

# Human Rights Policy

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## Policy Statement

Respecting human rights is an integral part of the Bank's responsibilities. We acknowledge that our business as a financial institution can potentially impact human rights. Thus, we strictly adhere and comply with all national laws and international standards of best practices, including the International Bill of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work, and the United Nations Guiding Principles on Business and Human Rights.

The Human Rights Policy has been approved by the Board of Directors. The scope of the policy covers all aspects of business activities of TMBThanachart Bank Public Company Limited, subsidiaries, and business partners. The Bank requires the above-mentioned parties to strictly adhere to the policy and integrate into their business the principles set out in this policy and the approach to human rights issues and stakeholders including directors, employees, customers, business partners, communities and vulnerable and underserved groups such as people with disabilities, indigenous peoples, etc.

## Practice

This Human Rights Policy is implemented through The Bank's policies and standards especially Corporate Governance Policy, Market Conduct Policy, Environmental and Social Responsibility Policy, Employee Code of Conduct, Supplier Code of Conduct, Customer Privacy Policy, and Anti-Money Laundering/Counter Terrorism and Proliferation of Weapon of Mass Destruction Financing Policy. We establish human rights due diligence aligning with the UN Guiding Principles on Business and Human Rights in our business that involves assessing potential human rights risks and impacts, implementing appropriate measures, monitoring for emerging issues and effectiveness of the implementation, and reporting on results.

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We embed the commitment into our business practices by raising awareness, providing training and communicating to relevant stakeholders to fully understand and comply with our requirements. Grievance channels are in place for all stakeholders and we have a systematic mechanism in place to manage breaches. We take a firm stance on human rights where the Bank will not be associated with entities who do not respect or engage in human rights issues.

## Employees and Workplace

We treat our employees fairly and with respects and value individual differences. The Bank's human resources policies and procedures are in alignment with the international standards to fully respect the rights of our employees, ensuring equal remuneration, fair working conditions and safe working environment, preventing any forms of discriminations against age, gender, sexual orientation, physical ability, race or ethnicity, nationality, country of origin or cultural background, religions, beliefs, cultures. The Bank has zero tolerance against harassment and discrimination (e.g., sexual and non-sexual harassment, psychological harm, verbal and physical harassment, etc.). The Bank promotes diversity and inclusion as ttb's culture to create equal opportunities, recognize the rights of collective bargaining employees to freedom of association and non-discrimination.

## Customers

The Bank is committed to uphold customers' rights in all our activities, products and services. In seeking to achieve this, we embed this commitment through our policies including but not limited to Customer Privacy Policy, complying to Personal Data Protection Act, Market Conduct Policy, and Anti-Money Laundering/Counter Terrorism and Proliferation of Weapon of Mass Destruction Financing Policy where we manage our customer service responsibly and respectfully. We emphasize and promote fair

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financial services to prevent any form of discrimination, avoid misconduct, and treat every customer fairly and equally.

Taking firm stance on human rights, the Bank will not be associated with customers who do not respect or engage in human rights (e.g., fair terms of employment, safe working conditions, and employment of forced labour, child labour, and human trafficking). Our Environmental and Social Responsibility (ESR) Policy not only establishes environmental and social risks consideration in screening process before making financing decision, but also has an exclusion list for screening industries at risk of exposures to environmental and social issues.

## **Business Partners**

The Bank is committed to manage our supply chain in an ethical, legal, environmentally and socially responsible manner. It is our aim to work with our business partners to assure full compliance to national laws and global best practices for responsible supply chain. We aim to manage and retain good relationships with our business partners including suppliers, contractors, and vendors who comply with our Supplier Code of Conduct where human rights is one of the key aspects and we expect them to apply such practices into their businesses.

## **Communities**

The Bank is committed to contribute to the social and economic development of the communities in which we operate through financial literacy and inclusion programs to provide equal opportunities and, including access to financial services.

## **Due Diligence Process**

Our due diligence process has been established to translate our commitment to human rights into practice. The process enables us to identify, assess, prevent, and mitigate

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the human rights risks that may occur from our business' activities across the value chain. The due diligence comprises the following components:

- Human rights risk assessment, assessing action and potential impacts
- Risk prevention and mitigation measures as deemed necessary from the assessment
- Corrective and disciplinary actions and appropriate remediation in cases of human rights violations
- Monitoring and reporting process of the performance