

Human Rights

For a Better Tomorrow



Charoen Pokphand Group
Human Right Report 2023



TABLE OF CONTENTS

HUMAN RIGHTS REPORT 2023

INTRODUCTION

- 04 MESSAGE FROM THE CEO
- 06 ABOUT THIS REPORT
- 14 C.P. GROUP BUSINESSES AND VALUE CHAIN

PART I: HUMAN RIGHTS MANAGEMENT ————— 20

- 21 HUMAN RIGHTS GOVERNANCE AND DUE DILIGENCE

PART II: DIVERSITY, EQUITY, AND INCLUSION ————— 29

- 30 ADDRESSING SALIENT ISSUES
- 44 IMPLEMENTING DIVERSITY, EQUITY, AND INCLUSION

PART III: OUR COMMITMENT AND TARGETS ————— 50

- 51 GOING FORWARD
- 54 PROGRESS AND AWARDS

INDEX AND GLOSSARY ————— 56

HUMAN RIGHTS REPORT 2023
FOR A BETTER **TOMORROW**

MESSAGE FROM CEO



As we reflect on the past year, I am proud to present Charoen Pokphand Group's (CPG) 2024 Human Rights Report. This report underscores our unwavering commitment to human rights, sustainability, and the well-being of the communities we serve.

For over a century, our journey has been guided by our core values, strong community connections, and a dedication to continuous improvement and innovation. At the heart of our approach is the Three-Benefits Principle, which emphasizes prioritizing the welfare of the countries and communities we operate in, alongside our own interests. This principle focuses on three key areas: ensuring our operations contribute positively to the national economy and society, supporting the well-being and development of the communities and individuals we interact with, and achieving sustainable growth and success for our business. By adhering to these principles, we have expanded our workforce to over 450,000 employees across 22 countries. Our commitment to these values drives us to promote sustainable growth and uphold human rights throughout our entire value chain.

In 2024, the global landscape continued to evolve rapidly, presenting both challenges and opportunities. From advancements in artificial intelligence to geopolitical shifts and the increasing impact of climate change, businesses worldwide have had to navigate a complex environment. At CPG, we have worked to adapt to these changes, viewing them through the lens of what we call the "3Ds": deglobalization, decarbonization, and digitalization. These dynamics have not only shaped our business strategies but also reinforced our dedication to protecting the rights of people who have been impacted by their consequences – from wars, to floods, digital fraud, and more.

Throughout the year, we have leveraged our diverse business portfolio to drive change. Our telecoms business has focused on bridging the digital divide, focusing on how advancements in AI can enhance human capabilities and reduce inequalities. Our seeds business has continued to innovate, developing water efficient, resilient crops that support farmers in the face of unpredictable weather patterns. Our agri-food businesses have strengthened traceability systems to prevent deforestation and crop burning, protecting communities from environmental harm. Our retail chains have upheld fair labor practices, ethical sourcing, and transparency throughout our supply chains; all while prioritizing customer privacy and inclusivity.

At CPG, we believe that our employees are the soul of our organization. Their unique skills, perspectives, and dedication are central to our success. We have implemented initiatives to celebrate and empower our diverse workforce, bridging the generational gaps through leadership development programs to enable experienced managers to mentor the next generation of leaders. We are proud supporters of gender equality and inclusivity for the LGBTQI+ community and have well established channels to amplify diverse voices to management; we must also celebrate the adoption of Thailand's own Marriage Equality law, a proud symbol of our nation's diversity and inclusiveness. Our recruitment processes are constantly being reviewed to ensure that they are as robust as possible, there is no direct or indirect discrimination, we are attracting fresh talent into the Group and ensuring that no one is left behind.

I extend my deepest gratitude to all our stakeholders, and especially our employees, partners, and communities, who have contributed to our progress this year. Your feedback, insights, and collaboration have been invaluable in our shared commitment to human rights. The efforts of our Human Rights Taskforce have been instrumental in providing oversight and support, ensuring that we remain resilient and are constantly looking at what more we can do. At Charoen Pokphand Group, we aspire to grow together to drive positive change and uphold the values that have guided us for over a hundred years.

SUPHACHAI CHEARAVANONT

Chief Executive Officer
Charoen Pokphand Group

ABOUT THIS REPORT

For the fourth consecutive year, Charoen Pokphand has published its annual Human Rights Report to ensure a fundamental transparency in our human rights efforts. The Report, like those released since 2021, underscores our commitments to respecting human rights throughout all our operations and our entire value chain. The Human Rights Taskforce views the Report as an essential part of our work, to foster external partnerships through transparency, as well as enhance clarity within our own organization through this development. As the Taskforce oversees the Group's management of human rights, we remain committed to improving our processes, exemplified by the publication of these annual reports.

This year, the Group continues remains steadfast in its commitment to protecting human rights, building on the foundation laid by our Policy and Guidance on Human Rights and Labor Practices established in 2016. We have thoroughly investigated the Group's human rights risks, and developed initiatives to tackle them. This year's salient issues include: occupational health and safety; forced labour and migrant labour; data privacy and cybersecurity; labour rights and discrimination; climate change and human rights; and diversity, equity, and inclusion.

This year's Report will highlight an essential aspect of our human rights work - our efforts to promote, support, and drive Diversity, Equity, and Inclusion (DE&I) within our businesses. DE&I has faced unfair criticism, with claims that it exacerbates inequality, harms productivity, and undermines meritocracy. Charoen Pokphand Group and the Human Rights Taskforce profoundly and unequivocally reject these assertions. Each of the pillars - diversity, equity, and inclusion - are critical to our business operations and overall success.

When we support diversity, we need to take a holistic view of it as an effort to not only protect human rights, but also to create a workplace and even marketplace that accepts, encourages, and empowers the uniqueness of each individual, no matter who they are. With over 450,000 employees across the world, and hundreds of millions of consumers, C.P. Group is a global conglomerate that touches the lives of people all around the world. All kinds of people - of different ages, religions, ethnicities, nationalities, disabilities, sexual orientation

and genders - are enmeshed in our value chain as our stakeholders: employees, consumers, suppliers, partners, and members of the communities we operate within. And as per our mandate under the Three-Benefits Principle, we must serve the country and communities we operate within, without discrimination or exception, and we must ensure that our goods and services are accessible and inclusive. To fulfill this mandate, the Group must acknowledge and cater to the distinct needs, desires, and aspirations of our diverse stakeholders. Only by recognizing and embracing this diversity can we truly deliver on our commitment to creating an equitable and inclusive environment for all.

To support our diverse stakeholders, the Group has driven several initiatives, many of them embedded into our operations. Beginning with recruitment, the Group encourages people of all sorts to apply - creating special programs to hire the youth and elderly workers, for example, to provide a livelihood and experiences to those who are normally excluded from the job market. For the elderly, we hope to provide both a livelihood and a community for them to participate in, addressing potential financial or social struggles that are ever-present in aging societies like in Thailand. As we rigorously eliminate risks of child labor within our supply chain, we actively support youth employment that is safe, complies with local regulations, and does not hinder their education. In doing so, we can provide early experience and opportunities to the youth, and even enhance their education and future prospects. Leadership development programs, including our Future Leader Program or FLP, recruits both from outside and inside to nurture a new generation of leaders, ensuring a balanced representation of both men and women. Our Discrimination and Harassment Prevention policies underpin these initiatives, explicitly prohibiting discrimination based on any personal characteristics in recruitment or career advancement. The Group also supports diversity beyond the walls of our own organization. For example, our subsidiary True Corporation, through cooperation with the Autistic Thai Foundation, encourages neurodiverse youth to explore their creativity and unique perspectives through art. Furthermore, in cooperation with the Mirror Foundation, they have supported those with dementia and their families using a QR wristband to help them in case they get lost.

Equity, the second pillar of Diversity and Inclusion (D&I), is essential to business success. While often overlooked in the past, its importance is clear today. At CP Group, we ensure that all individuals, regardless of background, have access to equal opportunities and resources, including pay transparency, equitable hiring, and targeted career development for underrepresented groups. We also prioritize workplace accessibility, enabling everyone to contribute fully. By embedding equity into our culture, we foster a more inclusive, innovative, and successful business for all.

Charoen Pokphand Group is committed to creating an equitable society through partnerships across various sectors. Internationally, CP Group collaborates with organizations like the United Nations Global Compact (UNGC), the World Business Council for Sustainable Development (WBCSD), and the World Economic Forum (WEF), along with national governments, to address inequality. Notably, CP Group's role in the WBCSD's Business Commission for Tackling Inequality (BCTI) focuses on advancing global initiatives that prioritize inequality, such as human rights due diligence and social performance.

Domestically, CP Group emphasizes public-private partnerships, with CEO Suphachai Chearavanont spearheading the formation of the UN Global Compact Network Thailand (UNGCNT). This business network, launched by 15 of Thailand's largest companies, addresses critical issues like educational inequality. Within the company, CP Group supports equitable initiatives through foundations such as Connex ED, which provides quality education to Thai youth, the Fishermen Life Enhancement Center, offering opportunities to migrant workers and their families, and the Sob Khun Model, which promotes sustainable development in rural communities. These efforts are central to CP Group's vision of building a more inclusive and equitable society.

Finally, the Group recognizes that diversity and equity without inclusion will not be successful. It is critically important that our employees will feel they belong in the workplace and the communities they live and work in. Inclusion means welcoming all workers and enabling them to contribute meaningfully. Multiple studies have

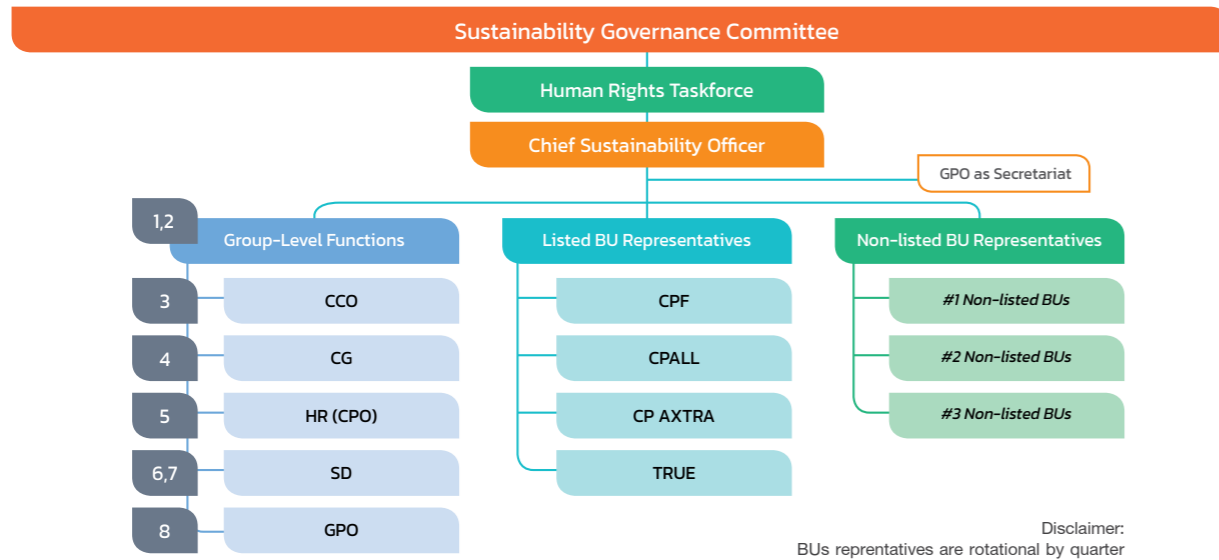
found that employees that feel like they belong are more productive, as well as leading to increased worker satisfaction and retention. In creating an environment where personnel can thrive, all stakeholders can benefit. Thus, the Group has worked with our stakeholders to develop initiatives to involve, include, and empower our people. Working with the United Nations Development Program, the Group contributed to a Thailand-specific toolkit for workplace inclusion, helping to deliver a regional standard that is both relevant and useful for companies. The Group has fully endorsed the toolkit and is in the process of disseminating it as a standard for all relevant personnel. We also hope that our endorsement and support can help encourage the toolkit's adoption across the region. Furthermore, we are working with internal partners to deliver a better experience for our employees through empowerment; clubs such as the LGBT Club under CP Foods and the Bring Your Best Club under True Corporation provides a safe space, a community, and an opportunity for everyone to speak their minds - and have a direct channel to management.

In developing this report, the Taskforce owes a great debt to all personnel in C.P. Group who have worked hard to adopt and implement the policies and guidelines on human rights. We thank the senior management, especially Mr. Suphachai Chearavanont, for providing a clear mandate and vision, to help us make the Group the world's most sustainable company, especially in the area of human rights. The Taskforce also deeply appreciates all external stakeholders, including our customers, partners, civil society organizations, and communities that have worked with us on initiatives to drive human rights, and look forward to many years of fruitful cooperation into the future. The Group will continue to champion human rights to create a better tomorrow for us all.

HUMAN RIGHTS WORKING TEAM
Charoen Pokphand Group

CHAROEN POKPHAND GROUP HUMAN RIGHTS MANAGEMENT

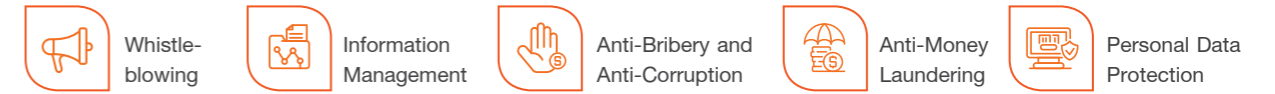
Human Rights Governance



Human Rights Due Diligence



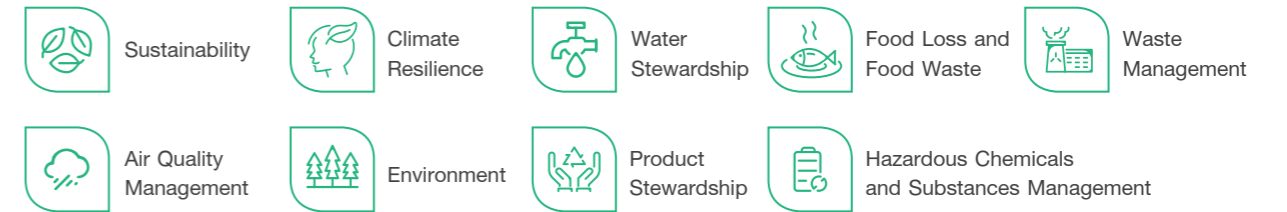
Governance Policies:



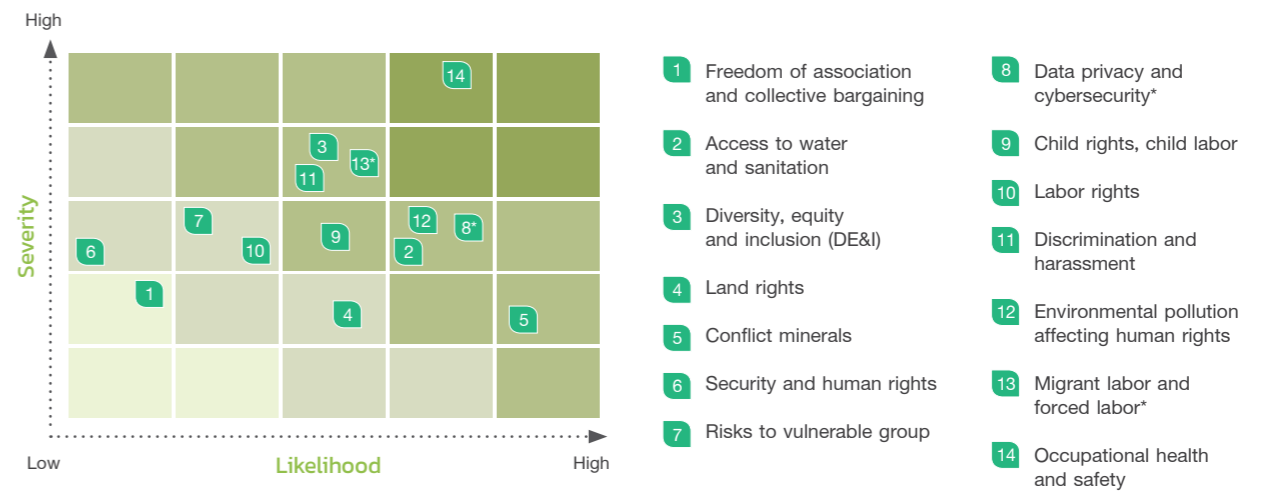
Social Policies:



Environmental Policies:



Human Rights Impact Assessment



Human Rights Salient Issues

Migrant Workers and Forced Labor



Over 15,000 migrant workers directly employed by C.P. Group subsidiaries



More than 12 recruitment agencies internally audited with reference to IOM Toolkit



C.P. Group and all subsidiaries committed to eliminating any exploitation or forced labor within supply chain

Occupational Health and Safety

Total Lost Time Injury

1.54 case/1,000,000 hours worked



Employees

1.63

case/1,000,000 hours worked



Contractors

1.11

case/1,000,000 hours worked

Lost Time Injury by Geography

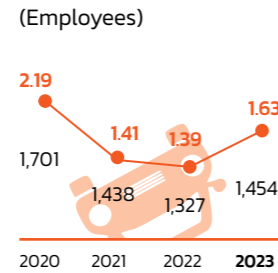
	Employees	Contractors	Total
Thailand	1.51	1.13	1.39
ASEAN	3.48	1.37	2.97
China	1.84	0.47	1.69

Unit: person/1,000,000 hours worked

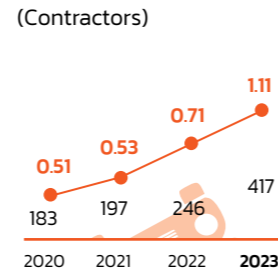
Number of Fatalities in 2023 by Cause

	Employees (persons)	Contractors (persons)	Total (persons)
Vehicle accident	3	8	11
Confined space	3	-	3
Eletrocution	-	1	1
Fall from height	-	1	1
Other	-	1	1

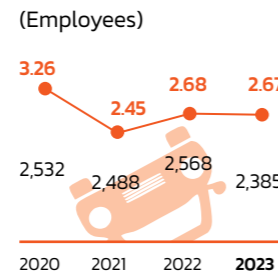
Lost Time Injury (Employees)



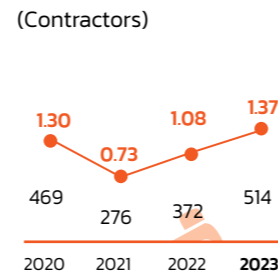
Lost Time Injury (Contractors)



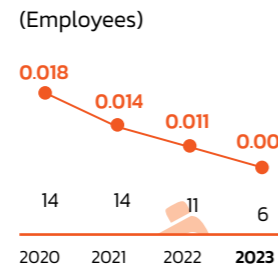
Recordable Injury (Employees)



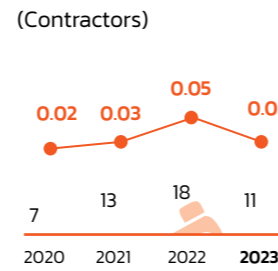
Recordable Injury (Contractors)



Occupational Fatality (Employees)

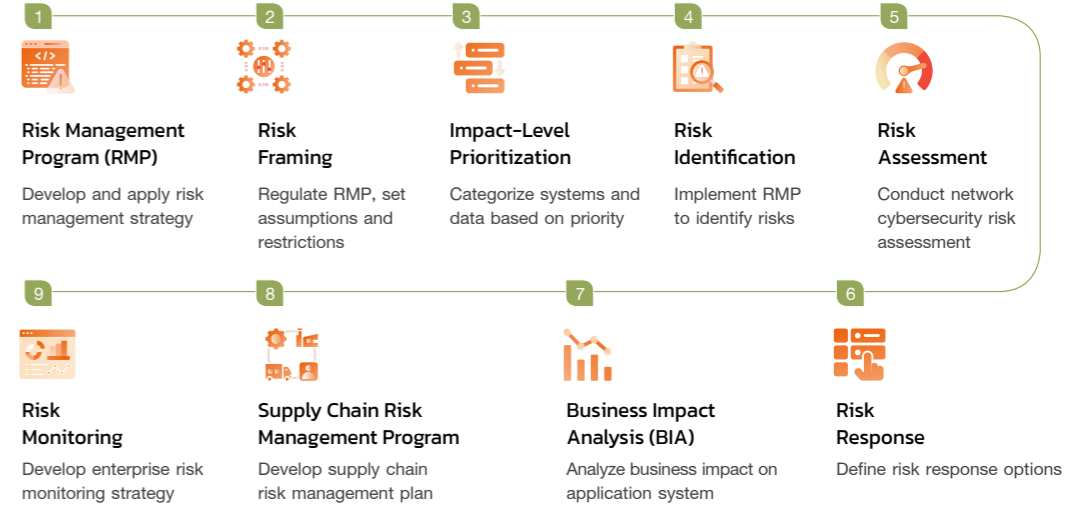


Occupational Fatality (Contractors)



Number of injured cases
Injury rate case/1,000,000 hours worked

Data Privacy and Cybersecurity



Discrimination and Harassment

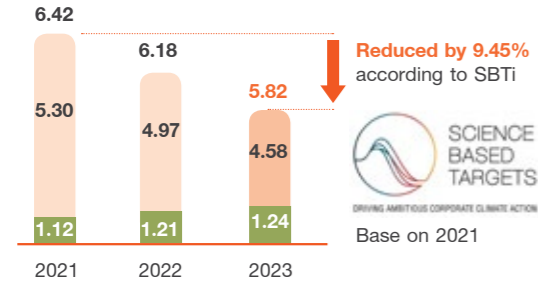
Number of Complaints Relating to Employee Misconduct and Management Measures in 2023

	2023			Management Measure			
	No. of Cases	Under Investigation	Completed	Verbal Warning	Written Warning	Suspension	Dismissal
Complaints Relating to Ethics and Morality (case)							
Fraud	2	-	2	-	-	1	1
Conflict of Interest	2	-	2	-	1	-	1
Non-compliance	5	-	5	5	-	-	-
Discrimination	3	-	3	3	-	-	-
Harassment	3	-	3	2	-	-	1
Corruption	1	-	1	-	1	-	-
Insider Trading	-	-	-	-	-	-	-
Anti-Competitive Behavior	-	-	-	-	-	-	-
Complaints Relating to Information Security (case)							
Violation of Customer Data	-	-	-	-	-	-	-
Total (case)	16	0	16	10	2	1	3

Environmental Rights

● GHG Emissions Per Year
(million tons CO₂e)

● Scope 1 ● Scope 2



• Corn Traceability Project



100%
Corn traceability
in Thailand

39.8%
Corn traceability
in 10 countries



>40,000
Supplier
participating
in the project

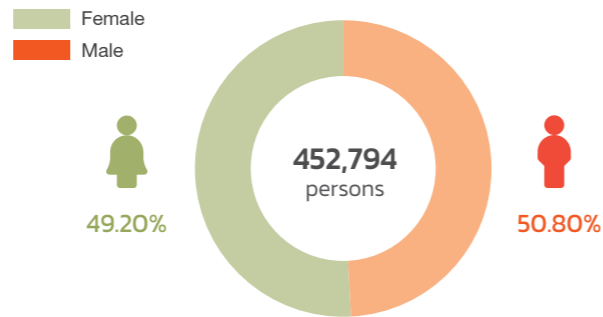
>2 Million
Rais
of targeted
areas

Diversity, Equity & Inclusion

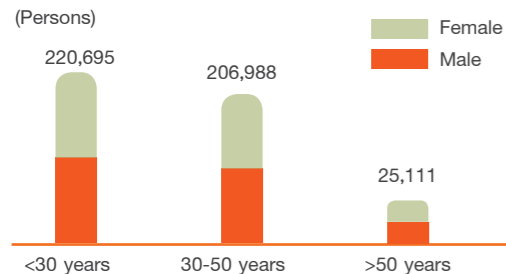
• Data on Employee Diversity

Total Employees

Employees Type	Female (persons)	Male (persons)	Total (persons)
Permanent Employees	221,578	214,471	436,049
Temporary Employees	8,433	8,312	16,745
Total	230,011	222,783	452,794
Full-time Employees	219,987	213,808	433,795
Part-time Employees	1,591	663	2,254
Total	221,578	214,417	436,049



Employees by Age Group



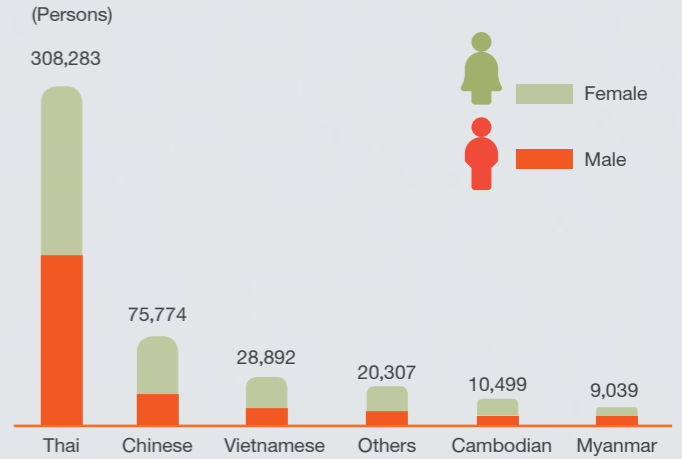
Employees by Level

Level	Female (%)	Male (%)	Total (%)
Top Management	26.1	73.9	0.36
Middle Management	37.9	62.1	2.91
Management	43.1	56.9	20.82
Employees/Officers	53.5	46.5	75.91

Employees by Geography

Geography	Female (persons)	Male (persons)	Total (persons)
Thailand	168,786 (37.28%)	168,786 (37.28%)	287,179 (63.43%)
China	32,147 (7.10%)	32,147 (7.10%)	86,762 (19.16%)
Other	29,078 (6.42%)	29,078 (6.42%)	78,853 (17.41%)

Employees by Nationality



C.P. GROUP VALUE CHAIN

Charoen Pokphand Group operates a diverse business covering Agro-industry and Food, Retail and Distribution, Media and Telecommunication, E-Commerce and Digital, Property Development, Automotive and Industrial Products, Pharmaceuticals, and Finance and Banking. The Group has been integrating the strengths of each business group to sustainably maximize benefits and deliver utmost value to the country, the people and the Company. Furthermore, the Group has also been conducting integrated risk assessment across the value chain to efficiently manage risks, particularly in sustainability.

8 MAIN BUSINESS LINES COVER 14 BUSINESS GROUPS

- 1 Agro-Industry and Food Business Group
- 2 Feed Ingredients Trading Business Group
- 3 Crop Integration Business Group
- 4 Pet Food Business Group
- 5 Seeds, Fertilizers and Plant Protection Products Business Group
- 6 Pharmaceuticals Business Group
- 7 Automotive Business Group
- 8 Packaging Business Group
- 9 Retail and Distribution Business Group
- 10 International Trading Business Group
- 11 E-Commerce and Digital Business Group
- 12 Telecommunication Business Group
- 13 Finance and Banking Business Group
- 14 Property Development Business Group



OUR BUSINESS

Main Businesses

Choroen Pokphand Group Co., Ltd. serves as parent company of Choroen Pokphand Group as its holding company. It holds shares of subsidiaries in Thailand and overseas. The Group operates across many industries, ranging from industrial, production to services.



1 Agro-Industry and Food Business

- Charoen Pokphand Foods Public Company Limited¹ and its subsidiaries
- Agro-Industry and Food Business Group (China)
- Chia Tai Enterprises International Limited
- Myanmar C.P. Livestock Company Limited
- C.P. Bangladesh Company Limited
- Charoen Pokphand Pakistan (Pvt.) Limited
- Chia Tai Feedmill Pte. Limited
- Chia Tai Company Limited and its subsidiaries
- C.P. Intertrade Company Limited and its subsidiaries
- Charoen Pokphand Produce Company Limited and its subsidiaries
- Charoen Pokphand Agriculture Company Limited
- Charoen Pokphand Engineering Company Limited
- Perfect Companion Group Company Limited

2 Retail and Distribution Business

- CP ALL Public Company Limited¹ and its subsidiaries
- CP Axtra Public Company Limited and its subsidiaries
- C.P. Lotus Corporation

3 Media and Telecommunications Business

- True Corporation Public Company Limited¹ and its subsidiaries

4 E-Commerce and Digital Business

- Ascend Corporation Company Limited and its subsidiaries
- Freewill Solutions Company Limited

5 Property Development Business

- C.P. LAND Public Company Limited and its subsidiaries
- CP Property Holding Company Limited
- CP Future City Development Company Limited
- Shanghai Kinghill Limited
- Chia Tai Land Company Limited
- Chia Tai Di Jing (Shanghai) Investment Management Limited

6 Automotive and Industrial Products Business

- ECI Group Company Limited and its subsidiaries
- CPPC Public Company Limited and its subsidiaries

7 Pharmaceuticals Business

- ADVANCE PHARMA Company Limited
- CPBIO
- CP Pharmaceutical Group

8 Financial and Investment Business

- Zheng Xin Bank Company Limited

Other

- Thana Telecom Company Limited and its subsidiaries
- Leadership Development Charoen Pokphand Group Company Limited
- K.S.P. Equipment Company Limited
- Kasetphand Industry Company Limited
- All Now Logistics Company Limited
- Alter Vim Company Limited
- Asia Era One Company Limited
- CP Medical Center Company Limited
- CP Social Impact Company Limited
- CP Seeding Social Impact Company Limited

Remark: ¹ Company that is listed in Stock Exchange

More information available in [Business Line](#)



OUR PORTFOLIO

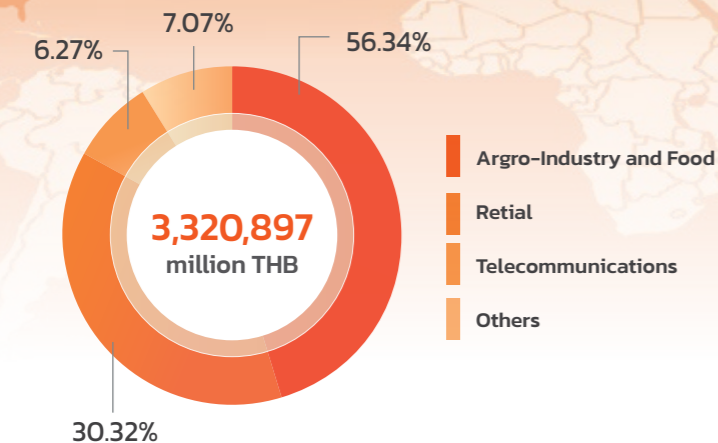
Charoen Pokphand Group's Vision

"To be a leading tech and innovative conglomerate, providing food for both the body and mind, that creates shared values and brings health and well-being for all"

Proportion of Sales and Employees by Country



Proportion of Sales by Business Line



Overview of Charoen Pokphand Group

Charoen Pokphand Group Company Limited serves as the parent company of Charoen Pokphand Group. Acting as a holding company, it holds shares of subsidiaries in Thailand and 21 countries and economies worldwide.

Charoen Pokphand Group operates a diverse business covering eight main business lines and 14 business groups. Business lines consist of Agro-industry and Food, Retail and Distribution, Media and Telecommunication, E-Commerce and Digital, Property Development, Automotive and Industrial Products, Pharmaceuticals, and Finance and Banking.

21 Countries and Economic

8 Main Business Lines

14 Business Groups

	Thailand (Headquarter)	China	Others	Total
Production Plants (plants)	127	104	99	330
Livestock/Aquaculture Farms (farms)	433	212	430	1,075
7-Eleven Stores (branches)	14,545	-	85	14,630
Makro Stores (branches)	160	-	8	168
Lotus's Hypermarkets/ Supermarkets/ Mini-Supermarkets and Lotus's Supercenters (branches)	2,454	83	68	2,605
Research/Development Centers (centers)	44	42	5	91
Employees (persons)	287,179	86,762	78,853	452,794
Main Business Line	A B C D E F G	A B E F G H	A B D F	A B C D E F G H

Symbol: Main Business Lines

- (A) Argo-Industry and Food
- (B) Retail and Distribution
- (C) Media and Telecommunication
- (D) E-Commerce and Digital
- (E) Property Development
- (F) Automotive and Industrial Products
- (G) Pharmaceuticals
- (H) Finance and Banking

PART 1

HUMAN RIGHTS MANAGEMENT



HUMAN RIGHTS GOVERNANCE AND DUE DILIGENCE

Human Rights Commitments

Charoen Pokphand Group was founded a century ago upon the belief in respect, transparency, and trust. The Group began as a seed shop, being the first to write down the expiration dates of our seeds on the packets to ensure that our customers know that they are getting the best products. This spirit is embedded in our “Three-Benefits Principle” – a mandate that the Group must put the benefits of the country and communities we operate in before our own. Our growth over the past hundred years can be directly attributed to this spirit of community service and dedication to growing together.

Our human rights commitments are the concrete manifestation of this spirit of service and community. We are dedicated to protecting and promoting human rights across all our operations, in our value chain, and beyond. In 2016, we announced our policy on Human Rights and Labor Practices, enshrining respect for human rights as a core part of our business. In 2022, we updated the policy to take into account new risks and standards. Our commitments are aligned with International Human Rights, the United Nations Guiding Principles on Business and Human Rights (UNGPs) and the Organization for Economic Co-operation and Development’s (OECD)’s Responsible Business Conduct Guidelines for Multinational Enterprises.

The Group’s commitments are not only aligned with these respected standards, but also integrated into our wider 2030 Sustainability Goals. Embedded within these goals are interlinked sustainability issues, including labor rights, environmental rights, and governance. These targets inform the Group’s efforts towards achieving sustainable growth and the UN’s Sustainable Development Goals (SDGs).

The targets are grouped under three themes: Heart, Health, and Home. Health and Home include environmental and healthcare targets, while Heart covers human rights – including corporate governance, labor practices, education and inequality reduction, leadership and human capital development, and cyber security and data protection. Currently, the Group is on track to meet all our goals under Heart. The Group is dedicated to meeting these targets by 2030 through the integration of sustainability – and human rights – into business operations and risk-management.

Progress Towards 2030 Sustainability Goals

Heart: Living Right

Corporate Governance

All businesses implement a corporate governance impact scoring assessment

Human Rights and Labor Practices

All businesses conduct human rights impact assessment and tier 1 high-risk suppliers periodically

Education and Inequality Reduction

50 million people received support in the form of access to quality education, lifelong learning or upskilling

Leadership and Human Capital Development

100% of employees received trainings on sustainability every year

100% of employees participated in sustainability activities or projects every year

Cybersecurity & Data Protection

100% of businesses certified with international standards on data and information security

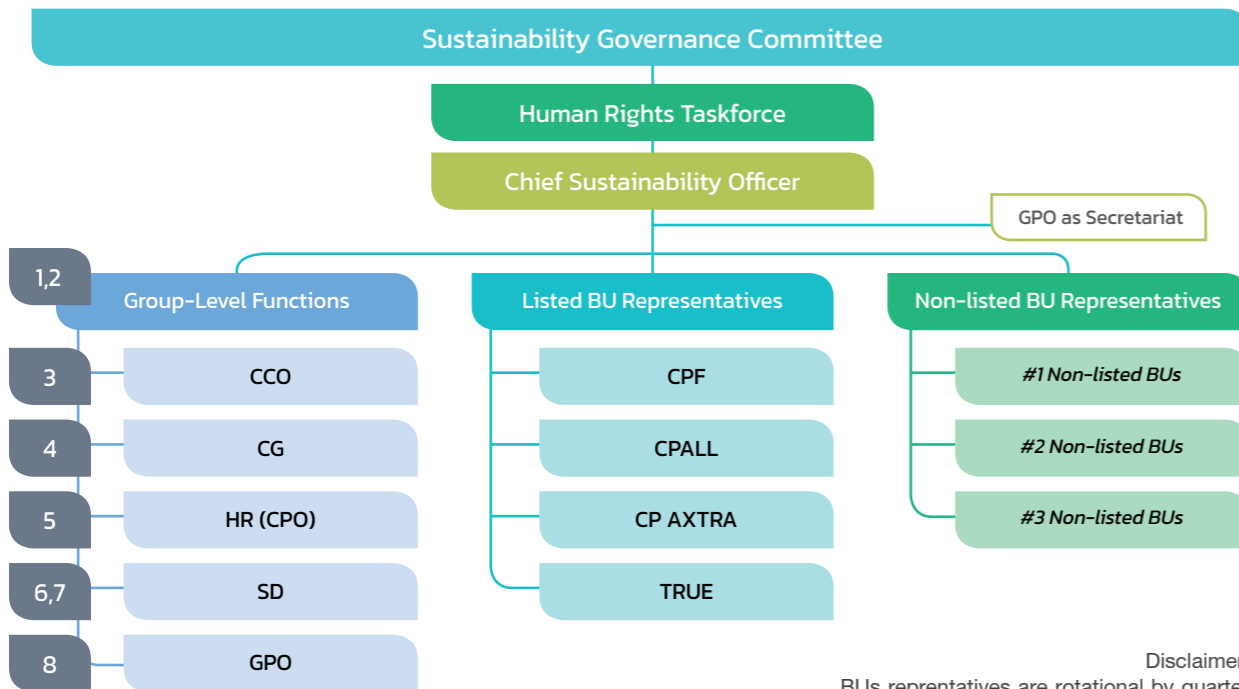
Human Rights Governance

The protection of human rights requires a strong foundation of policy and stringent monitoring and enforcement. All this is made possible by a robust and transparent system of governance, which C.P. Group has been embedded into our human rights management process. Our target in creating a system of governance is to ensure oversight of the critical human rights management systems within our operations, including tracking targets and cases, driving systems reforms when needed, and implementing initiatives to eliminate or mitigate human rights risks. Good governance has been recognized as a crucial aspect of human rights management by international standards, including those of the United Nations (UNGPs), the OECD (RBC), the World Business Council for Sustainable Development (WBCSD) and more. It is therefore essential not to only establish a strong and accountable governance system, but also provide transparency.

To facilitate effective collaboration and implementation of its human rights initiatives, CP Group has established a Human Rights Taskforce. This taskforce includes key members from cross-departmental teams at the Group level, such as the Corporate Compliance Office (CCO), Corporate Governance (CG), Sustainable Development (SD), and the Global Partnership Office (GPO), as well as business units like CP Foods, CPALL, CP Axta, and more. This structure enables the Group to respond more swiftly to human rights risks while ensuring a comprehensive approach to addressing challenges and promoting responsible business practices.

The Human Rights Taskforce operates under the Sustainability, Governance, and Compliance Committee, chaired by the Chief Sustainability Officer. Its mandate is to protect and promote human rights within the business and throughout the entire value chain. The Taskforce provides technical advice on setting long- and short-term goals, addressing urgent human rights issues, driving initiatives to mitigate human rights risks, and monitoring progress.

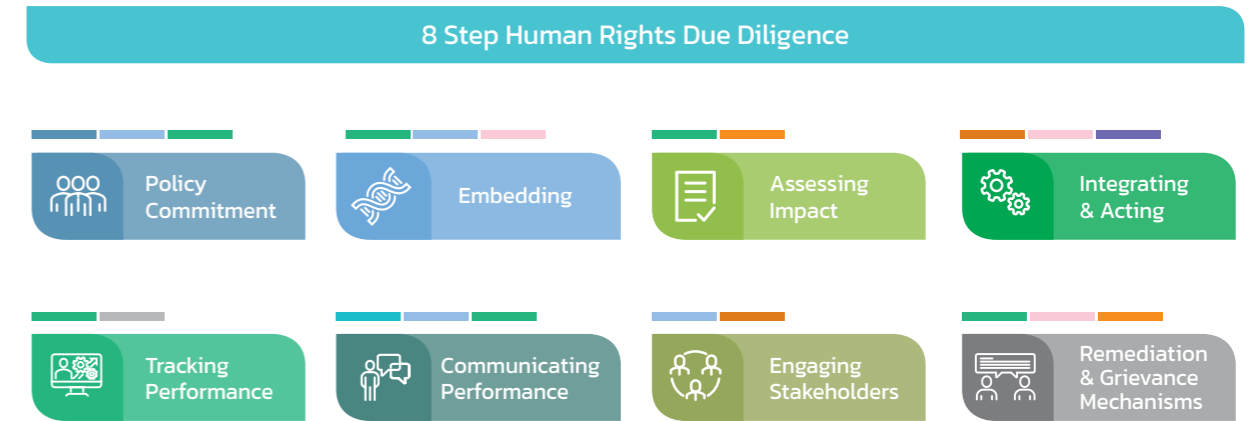
The Taskforce is also responsible for conducting the Group’s Human Rights Due Diligence (HRDD) process, driving progress on CP Group’s 2030 Sustainability Goals related to human rights, and keeping policies aligned with international standards. The HRDD process has been broken into an eight-step framework, with tasks assigned to specific departments to ensure thorough and effective implementation.



Disclaimer: BUs representatives are rotational by quarter

Human Rights Due Diligence

The United Nations Guiding Principle on Business and Human Rights, or the UNGPs, state that the Human Rights Due Diligence (HRDD) process must include four critical elements: assessing actual and potential impacts; integrating and acting upon the findings; tracking responses; and communicating how impacts are addressed. The Group has expanded this guidance into an eight-step process which breaks down some of these elements, while supplementing them with other core aspects. Altogether, the Group’s HRDD process is intended to provide a foundation for our human rights management and governance systems.



Lead Departments



Policy & Commitments

The first element in the Group’s HRDD process is the establishment of policies and commitments. With the engagement and commitment of the highest level from senior management on the protection and promotion of human rights, the Group set to work establishing clear policies and guidelines. The Group’s Human Rights and Labor Practices Policy and Guidelines were first published in 2016, followed shortly thereafter by sub-policies specifically addressing critical areas of human rights. These include policies of occupational health and workplace safety, discrimination and harassment prevention, DE&I (diversity, equity, and inclusion), and migrant worker recruitment. These policies, classed as “social” under the ESG (Environment, Social, Governance) framework, buttress the foundations of our human rights work. Other policies, linked to human rights but under “environment” or “governance,” include sustainable procurement, personal data protection, whistleblowing, air quality management, product stewardship, and many more. By establishing clear guidelines – and disciplinary measures for non-compliance – the Group can set to work embedding these rules and regulations into business operations.

Governance Policies:

- Whistle-blowing
- Information Management
- Anti-Bribery and Anti-Corruption
- Anti-Money Laundering
- Personal Data Protection

Social Policies:

- Human Rights and Labor Practices
- Supply Chain Management
- Safety, Occupational Health and Workplace
- Discrimination and Harassment Prevention
- Migrant Workers Recruitment
- Diversity, Equity, and Inclusion

Environmental Policies:

- Sustainability
- Climate Resilience
- Water Stewardship
- Food Loss and Food Waste
- Waste Management
- Air Quality Management
- Environment
- Product Stewardship
- Hazardous Chemicals and Substances Management

Embedding

It is critical to embed these policies and guidelines into business operations – to make human rights an essential part of business decisions. By equipping all personnel with the knowledge and information needed to make decisions informed by the appropriate regulations and attention to human rights, the Group is able to ensure comprehensive compliance across our business operations. The Group follows a two-pronged approach in doing so; first, the Group works to raise awareness, and second, builds capacity where needed. To raise awareness, the Group conducts online courses and tests employees on their knowledge of these policies, while also consistently sharing information through internal communication channels on updates and initiatives. To build capacity, the Group holds “Train the Trainer” training workshops for representatives from different parts of the Group to provide them with knowledge, training materials, and experience needed to train their own departments and business units on human rights. These representatives are then expected to provide this training to their own units, holding sessions and tests all while reporting progress back to the Group. This cascades down from the very top to the very bottom, embedding this critical information into all levels of the organization and thus inserting human rights into business operations.

Assessing Impact

The Group must first understand our human rights impacts before we can begin to address them. This process begins with the Human Rights Impact Assessment (HRIA) through which the Group evaluates risks to each business, then amalgamates them to form an overall matrix of human rights risks and impacts. These assessments include both our operations and those of our suppliers, especially tier-1 and critical suppliers that are essential to our supply chains. One of the 2030 Sustainability Goals is for the Group to perform assessments of all of our high-risk operations and those of our critical suppliers’ by 2030 – a target we are happy to announce has been achieved.

Through this process, the Group has identified the following as our salient human rights issues for 2023:

- Occupational Health and Safety
- Forced Labor and Migrant Labor
- Data Privacy and Cybersecurity
- Labor Rights and Discrimination
- Climate Change and Environmental Rights



Integrating & Acting

All the steps taken in the HRDD process informs the critical stage of integrating and acting – where business units take actions and drive initiatives to address the salient issues identified through the HRIA. While the Group’s policies and guidelines does cover a wide range of human rights risks, sector-specific risks or especially high-risk areas must be addressed with direct initiatives. This report will elaborate on the different ways the Group has engaged with and tackled our own salient human rights issues.

Tracking Performance

When addressing human rights risks or impacts, it is impossible to understand how well we are tackling the issue without tracking our own progress and performance. For this reason, the Group has established clear targets called the 2030 Sustainability Goals, which includes critical targets on human rights. Apart from these goals, related departments are provided with key performance indicators and targets to meet, assigned by the Human Rights Sub-Committee as appropriate.

Communicating Performance

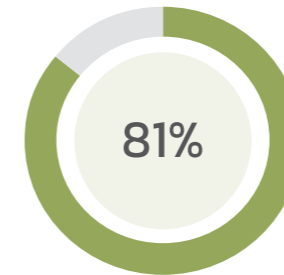
This report is a critical part of the HRDD process as well. By providing transparency into the process for all of the Group’s stakeholders, we are able to engage in productive conversations to improve our human rights management. As part of its reporting process, the Group publishes an annual sustainable development report, which is verified by a third-party. The Group also publishes information as per the Global Reporting Initiative’s (GRI) standards. This Human Rights Report is also written to communicate information as per the UN Guiding Principles Reporting Framework. In doing so, the Group hopes to provide a critical insight into our operations, which is essential in creating trust and working with stakeholders.



Engaging with Stakeholders

The Group regularly engages with our stakeholders through various participatory channels. Through an annual stakeholder survey, the Group seeks an opinion of our stakeholders on the Group’s performance in different areas, including sustainability and corporate communications. These stakeholders include farmers, communities, government and related agencies, media organizations, customers and consumers, civil society organizations, and our own employees. With an overall 81% satisfaction score for 2023, the Group is glad to see that many of our stakeholders view us in a generally positive light. We will continue to improve our efforts according to the feedback received, especially in regards to communications with specific stakeholder groups when needed.

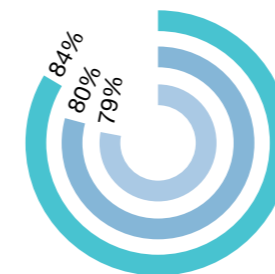
Stakeholder Engagement Score



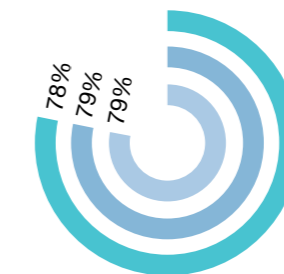
Stakeholder Engagement Score by Questionnaire Section

2023 2022 2021

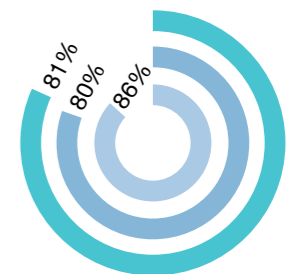
Sustainability Performance



Corporate Performance



Overall Satisfaction





Remediation and Grievance Mechanisms



The HRDD process is not complete without a grievance and remediation mechanism. These mechanisms allow for stakeholders – whether internal or external – to report to the Group risks or cases of violations of our policies. In regards to human rights, these channels are critical to ensuring that we respect the rights of all our stakeholders. Affected persons or groups are able to report to the Group through a variety of channels including by phone, email, online on the Group website, and in-person. These claims are processed through a dedicated Grievance Office according to the Group’s policy on whistleblowing. Whistleblowers have their identity protected and anonymized when possible, and any form of retaliation or punitive punishment is explicitly prohibited. A committee formed of relevant parties – including, for example, the human resources and compliance departments – will investigate

the claims and provide discipline and remedy as appropriate. The Group recognizes the importance of these processes and are constantly striving to improve them; we are currently in the process of collecting satisfaction scores and feedback to ensure fairness throughout all the steps. By doing so, we hope that more people trust the Group’s grievance mechanisms and feel comfortable using them. Furthermore, we are listening to stakeholders we work with, such as the DJSI, who have provided us with clear recommendations to enhance our grievance mechanism’s transparency in terms of remedy, which we are determined to carry out.

PART 2

DIVERSITY, EQUITY AND INCLUSION

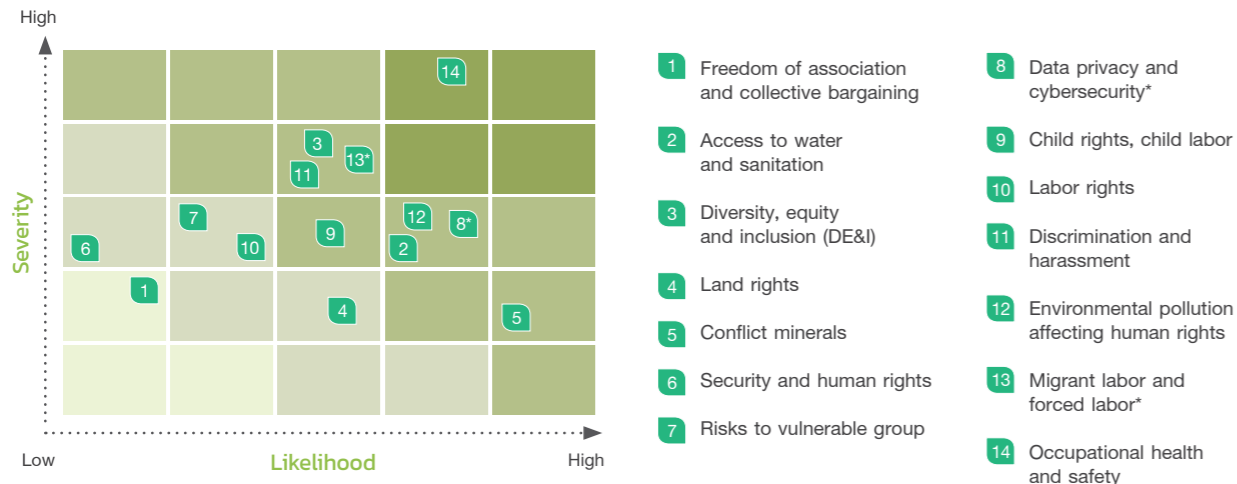


ADDRESSING SALIENT ISSUES

Addressing Salient Issues

Every year, Charoen Pokphand Group performs a review of the Group’s human rights risks – known as a Human Rights Risk Assessment, or HRIA – in order to identify salient human rights risks throughout our value chain. While the primary responsibility and leadership in this effort is held under the Sustainability Committee, many different departments – such as Sustainable Development, Compliance, and others – take on various duties in facilitating this assessment. These departments work directly with our subsidiaries – those that have the capacity are assisted in adhering to Group reporting guidelines, while we take a more involved approach with smaller businesses. As this assessment is extensive and comprehensive, covering all of our own operations and those of our partners and suppliers, the Group supports our businesses in understanding their own risks through training and knowledge sharing. Workshops are held, bringing in outside expertise to walk our businesses through the steps of performing a HRIA. With this information collected, the Group collates and plots our salient issues into a matrix, measured by the likelihood and severity of risks.

The Group, with this information, is provided with a holistic view of the Group’s overall risks areas. This enables directed and clear action to be taken on these salient issues, through cooperation and collaboration with stakeholders both within and beyond our own operations. Initiatives are implemented and programs launched to drive progress on each of these issues, both directly under the Group and under the relevant businesses. As a large conglomerate, we are both exposed to a larger variety of risks, and utilize the HRIA as a core method of understanding and addressing them. Overall, the Group has assessed 81 business units from overseas, with a total of 150 companies in Thailand assessed - achieving 100% coverage for Thai operations.



Remark: * Issues that are complex and require close monitoring

From this matrix, the Group has selected five salient issues – and one additional one to highlight – in order to provide our stakeholders an insight into how we work to promote and protect human rights across our value chains.

	Occupational Health and Safety	Forced Labor and Migrant Labor	Data Privacy and Cybersecurity	Labor Rights and Discrimination	Climate Change and Human Rights
Impacted Stakeholders	Employees, workers and contractors in 5 business units	Migrant labor in the value chains of 10 business units	Customers, employees and workers in 10 business units	Employees and workers in 10 business units	Communities and agricultural sector in 21 countries
Key Businesses	Communications and telecommunications business	Agro-industry and food business, retail business and property business	Retail business	All business groups	All business groups
Example of Incidents	Contractors falling from height, while working on transmission tower	Migrant workers go into debt to pay for brokers to enter and work in Thailand	Detected signs of unusual usage, e.g. attempts to access customer personal data by external parties, etc.	Employees submitted complaints of harassment by colleagues using disrespectful language	Water shortage resulting from climate change
Correction Plan	Review Work Permit System and work procedures to ensure safety in areas with specific risks and improve SSOP safety procedures	Promote compliance with the Foreign Workers Recruitment Policy to recruitment agencies in the country of origin	Make revisions and improvement to reduce data sets that require storage for safety reasons and educate customers and employees about preventing breaches in transactions associated with the business unit	Communicate about such rights, including disciplinary measures and compensation in case of violation	11 environmental protection policies and measures
Mitigation Plan	Communicate compliance with Life Saving Rules to 470 areas and increase measures to enforce the use of PPE equipment for all concerned employees	Communicate and convey understanding about compliance with the Foreign Workers Recruitment Policy to 470 domestic areas and audit business units in the value chain covering 20 areas	Follow up and notify customers of any unusual transactions, support 470 areas and adopt ISO/IEC 27001:2022	Communicate the progress of complaints, e.g. progress, remediation	Awareness raising and compliance with environmental project campaign policies, such as Net Zero, etc.
Results	Decline in statistic on employees’ serious accidents, but no significant changes in contractor statistics	Increase in number of agencies complying with ethical recruitment	Higher cyber threats monitoring, attacks can still be controlled	No significant changes in complaint statistics on such issues	Reduction of greenhouse gas emission by 9.45% in 2023

Occupational Health and Safety

The right to a safe and healthy working environment is fundamental to all employees; it is part of the International Labor Organization’s (ILO) Fundamental Conventions, and represents a critical obligation of all employers. At the same time, workers continue to face serious threats to their health and lives when working - according to the ILO statistics from 2023, 2.93 million workers die each year from work-related factors, while 395 million sustain a non-fatal injury. These incidents and accidents also contribute to a huge loss in economic potential, estimated at \$361 billion per year. For us, occupational health and safety has remained a salient issue for the Group ever since we began performing Human Rights Impact Assessments. Placing the highest importance on the safety and wellbeing of our employees, we continue to work with our business units, partners, contractors, and suppliers to ensure stringent standards of health and safety are being followed throughout our value chain.



The Group’s Safety, Occupational Health, and Workplace Policy acts as a foundation for our efforts to create a safe and healthy workplace for all our employees. Covering everything from general safety rules to workplace hygiene and cleanliness, this policy sets out a guideline that enables us to abide by all local and international regulations and standards on worker health and safety. Furthermore, by establishing clear policies for all our operations as well as those of our partners, we are able to ensure that these policies are disseminated and enforced across our value chain. This process is reinforced by a Priority and Action Plan that the Group has developed to carry out a stringent application of these policies and rules across operations and businesses. This will serve to not only enhance our workers’ work experience, but also to ensure we achieve our target of becoming a zero-accident organization.



Working at Height

Protect yourself against a fall when working at height

Actions

- Inspect my fall protection equipment before use
- Use fall protection equipment that appropriate to the nature of work and risks
- Secure tools and work materials to prevent dropped objects
- Tie off 100% to approved anchor points while outside a protected area

With these foundational policies in place, the Group works to deliver the safety and health needed in workplaces through occupational safety assessments across our businesses. This process allows the Group and our stakeholders to better understand the causes and potential causes of accidents in our operations, which can be then mitigated through the development of preventive measures and plans. We have applied this assessment extensively throughout our operations, covering our subsidiaries CPALL, CPRAM, CP AXTRA, and more, which includes our large retail and manufacturing operations. With 100% of our operations annually assessed, we concluded that the effectiveness of our safety, occupational health, and workplace management is at 91.11%.

One of the ways we achieved this was through the effective awareness-raising and enforcement of the Group’s Life Saving Rules. These ten basic, but critical, workplace safety rules help to make safety simple for workers and contractors in our operations. Safety helmets, safety belts, guidance for safe driving - these are rules that can often be crucial in the life and safety of our workers. Expanding upon our previous programs to provide training and materials to our business and operations on these Life Saving Rules, the Group has developed training media to facilitate this process, enabling an even more convenient method to teach these rules to where they are needed - and achieving a 100% awareness rate during the year’s assessments.



Life Saving Rules

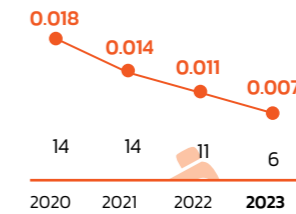
- | | |
|-------|---|
| DO | <ol style="list-style-type: none"> 1. Obtain authorization before overriding or disabling safety critical equipment 2. Disconnect energy source before commencing work 3. Obtain authorization before entering a confined space 4. Take appropriate precautions against falls 5. Work with a valid work permit when required 6. Wear a safety belt while driving 7. Wear a safety helmet and use chin strap when riding a motorcycle, for both rider and passenger |
| DON'T | <ol style="list-style-type: none"> 8. Do not use the phone while driving and do not exceed the speed limit 9. Do not drink alcohol or use drugs while working, operating machinery, or driving 10. It is prohibited for unauthorized person to work with high risk machinery, equipment or vehicles |

Overall, the Group's efforts have helped to drop the rate of occupational fatalities in our operations; the rate of fatalities per a million hours of work went from 0.011 to 0.007 for employees and from 0.06 to 0.03 for contractors. At the same time, we have unfortunately recorded an increase in injuries, for both lost time injuries and recordable injuries, especially for contractors - with lost time injuries increasing from 0.71 per a million hours to 1.11, and recordable injuries rising from 1.06 to 1.37. For employees, the rate has remained below the 2020 high, with lost time injuries at 1.63 and recordable injuries at 2.67 per million hours of work. Recognizing that a number of these incidents were due to vehicle accidents - for example, 11 of the 17 fatalities were due to vehicular incidents - the Group has continued our efforts to improve fleet safety. In 2023, a total accumulated 30,876 drivers had passed the Group's driving tests, with an additional 7,489 partners having also participated. This training and monitoring used within our fleet safety management systems has paid dividends, reducing the number of fatal incidents from 14 in 2022 to 11 in 2023.

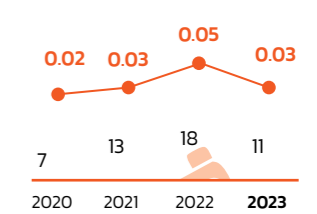
Number of Fatalities in 2023 by Cause

	Employees (persons)	Contractors (persons)	Total (persons)
Vehicle accident	3	8	11
Confined space	3	-	3
Eletrocutation	-	1	1
Fall from height	-	1	1
Other	-	1	1

Occupational Fatality (Employees)



Occupational Fatality (Contractors)



Number of fatality cases (orange bar)
Fatality rate case/1,000,000 hours worked (orange line)

Data on Occupational Health and Safety

Total Lost Time Injury

1.54 case /1,000,000 hours worked



Employees

1.63

case/1,000,000 hours worked

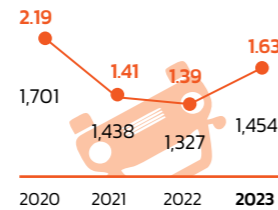


Contractors

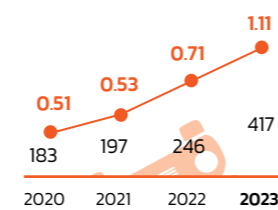
1.11

case/1,000,000 hours worked

Lost Time Injury (Employees)



Lost Time Injury (Contractors)



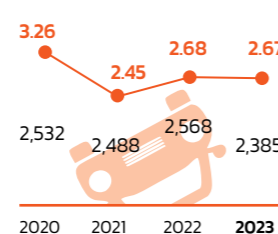
Number of injured cases (orange bar)
Injury rate case/1,000,000 hours worked (orange line)

Lost Time Injury by Geography

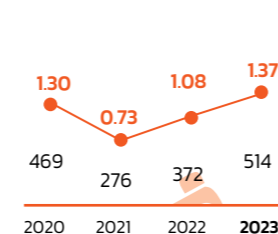
	Employees	Contractors	Total
Thailand	1.51	1.13	1.39
ASEAN	3.48	1.37	2.97
China	1.84	0.47	1.69

Unit: person/1,000,000 hours worked

Recordable Injury (Employees)



Recordable Injury (Contractors)



Number of injured cases (orange bar)
Injury rate case/1,000,000 hours worked (orange line)



In addition to these efforts, the Group has also given attention to the importance of mental health and wellbeing for our employees. The Group provides benefits in terms of welfare covering mental health, and employees are provided with options for flexible working hours, work-from-home, and work-from-everywhere. Enabling workers to make important decisions about how they want to work empowers them and gives them the flexibility needed to balance different lifestyles with their work. Vacation days, maternity, and paternity leave helps to support the employee when they need to focus on themselves and their families. Even when working in the office, employees are provided with accessible workplaces and functional facilities such as breastfeeding rooms and childcare areas. Such initiatives have contributed to a greater feeling of participation and inclusion, and are highlighted in this Report's chapter on Diversity, Equity, and Inclusion.



Forced Labor and Migrant Labor

Migrant workers are not just an important part of the national economy, but they are also a critical part of C.P. Group’s operations. According to the most recent statistics by the International Labour Organization (ILO), there were 3 million registered migrant workers in Thailand in September 2024. This makes up 7.5% of the workforce, contributing to approximately 4.3 to 6.6% of national GDP. With the situation in neighboring countries deteriorating, the number of irregular migrants in Thailand is expected to rise; many of whom are seeking work to sustain their livelihoods. They fill economic roles in Thai society that are being left empty due to the aging population, such as agriculture, manufacturing, construction and services sectors, and have thus integrated themselves into a critical part of the national economic system. Similarly, C.P. Group employs over 15,000 migrant workers within our own operations, and they are an important and essential part of our organization. At the same time, C.P. Group recognizes the risks and obstacles that these migrant workers may face in every step of their journeys - starting from potential dangers in their home country, exploitation by unscrupulous agents, and discrimination and harassment in their destination country. This is why forced labor and migrant labor has remained a salient issue for our Group, as we look to support and protect this group that is at once incredibly vulnerable and essential to us. Our top priority is to eliminate any forms of forced labor within our value chain, especially within our own operations, and to promote the opportunities and livelihoods of those migrant workers that have chosen to work with us while ensuring the protection of their rights.



C.P. Group employs over 15,000 migrant workers within our own operations, and they are an important and essential part of our organization.

To ensure the protection of the rights of these migrant workers, each of C.P. Group’s subsidiaries have established clear responsible parties relating to labor laws and rights to ensure compliance to international and local regulations. To assist in alignment and compliance, the Group’s Human Rights and Labor Practices Policy and Guidelines were announced and implemented across the whole business, establishing clear foundational policy for all our subsidiaries to abide by. Furthermore, an area which is often beyond most local regulations is the recruitment of migrant workers. To ensure that no workers are exploited by agents - or be illegally trafficked - the Group has promulgated our own Migrant Workers Recruitment Policy, derived from international standards such as the Dhaka Principles for Migration with Dignity. This means that the Group is committed to the Employer Pays Principle - wherein the employer rather than the migrant worker is responsible for the recruitment fees charged by recruitment agencies. Recruitment agencies must participate in a vetting process which includes a self-assessment questionnaire, briefing on the Group’s recruitment policy, and an audit based upon the IOM Toolkit for Fair and Ethical Recruitment. This policy has been disseminated across our businesses both in Thailand and abroad. Furthermore, the Group has set up the Ethical Recruitment Working Team to oversee the implementation of this policy across the Group, as

well as monitor, identify, and address any issues that may crop up in relation to the recruitment of migrant workers.

To ensure that our systems and processes are fit-for-purpose and continue to help migrant workers, the Group’s businesses that employ migrant workers have implemented grievance mechanisms specifically aimed at the migrant workers they employ. For instance, CP Foods is working with a civil society organization, the Labour Protection Network Foundation (LPN), to provide an independent third-party channel through which its workers can report their grievances. The “Labour Voices by LPN” platform allows migrant workers to reach out directly to LPN through a hotline, and is accessible in Thai, Cambodian, and Burmese, the languages spoken by CPF’s workers. Similarly, Lotus’s “Protector Line” is a toll-free grievance hotline available in four languages. Furthermore, CP Foods has been working to support the Fishermen Life Enhancement Center (FLEC) in improving the lives and livelihoods of migrant workers and their families through the “Learning Room for Children and Migrant Worker Families” program. Since 2016, FLEC has provided 263 migrant children with access to educational opportunities to obtain the skills needed to improve their livelihoods.



Since 2016, FLEC has provided **263** migrant children with access to educational opportunities to obtain the skills needed to improve their livelihoods.

Data Privacy and Cybersecurity

In this vastly more interconnected world, data privacy remains a core concern for all those who rely upon technology in their daily lives. According to the Identity Theft Resource Center (ITRC), there were 2,365 cyberattacks in 2023, with 343,338,864 victims - a 72% increase from 2021. Dangers of data breaches, loss of personal data, and frauds lead to losses of money to both businesses and consumers, with consumers losing trust in companies and technologies. Furthermore, leaked customer data may allow for bad actors to take advantage of this private information, threatening a person's livelihood, privacy, and causing untold amounts of distress and anxiety. In this world in which new technologies are increasingly predominant in the way we live and work, it becomes necessary to take important steps to ensure the safety of all those working and utilizing these new innovations - only then can we partake in the fruits of this new digital age. Charoen Pokphand Group's businesses rely on critical data as well, which is why data privacy and cybersecurity is one of our salient issues.

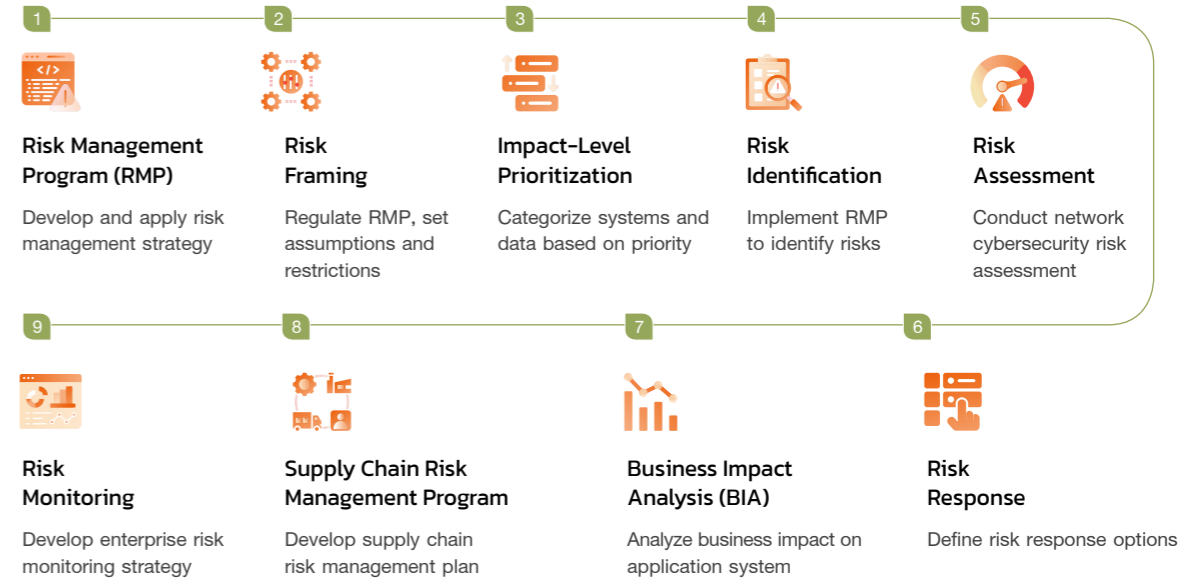


With the Group's immense size and coverage of different industries - telecoms, agri-food, retail, and more - it was critical to establish aligned policies for all business lines. To streamline this process, the Cybersecurity Steering Committee was created, and reports directly to the Executive Board on issues including the development and implementation of related policies, resulting in the Personal Data Protection policy and the Information Security policy, intended to provide a foundational guideline in conduct relating to data safety and cybersecurity. Furthermore, the Cybersecurity Steering Committee, which is made up of relevant representatives from each business group, is responsible for reviewing cybersecurity strategies, tracking progress made, and overseeing the management of cybersecurity incidents. They are supported in these efforts by the Corporate

Governance, Risk, and Audit Committee, which consists of the Corporate Risk office and Corporate Compliance Office. These teams help define cybersecurity policies, assess cyber risks, and audit companies for compliance with these policies.

With this governance structure in place, the Steering Committees created a system for cyber risk management, consisting of nine steps. The Risk Management Program (RMP)'s development has allowed the Group to much better understand, mitigate, and prevent cybersecurity risks due to having a comprehensive system which covers all of the Group's risks and operations. This system, in addition, is part of the IT infrastructure that has been certified based on international standards.

C.P. Group Cyber Risk Management



Aside from the RMP, the Group has also provided extensive training for employees to ensure that they not only know what the Group's policies on data safety and cybersecurity are, but also to understand what forms cyberattacks take and how to avoid risks. In 2023, for instance, the Group held training sessions to inform employees about Thailand's Personal Data Protection Act (PDPA). Through our proprietary e-learning platform, the Group covers the content of the laws, training employees on personal data protection, types of personal data, examples in practice, and potential disciplinary

measures taken in case of leaks or violations. After dissemination, the Group is proud to announce a 100% coverage of the training for all employees.

Data protection and cybersecurity is especially critical for some parts of our businesses. For instance, True Corporation, our telecoms and technology subsidiary, must contend with the management of massive amounts of customer data, being a leading telecoms business in Thailand and the region. True Corporation's efforts to enhance data safety includes the creation of a Security Operations Center (SOC) which leverages machine learning technologies to automatically manage and detect threats, analyze data, and resolve issues that arise, providing an around-the-clock safety net. This is supplemented by cybersecurity systems with globally recognized certifications including CISSP, CISM, GIAC, OSCP, and ISO 27001: 2022. Finally, proactive penetration testing and vulnerability assessments ensure that defenses remain up-to-date and ready to counter any potential cybersecurity attacks. To attest to the effectiveness of these efforts, True Corporation has experienced zero data leaks, losses, destruction, or theft in 2023.

Labor Rights and Discrimination

Within the workplace, the protection of labor rights remains a key priority for C.P. Group. This is especially important when discussing the issue of discrimination. At C.P. Group, we do not tolerate any form of discrimination or harassment, as it can have significant negative repercussions for employees’ mental and physical health, undermines the meritocratic recruitment and career progression system, and creates a workplace that is uncomfortable and unsafe. All people, no matter their personal characteristics, should have the same opportunities and be treated equally - and the Group understands that only through a fair system can we have skilled and talented employees achieving their greatest potential. To address this important issue, the Group has published, alongside the Human Rights and Labor Practices Policy and Guidelines, a sub-policy concerning Discrimination and Harassment Prevention. This policy outlines what the Group considers to be an act of discrimination or harassment, and sets out clearly what acts are inappropriate and harmful to others. This policy enables those who have been subjected to discrimination and harassment to report their case to the Group through our whistleblowing channels, where we have provided a guarantee to protect them against punitive retaliation of any and all forms. These grievance channels can be accessed through the website, by email, through a call, or by an in-person visit to the office.

Number of Complaints Relating to Employee Misconduct and Management Measures in 2023

	2023			Management Measure			
	No. of Cases	Under Investigation	Completed	Verbal Warning	Written Warning	Suspension	Dismissal
Complaints Relating to Ethics and Morality (case)							
Fraud	2	-	2	-	-	1	1
Conflict of Interest	2	-	2	-	1	-	1
Non-compliance	5	-	5	5	-	-	-
Discrimination	3	-	3	3	-	-	-
Harassment	3	-	3	2	-	-	1
Corruption	1	-	1	-	1	-	-
Insider Trading	-	-	-	-	-	-	-
Anti-Competitive Behavior	-	-	-	-	-	-	-
Complaints Relating to Information Security (case)							
Violation of Customer Data	-	-	-	-	-	-	-
Total (case)	16	0	16	10	2	1	3

The Group has also been collecting information regarding the grievance mechanisms, and are glad to report that in 2023, we were able to close all 16 cases that were reported. Disciplinary measures were meted out as follows: 10 verbal warnings, one suspension, and three dismissals. In the past year, there were three cases of discrimination, and three cases of harassment. While the 16 cases reported here represents a rise from the single reported case in 2022, the Group understands that the number of reports may also be due to greater trust and reliance in our grievance mechanisms. We will continue to work on enhancing the grievance mechanisms’ accessibility, the timeliness of investigations and resolutions, improving impacted persons’ satisfaction, and more. We are also in the process of collating data from both the Group’s grievance mechanisms and those of our subsidiaries, identifying the remedies provided in each case, and seeking satisfaction surveys from the affected parties to enhance the process and improve transparency.

Eliminating discrimination and harassment is only one side of the coin; it is equally important for us to create an environment that is welcoming and diverse, to ensure that all of our employees feel a sense of belonging when they work at C.P. Group. Under the Diversity, Equity, and Inclusion initiatives the Group is driving, we hope to provide this critical emotional empowerment for all our people. These projects and our progress on them can be found in the following chapter on DE&I.

Environmental Pollution affecting Human Rights

It has been two years since the United Nations General Assembly recognized the essential human right to a clean, healthy, and sustainable environment in July 2022, following on from the UN Human Rights Council resolution in 2021. Since then, the globe has been facing continued environmental crises, ranging from extreme weather events to degradation of ecosystems and biospheres. As UN Secretary-General António Guterres said, we have entered into an “era of global boiling.” Not only are carbon emissions rising, a greater number of extreme weather events exacerbated by climate change, such as storms, flooding, wildfires, and more, have led to destroyed homes and lost livelihoods across the world. It is thus critical that the United Nations have recognized that the right to live in a clean, healthy, and sustainable environment is a right inherent to all humans, compelling all parts of society to action to address the violations across the world. C.P. Group, recognizing that the private sector is both part of the problem and the key to the solution of the climate and environmental crisis, has taken clear and concrete actions across all our value chain in order to not only reduce our carbon emissions, but also to contribute to biodiversity, environmental restoration, and disaster prevention and mitigation.

and plastic pollution; water stewardship, to improve water use efficiency and reduce withdrawal; ecosystem and biodiversity protection, by enhancing traceability systems in our own and our partners’ supply chain; and finally responsible supply chain management through stringent audits. In all these areas, the Group has set specific targets, called the 2030 Sustainable Goals, to be achieved by the year 2030. The Group has achieved success in areas such as water stewardship, having achieved a reduction of 20% across our operations compared to the base year 2020.

The Group’s efforts in this area are guided by our three-pronged sustainability approach, under which we group our initiatives and targets under “Heart,” “Health,” and “Home.” Under “Home,” the Group is committed to preserving the Earth which is and will be humanity’s home. To live together sustainably with all peoples and the natural world is our ultimate target, under which we have five sub-areas: climate resilience, covering the reduction of carbon emissions across our value chain; circular economy, through reduction of waste

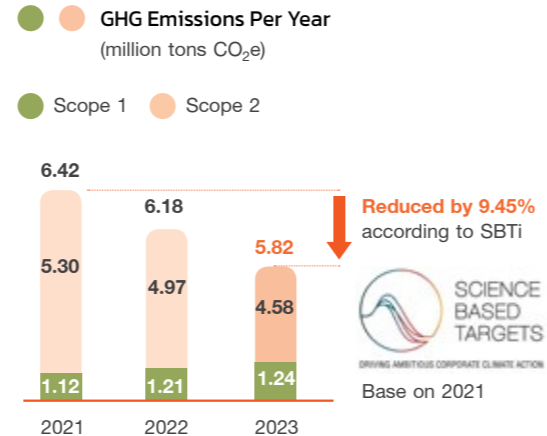


Category	Target	Year	2021	2022	2023	2022-2023	2022-2023	2022-2023
Climate Resilience	Achieve carbon neutrality (Scope 1+2)	2021	3.71%	9.45%				100%
	SBT near-term target for Scope 1+2, reduction by 42%	2021	8.84%	22.50%				100%
	SBT near-term target for Scope 3, reduction by 25%	2021	0%	0%				100%
Circular Economy	Zero waste to landfill	2020	3%	18%				100%
	100% of plastic packaging is recyclable, reusable, or compostable	2020				93.5%	94.49%	100%
Water Stewardship	Reduce water withdrawal per unit of revenue by 20% compared to base year 2020	2020				100%	100%	100%
Ecosystem & Biodiversity Protection	100% of high-risk raw materials are traceable	2020				53.26%	33.4%	100%
	100% of businesses carry out projects in collaboration with relevant international partners to manage and monitor biodiversity	2020				36.84%	45%	100%
Responsible Supply Chain Management	100% of high-risk suppliers are audited	2020				73.76%	69.81%	100%

Progress Status: Under Development Slightly Behind Target On track Beyond Target

At the same time, the Group has faced many difficulties in our efforts in decarbonization due to a variety of factors including sourcing renewable energy, increasing energy costs, and more. The Group intends to surmount these obstacles through a comprehensive Net Zero Transition Plan, reducing carbon emissions in five key ways: increasing energy efficiency, producing and sourcing clean energy, utilizing green transportation, collaborations with suppliers, and exploring and implementing carbon capture and storage technologies. This has helped the Group to take an important step forward in reducing Scope 1 and Scope 2 emissions under our Science-based Targets Initiative verified near-term targets by 9.45%.

The Group is also pursuing initiatives to protect biodiversity through environmental restoration and regeneration. By exploring various avenues through which we can support the critical biodiversity present in the areas we operate within, the Group intends to support the United Nations' goals in preserving and restoring the natural environment. To date, the Group has reforested 1,184 rais of land, restored 6,917 rais of land through ecosystem restoration, and released 7,900,000,000 juvenile crabs to support sea ecosystems. Furthermore, these efforts are done in conjunction with local communities, often enlisting their support while also creating sustainable and nature-friendly livelihoods. The Charoen Pokphand for Rural Lives' Development Foundation, borne from our rural outreach efforts, has worked with communities across Thailand to do so; one such innovative effort is the "Omkoï Model" Youth Camp. In collaboration with True Group, a Group subsidiary, the Foundation is working with 20 schools to raise awareness of youth in the Omkoï District of Chiang Mai, a province which contains almost 75% of the National Forest Reserve Areas of Thailand. By teaching the youth and involving them in activities that educate them about the natural resources and ecosystems around them, the Group intends to foster a love and knowledge about nature in the local youth to create a more sustainable future.



C.P. Group recognizes that the agricultural sector, of which we are a major actor, is the key to environmental protection and biodiversity preservation. According to the Food and Agriculture Organization of the United Nations (FAO), agricultural expansion accounts for almost 90% of global deforestation. We therefore have a duty to provide consistent food security to those who need it, while ensuring the protection of the natural environment and its ecosystems. The Group takes our obligations seriously, and have continuously improved upon our supply chain monitoring to establish transparency and traceability and prevent deforestation. A flagship project initiated by the Group's agri-food subsidiary, CP Foods, is the Corn Traceability System. This traceability system has been developed to help eliminate crop burning endemic among corn farmers that is causing invasive and destructive air pollution in Southeast Asia, and has been continuously improved since its inception. Now, with the improvements, CPF can now track and collate satellite imagery with GPS data obtained from farmers in order to identify hotspots and detect burning. Any farmers found to be burning are visited within 7 days to discuss the company's ban on crop burning - as per their "no mountain, no burning, we buy" policy to avoid purchasing from those farming on illegal forestry or reserve land, and those who utilize crop burning. The farmers are not just warned, but taught about relevant national

and corporate regulations, provided with education on possible alternatives - including commercial uses of stubble - and expected to stop the use of burning on their lands. If non-compliance occurs again, CP Foods is able to easily identify and blacklist the farmer. From January 2024, this system has been expanded to cover all suppliers nationwide, to support government and civil society efforts to preserve biodiversity and reduce PM2.5 air pollution. With coverage over 2 million rais of land, and continued expansion to overseas suppliers, the Group will continue to expand and enhance such systems to protect and provide a clean, safe, and sustainable environment for all.

100%
Corn traceability in Thailand

39.8%
Corn traceability in 10 countries

>40,000
Supplier participating in the project

>2 Million
Rais of targeted areas

IMPLEMENTING DIVERSITY, EQUITY, AND INCLUSION

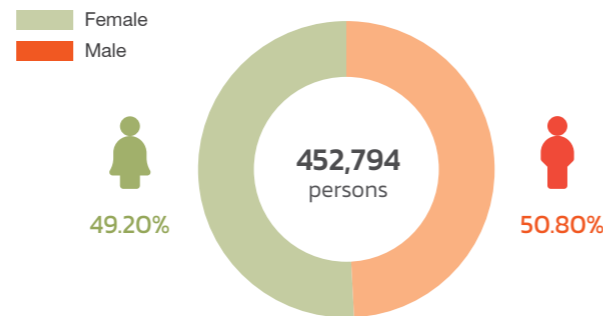
Everything Charoen Pokphand Group does, in every industry and in every market, depends upon people - employees, their families, the individuals and communities we interact with, our consumers, our partners and suppliers. As is oft repeated, people are the “soul” of the organization, and it is the duty of the Group to protect, support, and empower them. One critical way the Group is doing so is through our Diversity, Equity, and Inclusion (DE&I) initiatives, in order to best provide an environment that is both welcoming and motivating for all.

For our employees, these efforts will empower them in the workplace, allowing them to celebrate their diversity and leverage their uniqueness and contribute in ways that only they can. The Group recognizes that employees work best and most productively when they feel safe, and feel that they belong. Eliminating all forms of discrimination throughout our talent pipelines - from recruitment to career progression - will also enable our most skilled and knowledgeable employees to rise to the top, regardless of their personal characteristics. Creating a virtuous cycle of support and progress, we hope that the Group’s efforts will help employees realize their full potentials - benefiting both our businesses and our personnel. Even outside our organization, the Group continues to promote and support DE&I initiatives. Beyond our walls, we work with communities to support their most vulnerable members, as we know that a community is only as resilient as its weakest link. By building an inclusive society, we contribute to a more peaceful and stable environment. Various programs to enhance the livelihoods of those struggling have been implemented as a way to tackle inequality as well. Both within and beyond our walls, the Group will continue our efforts to create a society that is welcoming, equitable, and fair.

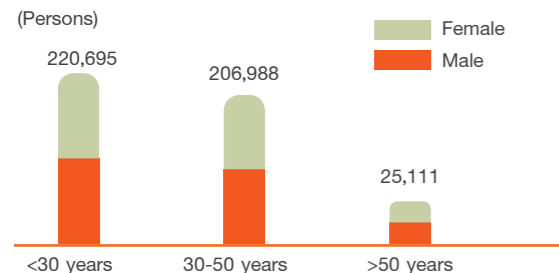
Data on Employee Diversity

Total Employees

Employees Type	Female (persons)	Male (persons)	Total (persons)
Permanent Employees	221,578	214,471	436,049
Temporary Employees	8,433	8,312	16,745
Total	230,011	222,783	452,794
Full-time Employees	219,987	213,808	433,795
Part-time Employees	1,591	663	2,254
Total	221,578	214,417	436,049



Employees by Age Group



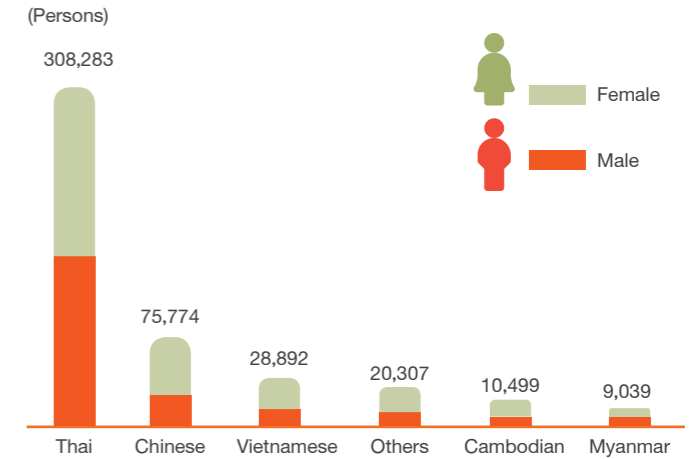
Employees by Level

Level	Female (%)	Male (%)	Total (%)
Top Management	26.1	73.9	0.36
Middle Management	37.9	62.1	2.91
Management	43.1	56.9	20.82
Employees/Officers	53.5	46.5	75.91

Employees by Geography

Geography	Female (persons)	Male (persons)	Total (persons)
Thailand	168,786 (37.28%)	168,786 (37.28%)	287,179 (63.43%)
China	32,147 (7.10%)	32,147 (7.10%)	86,762 (19.16%)
Other	29,078 (6.42%)	29,078 (6.42%)	78,853 (17.41%)

Employees by Nationality



Diversity

Diversity is the mother of creativity and innovation. By bringing together different perspectives from people of different ages, ethnicities, religions, sexual orientation, skills and experiences, and more, companies spark discussions that lead to new ways of doing business. C.P. Group prides ourselves on being on the cutting edge of technology and innovation, and we see diversity as a critical aspect of this aspiration. We therefore aim to continue supporting our diverse staff through a two-pronged approach – the elimination and prevention of any kind of discrimination, and by creating a welcoming workplace environment that supports diverse groups of people.

C.P. Group’s Human Rights and Labor Practices Policy and Guidelines explicitly prohibits any kind of discrimination throughout the Group. This includes during the recruitment process, where the only qualities of the application that should be considered are the person’s skills and qualifications. Similarly, career advancement and development opportunities must be open to all. The Group has also announced a sub-policy to directly address this issue, under the Discrimination and Harassment Prevention Policy. By eliminating discrimination from all processes within the Group, we intend to empower our employees to rise and meet their full potential without any obstacles.

The Group has also worked to encourage diversity within the workplace itself. Having recognized that there is a need to promote greater gender equality, especially in management and senior leadership levels, the Group’s recruitment and leadership development pipelines have been open to all, leading to over 50% of the current participants being women. The Future Leaders Development Program (FLP) draws from external, young talents while the other programs such as the Potential Leaders (PLP) and Senior Leaders Development Programs (SLP) empowers existing talent, all the while opening up a pathway for greater representation of women in C.P. Group’s leadership in the coming years. The Group looks to CP AXTRA, our retail subsidiary, as an exemplar in this area; with 59% of their total workforce being women, all levels of staff are at least 50% women, with the exception of the top management at 49%. Their successes have been recognized, having seized the top prize in the 2022 UN Women Thailand WEP (Women’s Empowerment Principles) Awards. The Group will take these lessons and apply them across the conglomerate to better support women across all our businesses.

Promoting Equality in the Organization



44.92%
Proportion of female employees related to income generation



42.20%
Proportion of female employees working in STEM-related

The Group’s many subsidiaries have also worked to support their diverse employees. For example, True Corporation’s Ratchada headquarters provides a wide variety of facilities that are accessible and useful for their employees. This includes all-gender restrooms and breastfeeding rooms, so that all employees feel that they are able to be themselves in the workplace. Our buildings are also built to be accessible for people with disabilities as well as the Group and its subsidiaries currently employs people with disabilities in accordance with the Persons with Disabilities Empowerment Act. CP AXTRA’s support of people with disabilities has even led to them receiving the “Organization that Promotes Employment of Persons with Disabilities” award from the Ministry of Social Development and Human Security for the third year running. The Group also supports neurodivergent communities; True Corporation works with the Autistic Thai Foundation to encourage neurodiverse youth to explore their creativity and unique perspectives through art. Furthermore, in cooperation with the Mirror Foundation, they have supported those with dementia and their families using a QR wristband to help them in case they get lost.

Equity

Charoen Pokphand Group believes in the potential of all people to achieve great things. At the same time, we recognize that there stands in the way of many obstacles - many of which are ever-present for some people. Unconscious biases, structural inequities, systemic discrimination are some examples of barriers to success for a great number of people. We seek to eliminate these obstacles in order to allow for the flourishing of society, under the mandate of the Group’s Three-Benefits Principle. Furthermore, recent events have made clear to the private sector that extreme inequality can lead to destabilization of economies and societies, providing a clear and urgent reason for businesses to work together to tackle this important issue.

C.P. Group has worked tirelessly to address inequity within our own organization in many ways. The gender pay gap, for example, remains a core concern for the Group, and is one we are currently tackling through a foundational policy approach as well as leadership development. The Discrimination and Harassment

Prevention policy makes clear that anyone discriminating against a person based upon their personal characteristics will be subject to discipline; as our employees continue to be trained and have this embedded into their workplace culture, we hope to see a closing of this wage gap. Furthermore, leadership development programs will provide career advancement opportunities that will create more women leaders in the Group in the near future as well. Another vulnerable group within our operations are migrant workers, who are more likely to face financial difficulties as well as discrimination by society. Reports by the International Organization for Migration (IOM) highlight many of the difficulties faced by migrant workers. Alongside the Ethical Recruitment Program to protect migrant workers from being exploited by unscrupulous recruitment agencies, CP Foods has joined hands with other companies to found the Fishermen Life Enhancement Center (FLEC) to support migrant workers and their families with childcare and vocational training.



On the international stage, C.P. Group was invited to join the Business Commission to Tackle Inequality (BCTI), under the World Business Council for Sustainable Development (WBCSD). Retaining a commissionership, the Group contributed to the flagship report on tackling inequality - with the goal of making inequality a headline issue for all businesses. Inequality, when left unaddressed and festering, leads to disaster. Eroding trust in the economic system fuels civil and political unrest, undermining systems upon which our businesses depend upon. Businesses cannot survive when the social fabric unravels beneath their feet. This report is a call to action for all businesses to engage with this critical issue. With 10 clear action areas and guidelines for the steps we can take, the report is a strong first step towards a united front against inequality. In 2023, the BCTI, having joined forces with Business for Inclusive Growth (B4IG), received an extension on its mandate and are now working on five key areas of inequality: Social Performance and Accountability; Human Rights Due Diligence; Living Wages and Incomes; Diversity, Equity, and Inclusion; and Just Transition. These workstreams

have contributed to projects such as the Taskforce on Inequality and Social-related Financial Disclosure (TISFD) to drive transparency on social metrics, a Fair Recruitment toolkit to support ethical recruitment of migrant workers, and guidelines and knowledge-sharing on bridging generational gaps in workplaces. The Group views such cooperation between our peers from around the world as an essential driver of global action in addressing inequality. Our participation in the BCTI forms the bulwark of our work outside our walls on inequality, and has connected us with like-minded partners in pursuit of this mutual goal. We remain dedicated to this common cause, and will strive forward with continued dedication towards a more equal society.

Below, we have adapted the BCTI Flagship Report’s ten Action Areas into a set of performance indicators, aligned to our 2030 Sustainability Goals, measuring our progress on each important aspect of addressing inequity within and beyond our own businesses. We will continue to track our progress and utilize this information to guide us in our future efforts.

Action Area	2030 Inequality Targets	Progress
1. Implementing the UN Guiding Principles on Business and Human Rights	100% of businesses conduct human rights impact assessments for high-risk operations and suppliers	●
2. Make essential products and services more accessible and affordable	70% of total sales proceed from products and services which promote good health and wellbeing	●
3. Create a diverse, equitable, and inclusive workplace and value chain	Achieve a 1:1 gender wage ratio across employee levels	●
4. Preparing people for the future of work	50 million people provided with access to quality education, lifelong learning, or upskilling	●
5. Provide safe, secure, and sufficient work	5 million people provided with opportunities for livelihood improvements for livelihood improvements, including farmers, SMEs, and vulnerable groups in our value chain	●
6. Pay and promote living wages and incomes	All business units perform a living wage evaluation and establish a plan for implementation	●
7. Support and respect worker representation	Allow for representation according to local laws across all business units, and explore ways to empower representatives	●
8. Support effective public policy	20 engagements across business units with government agencies to share information, participate in consultations, and provide other support	●
9. Adopt responsible tax practices	Provide transparency on tax payments in accordance with local regulations	●
10. Realize the just transition to a net-zero and nature positive economy	Meet Science-based Targets for carbon neutrality	●

● on track ● lagging ● not on track

Inclusion

Inclusion is defined as not just how welcoming a company is - but also the extent to which these employees are given a voice. Empowering our people is how we can make them feel that they are making meaningful contributions and therefore feel that they play an important role in the company. This process has to take into account the different needs of the diverse groups of people we employ and work with; everything from accessible facilities to positive team dynamics contributes to creating inclusion.

One area the Group is working on is inclusion for the LGBTQI+ community. With the recent passage of the Marriage Equality Act to amend the Civil and Commercial Code, which passed both the House of Representatives and the Senate by an overwhelming majority, Thailand has become one of the few places in Asia where same-sex marriage



is legal. C.P. Group welcomes this development, as it is an important step forward to create a more equal and inclusive society. Within the Group, we have worked to deliver an inclusive workplace for LGBTQI+ community as well through various initiatives. CP Foods' LGBTQ+ Club is one place where individuals, regardless of gender, age, social status, et cetera, who share an interest and identify as part of the community come together to exchange viewpoints and experiences, leading to adjustments to policies or measures that would bring benefits to its people at large. True Corporation's Bring Your Best Club opens their door to everyone, creating a big tent to encourage all diverse groups within the company to come together and learn about each other. Events and workshops are held to provide an inclusive community for all. True Corporation has also taken important steps to provide benefits to the LGBTQI+ community to support their unique needs; this includes leave entitlements of 30 days for gender reassignment surgery, 6 days for weddings, and 7 days of childcare leave. The Group hopes to implement these benefits throughout all of the Group's businesses soon. Beyond our four walls, the Group works with a variety of stakeholders to support inclusion. We are proud that the Group has contributed to the development of an inclusion toolkit, led by the United Nations Development Program in collaboration with Workplace Pride and Thai businesses. C.P. Group gladly and readily endorses this toolkit in full, as it represents a great step towards inclusion within the Thai private sector.

Another aspect of inclusion is the empowerment of our personnel. By providing them with the opportunities to make significant decisions, autonomy in their work, and leadership experience, the Group ensures that every employee feels that their work is valuable. The Group's leadership development programs - with a total of 3,174 participants - provides talents within the Group with hands-on leadership experience, with responsibilities over significant areas of operations placed under them. The four leadership programs also cover a variety of ages and experience levels, ranging from the youngest in the Future Leaders Program (FLP), to the Senior Leaders Development Program (SLP) for those with more time and experience within the Group. But more than bridging the age and generation gap, these development programs also act as a talent pipeline towards a more gender-equal leadership, with 54% participants in the program being women.



PART 3

OUR COMMITMENT AND TARGETS

GOING FORWARD



The Group has set ambitious targets. Our 2030 Sustainability Goals, embedded into our operations and decision-making since they were established in 2016, has guided our sustainability efforts for the past few years. Going forward, we will continue to pursue these goals - addressing weaknesses in areas that are not yet fully developed, leveraging successes by learning from experiences and systems, and aiming higher than ever before.

Community-led Climate Action

Climate change threatens the livelihoods of people all across the world - Thailand included. Due to high rainfall, potentially exacerbated by climate change, Thailand faces floods on a scale previously unseen for more than a decade. In the period between August 16 to October 6, 2024, the floods affected 42 provinces, killed 49 people, and injured 28 others. At time of writing, many thousands of people are still stranded, while thousands more are being evacuated from areas threatened by the waters. 193,307 families have been affected, with 30 billion baht of damages estimated as resulting from the death, destruction, and displacement. C.P. Group has worked to mitigate these disasters by working with local communities affected by floods, bringing in support in the form of food, water, volunteers, and more. Furthermore, with our roles in the food, telecoms, construction, and many other sectors, we are able to lend our hand in many ways to support those affected. True Corporation has worked to stabilize connectivity in affected areas, and provided a temporary moratorium on payments to ensure those impacted are still able to communicate and access information. CP Foods, CPRAM, CPCRT, CP AXTRA and many more of our businesses are providing meals and clean water to the victims, creating a critical lifeline for those who have lost everything in the floods. Furthermore, staff and volunteers are in the field to assist in delivering these necessities and providing much needed assistance wherever it is required.



Effective Grievance and Remedy Mechanisms

This year, the Group has received a total of 16 cases through our grievance mechanisms - and has resolved all 16 cases - of which 3 were related to discrimination and 3 to harassment. This represents an increase from the one case received in 2022, and is close to the 17 cases received in 2021. The Group remains alert to this increase, but also recognizes that the use of the grievance mechanism is proof that there are people who trust the systems to facilitate their whistleblowing or complaints. The Group will continue to foster greater trust in the system, emphasizing our protection of whistleblowers from punitive action, as well as increasing accessibility of channels in which impacted persons can utilize. We also recognize the especially impressive work our subsidiaries have done in this area, such as CP Food's cooperation with LPN, and Lotus's Protector Line. We will learn from and expand upon these initiatives where appropriate to better connect to and understand our stakeholders.

At the same time, the Group recognizes that we have not yet been able to provide comprehensive information regarding the remediation and feedback on our grievance and remedy procedures. This represents an ongoing process within the Group to ensure the protection and anonymity of all those who have been involved within the process, as well as our developing informational and data collection systems. The Group will continue working on these aspects, with the ultimate goal of providing such information freely within a future report. Understanding that this information is critical to cementing trust between the business and those affected by the business's activities, the Group will thus proceed with the utmost dedication. With the support of the Group's Human Rights Taskforce, we hope that this process will be established within the near future to better improve transparency and effectiveness of the system and the Report itself. We know that this will pay dividends in greater trust within our stakeholder communities and will enable us to create better and more fruitful partnerships going forward.

Technology and Safety

Safety has always been one of the core concerns of C.P. Group in our operations. This includes occupational safety, in ensuring rules and regulations that protect the health and lives of our frontline workers. This also includes data safety - protocols and systems established to defend our networks from cybersecurity attacks and prevent negligence and human error from creating leaks. Safety has thus become the bedrock of decision-making and operations from the Group, seen in the Life Saving Rules and our policies on data privacy that are embedded throughout our businesses. With the introduction of new technologies, we are always on the lookout for any risks that it may have to our employees, consumers, partners, or stakeholders.

With new technologies such as generative artificial intelligence becoming more prevalent, the Group is observing developments to ensure that our rules are aligned to international standards and abide by local laws. With technologies of such potential, there is much to be gained and much to be lost. The Group, in looking forward, anticipates the benefits that this technology can have in

various areas - enhancing agriculture, improving productivity, and more - while also developing safeguards against dangers. For instance, generative AI has the potential to become another prong in the dangerous arsenal of fraudsters; over one billion baht of damages was reported in the first quarter of 2024 from fraud alone. With the ability to mimic voices and images, the dangers of fraud will continue to increase; this is why the Group has joined hands with the Royal Thai Police to pilot the project "Cyber Vaccine." Just like how a vaccine helps develop immunity through harmless contact with the virus, the project will share information regarding online scams and frauds to the general public to help build awareness and prevent them from falling prey to these criminals. While recognizing the dangers of technology and preparing for them in these ways, we are also leveraging these technologies to help improve safety across our value chain. For example, CP AXONS has developed the AXONS Move application, which collates data such as vehicles' coordinates, temperature, and speed to create a more effective and safer fleet management system.



The Group's CEO, Mr. Suphachai Chearavanont, has also advanced the "Sustainable Intelligence-Based Society," or "SI Society" framework to enable modern society to leverage the benefits of technology while preparing citizens to navigate its risks and usage. By empowering the people - and especially the youth - with the technical know-how to make use of technologies such as coding or AI, we can enable the move of the economy into a new digital era without leaving anyone behind. But just as importantly, educational systems must embed a sustainable and ethical mindset alongside other lessons, to create the future leaders that will lead us out of the crises we have found ourselves in. In looking forward, as a business on the cutting-edge of technology, we are equipped to mitigate risks while maximizing technology's benefits - and we will work to ensure that technology shall be used for the good of humanity, alongside society.

AWARDS AND RECOGNITIONS IN HUMAN RIGHTS

S&P Global Sustainability Yearbook 2024

Charoen Pokphand Group and our subsidiaries have participated in the S&P Global Corporate Sustainability Assessment, receiving the following plaudits:

				
Top 1% S&P Global CSA Score	Top 5% S&P Global CSA Score	Top 5% S&P Global CSA Score	Sustainability Yearbook Member	Industry Mover and Sustainability Yearbook Member
in Telecommunication Services	in Food Products	in Industrial Conglomerates	in Food & Staples Retailing	in Food & Staples Retailing



Ethical Governance



Charoen Pokphand Group has been selected as one of the World's Most Ethical Companies for the fourth consecutive year in 2023 by Ethisphere.



Awards from the Ministry of Social Development and Human Security



C.P. Group subsidiaries CP Foods and CPALL received plaques for distinguished organizations that support the disabled, Excellent Level, for 2023 from the Ministry of Social Development and Human Security for the seventh consecutive year, for improving the quality of life for vulnerable groups. Lotus's, another C.P. Group subsidiary under CP AXTRA, received the same honor for the third year running while also receiving a plaque for supporting the elderly.

Workplace and HR Awards



True Corporation and Makro, under CP AXTRA, were named one of Asia's best companies to work for in 2023 by HR Asia Magazine. Makro also received an HR Excellence award in the category of "Excellence in Women Empowerment Strategy" from the Human Resources Online Institute in Singapore. CP Foods was awarded 13th place in "Vietnam's Best Places to Work for 2023" by Anphabe in 2023.



Awards from the Ministry of Justice



Charoen Pokphand Foods and CPRAM (under CPALL) received the Human Rights Awards 2023 from the Rights and Liberties Protection Department, Ministry of Justice of Thailand for the third consecutive year for being an outstanding role model, integrating human rights principles into its operations, and promoting best practices.

INDEX AND GLOSSARY

THE UN GUIDING PRINCIPLES REPORTING FRAMEWORK INDEX

Section of the Reporting Framework	Pages
Policy Commitment	8-9, 21-24, 28
Embedding Respect for Human Rights	8, 23, 25, 30-31
Assessing Impacts	8-11, 25, 31, 39
Integrating and Taking Action	
Tracking Performance	
Communicating Performance	8, 21, 26, 42, 54
Stakeholder Engagement	8, 10-12, 27
Remediation and Grievance Mechanisms	8, 28, 37, 40, 52

GLOSSARY

AI	Artificial Intelligence	LPN	Labour Protection Network Foundation
BCTI	Business Commission to Tackle Inequality	OECD	Organization for Economic Co-operation and Development
CoC	Code of Conduct	RBC	Responsible Business Conduct
CPG	Charoen Pokphand Group	SBTi	Science Based Targets Initiative
DEI	Diversity, Equity, Inclusion	SDG	Sustainable Development Goals
EPP	Employer Pays Principle	SEC	Securities and Exchange Commission
ESG	Environmental, Social, Governance	TGO	Thailand Greenhouse Gas Management Organization
GHG	Greenhouse Gases	UN	United Nations
HRDD	Human Rights Due Diligence	UNDP	United Nations Development Programme
HRIA	Human Rights Impact Assessment	UNGP	United Nations Guiding Principles on Business and Human Rights
ILO	International Labour Organization	WBCSD	World Business Council for Sustainable Development
IOM	International Organization for Migration		
IoT	Internet of Things		

MAKING TODAY A BETTER TOMORROW
CHAROEN POKPHAND GROUP





CP GROUP



CP for good deeds



CP...เพื่อคนทั้งปวง

Charoen Pokphand Group

18 True Tower, Ratchadaphisek Road, Huai Khwang,

Bangkok 10310, Thailand

Telephone: +66(0)-2766-8000

Email: prcpgroup@cp.co.th

Website: www.cpgroupglobal.com