issues and prevent any human rights violations or other negative impacts—whether actual or potential—that may arise from the Company’s business operations throughout the entire value chain. This assessment considers both internal and external stakeholder groups who may be directly or indirectly affected by the Company’s business activities. The methodology for conducting Human Rights Risk Assessments is as follows:

2.1 Defining the Scope of Human Rights Issues

The Company has established the scope for human rights due diligence, covering all relevant human rights issues arising from its business operations throughout the entire value chain. The details are as follows:

Employees / Personnel	Community and Environment	Customers and Service Users	Partners / Suppliers
<ul style="list-style-type: none"> • Discrimination • Occupational Health and Safety (OHS) • Employee Data Privacy • Working Conditions • Illegal Labor Practices 	<ul style="list-style-type: none"> • Community Health and Safety • Standard of Living and Quality of Life • Waste and Hazardous Materials Management 	<ul style="list-style-type: none"> • Discrimination Against Customers • Customer Service Provision • Customer Data Confidentiality 	<ul style="list-style-type: none"> • Discrimination Against Business Partners • Business Partners' Health and Safety • Confidentiality of Business Partner Information

2.2 Risk Level Assessment

The Company evaluates human rights issues identified through business-related risk checklists by utilizing a Human Rights Risk Assessment Matrix. This matrix assesses each human rights issue based on two primary criteria: the Severity of Impact and the Likelihood of Occurrence. Based on this evaluation, human rights risk levels are categorized into five (5) distinct tiers: Very Low, Low, Medium, High, and Very High.

Risk Assessment Criteria: Likelihood of Occurrence

Likelihood Levels	Description of Likelihood
Very High (5)	Occurs continuously ($\geq 90\%$): Human rights violation incidents have occurred persistently from the past to the present.
High (4)	Occurs frequently ($\geq 50\% - < 90\%$): Human rights violation incidents have occurred in the past and are likely to occur frequently in the present.
Medium (3)	Occurs occasionally ($\geq 10\% - < 50\%$): Human rights violation incidents have occurred in the past and may occasionally occur in the present within a specific department or unit.
Low (2)	Rarely occurs ($< 10\%$): Human rights violation incidents have occurred in the past and are unlikely to occur or may occur very infrequently.
Very Low (1)	Non-existent (0%): No human rights violation incidents have occurred in the past 10 years.

Risk Assessment Criteria: Impact

Risk Levels	Impact Levels	Scale of Impact	Capacity for Remediation
(5) Very High	Fatality of Stakeholder.	Widespread impact on stakeholders.	Irremediable or requires more than 5 years to restore human rights impacts to their original state.
(4) High	Permanent Disability of Stakeholder.	Impact on more than one relevant stakeholder group (e.g., affecting both	Human rights impacts can be controlled or mitigated and restored to their original state within 3 to 5 years.

Risk Levels	Impact Levels	Scale of Impact	Capacity for Remediation
		customers and employees).	
(3) Medium	Serious Injury of Stakeholder resulting in more than 3 days of Lost Time (LTI > 3 days).	Impact on the majority of a single stakeholder group (e.g., many customers, business partners, or employees).	Human rights impacts can be controlled or mitigated and restored to their original state within 1 to 3 years.
(2) Low	Injury requiring medical treatment.	Impact on only a fraction of a single stakeholder group (e.g., only some customers, business partners, or employees).	Relevant stakeholders can be remediated and restored to their original state within 3 months to 1 year.
(1) Very Low	No impact on health and safety (First-aid treatment only).	No impact on relevant stakeholders.	Human rights impacts can be controlled or mitigated and restored to their original state within 3 months.

Key Risk Indicators (KRIs)

Human Rights Issues	Risk Indicators
Employee Rights	<ul style="list-style-type: none"> Number of court-ruled cases regarding human rights violations against employees. Number of work-related accidents and occupational illnesses among employees. Total amount of fines resulting from employee data breaches.
Community and Environmental Rights	<ul style="list-style-type: none"> Number of environmental complaints resulting from corporate operations with negative impacts on the community and environment. Total fines resulting from environmental violations and non-compliance with statutory regulations.
Customer and Service User Rights	<ul style="list-style-type: none"> Total number of service-related complaints. Total amount of fines resulting from customer personal data breaches. Number of court-ruled cases regarding human rights violations against customers.
Business Partner Rights / Supplier Rights	<ul style="list-style-type: none"> Total number of complaints regarding unfair treatment of business partners. Total amount of fines resulting from business partner personal data breaches. Number of court-ruled cases regarding human rights violations against business partners.

2.3 Prioritization

The Company has prioritized key human rights risk issues that may cause severe impacts through its business activities and other relevant business relationships. For these identified risks, the Company will implement corrective and preventive measures to effectively mitigate and reduce the risk levels.

Details of Human Rights Risk Management Guidelines

Risk Levels	การดำเนินการ
Very High	A Very High Risk level is considered unacceptable. The Company must immediately cease all operations associated with such risks, while simultaneously implementing mitigation, corrective, and remedial actions in accordance with established measures to alleviate and minimize negative impacts.
High	A High Risk level is considered unacceptable. The Company must promptly implement risk mitigation measures to reduce the risk to an acceptable level.
Medium,	The Company must implement risk mitigation measures to reduce the risk to an acceptable level, while consistently and continuously monitoring the risk situation on a regular basis.
Low	The Company shall adhere to its existing control and mitigation measures, while consistently and continuously monitoring the risk situation on a regular basis.
Very Low	The Company shall implement existing control and mitigation measures, while consistently monitoring the risk situation.

2.4 Monitoring and Performance Reporting

The Company has established processes for the review, audit, and monitoring of management practices related to human rights violations, in alignment with the defined risk scope and Key Risk Indicators (KRIs). Responsible units are designated to report performance outcomes to the Audit Committee, the Risk Management Committee, and the Executive Management Team. Furthermore, annual reports are provided to executives and relevant departments to ensure that all employees prioritize human rights risks. This systematic approach guarantees a comprehensive risk management plan is in place to respond effectively to any potential incidents.

3. Integrate Findings and Take Appropriate Action

Upon identifying high-risk human rights issues and obtaining the results of the Human Rights Risk Assessment, the Company is committed to addressing and managing these risks. This includes evaluating existing control and mitigation measures—for both actual and potential impacts—and developing supplementary measures to reduce the likelihood of occurrence, severity, and the overall impact on stakeholders. Furthermore, the Company shall assess Residual Risks following the implementation of human rights preventive and corrective guidelines. This ensures that the Company's human rights management is effective in controlling and governing impacts throughout the entire value chain.

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Risk Issues	Risk Control Guidelines
Fair and Humane Treatment of Labor.	<ul style="list-style-type: none"> Compliance with the Human Rights Policy and the Labor Protection Act.
Occupational Health and Safety in the Working Environment.	<ul style="list-style-type: none"> Prioritizing Occupational Health and Safety.
Personal Data Protection for Employees, Customers, and Business Partners.	<ul style="list-style-type: none"> Establishing and maintaining the Personal Data Protection Policy.

Risk Issues	Risk Control Guidelines
	<ul style="list-style-type: none"> • Providing employee training on Personal Data Protection Law (PDPA) and Information Security Awareness.
Discrimination Against Customers and Service Users.	<ul style="list-style-type: none"> • Conducting employee training to ensure equitable and non-discriminatory treatment of all customers. • Conducting regular customer satisfaction surveys.
Discrimination Against Business Partners.	<ul style="list-style-type: none"> • Establishment of standardized business partner selection criteria and execution of procurement processes in accordance with the Standard Operating Procedures (SOPs).

4. Track and Communicate Performance

The Company has established formal processes for the review, audit, and monitoring of management practices related to human rights violations, in accordance with the defined risk scope and Key Risk Indicators (KRIs). Responsible units have been designated to report operational performance to the Audit Committee, as well as to executive management and relevant departments. This oversight ensures that all employees prioritize human rights risks and that a systematic, comprehensive risk management plan is effectively implemented.

5. Remediate Adverse Impacts

The Company fully recognizes that its business activities may directly or indirectly cause negative impacts regarding human rights violations against relevant stakeholders. Consequently, the Company is steadfast in its commitment to continuously developing and implementing human rights management practices. This involves planning and establishing guidelines to address, prevent, and mitigate human rights risks and violations. Furthermore, the Company is dedicated to reducing such risks and participating in resolution efforts through legitimate processes. This includes providing formal reporting channels as defined in the Whistleblowing Policy, as well as ensuring appropriate mitigation and remediation processes are in place for stakeholders affected by, or in connection with, the Company's operations.

In the event that any individual observes an act suspected of violating human rights, the Company provides a formal grievance mechanism, fact-finding procedures, and protection measures for whistleblowers or informants, in accordance with the established Whistleblowing Policy. Furthermore, the Company has prescribed the following sanctions for those found to have committed human rights violations:

- Any employee found to have committed such offenses shall be subject to disciplinary action in accordance with the Company's Work Rules and Regulations.

- In the event that an external third party causes damage to the Company, the Company reserves the right to pursue legal proceedings in accordance with the law.

In 2025, the Company reported no incidents or grievances concerning human rights violations.

Consequently, no remediation or corrective measures were required.