



CHAROEN POKPHAND GROUP  
HUMAN RIGHTS REPORT 2021

# HUMAN RIGHTS

Making Today  
a Better Tomorrow



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HUMAN RIGHTS REPORT 2021

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# MESSAGE FROM CEO

*"C.P. Group, as always, will continue to strive to promote and protect human rights across all Group businesses and partners in our commitment to sustainable development and the wellbeing of all stakeholders in our supply and value chains."*



Since its founding as a humble vegetable seeds shop over a century ago, Charoen Pokphand Group has maintained its dedication to ethical, honest and fair business practices. Our dedication stems from our commitment to the Three-Benefits Principle, which places the benefits of the country and people before profits to the company. For this reason, respect for human rights is embedded into the foundations of our business. As part of our efforts, last year the Group became the first Thai conglomerate to publish a human rights report to publicly announce our goals and commitments.

This year, recognizing the global turmoil caused by armed conflicts and the lingering effects of the COVID-19 pandemic, we continued our efforts towards promoting human rights in all areas of our business, including engaging with our many stakeholders to initiate impactful human rights projects, providing an inclusive, non-discriminatory, and safe working environment for all our employees, and establishing rigorous standards to protect the privacy and data of all staff and customers.

Today, Charoen Pokphand Group employs more than 450,000 people across 21 countries and economies. As the Group continues to grow, it becomes ever more important that the protection and promotion of human rights is embedded within corporate culture, so as to ensure that employees at all levels of our business recognize and mitigate human rights risks which exist within our value chain.

Furthermore, the Group's effort on business and human rights is not limited within our own operations; we understand that making progress in human rights requires cooperation with many external stakeholders. With this in mind, C.P. Group has continued to actively support the development of the Business and Human Rights Academy (BHR Academy) as a member of the Global Compact Network Thailand (GCNT) in conjunction with other members and partner organizations. The BHR Academy will help to develop and build capacity within the private sector through the consolidation and dissemination of core human rights expertise and experience, towards our goal of contributing to Thailand's sustainable development. By sharing our knowledge through these forums, we hope to build a foundation of rights-respecting business practices in Thailand.

As the aftershocks of COVID continue to ravage the world, C.P. Group has been hard at work to manufacture and donate medical-grade masks for healthcare workers, set up field hospitals, and create job opportunities to sustain communities and local businesses during these difficult times. But as we look past the pandemic, there is still much more that can be done.

For instance, socio-economic status has been shown to be a powerful indicator for COVID-19 mortality – sometimes even more so than other factors. Inequality has persisted, and has been exacerbated by the global situation today. This is why the Group has become a member of the Business Commission to Tackle Inequality (BCTI), an initiative of the World Business Council for Sustainable Development (WBCSD). By identifying action areas, barriers to action, and solutions, our work with the Commission will help enable businesses to take action on inequality across the globe.

This year's human rights report is our second, representing our continued dedication to enhancing and developing our ability to manage human rights issues within our operations and value chain, as well as our efforts to work with our peers and other stakeholders to enact local and even global transformations. We hope that this report clearly expresses our public commitments whilst opening up constructive discussions and exchanges that will propel us to a better future for all. C.P. Group, as always, will continue to strive to promote and protect human rights across all Group businesses and partners in our commitment to sustainable development and the wellbeing of all stakeholders in our supply and value chains.

*"As the Group continues to grow, it becomes ever more important that the protection and promotion of human rights is embedded within corporate culture, so as to ensure that employees at all levels of our business recognize and mitigate human rights risks which exist within our value chain."*

A handwritten signature in black ink, appearing to read 'S. Chearavanont', written in a cursive style.

**Suphachai Chearavanont**

**Chief Executive Officer  
Charoen Pokphand Group**

# ABOUT THIS REPORT

When last year's Human Rights report was published, Charoen Pokphand Group – and the world as a whole – was dealing with the prolonged and multi-faceted impacts of the COVID-19 pandemic. The pandemic sent shockwaves across the world, disrupting people's lives and the global economy. The Group worked to ensure the livelihood of our workers by committing to retaining all our employees over the course of the pandemic. With the welfare of the country in mind, the Group also produced and donated medical-grade masks to hospitals across Thailand as one of its many initiatives. As dictated by the Three Benefits principle, the Group worked to support the many communities and countries we operate in to weather this pandemic, in our belief that sustainable development can happen only if we all grow together.

Having emerged from the storm into the “new normal,” we found ourselves in another vortex of crises. Climate-change driven disasters, ranging from wildfires to floods, have reminded us of the fragility of our ecosystem and the urgency of actions needed to tackle the climate crisis. At the same time, national and international conflicts have destabilized many communities, displacing millions while disrupting global supply chains of staple goods. People all over the globe are at risk – some losing their food security, others pushed into poverty from rising energy prices, and more forced to leave their homes. Businesses continue to struggle with disruptions to their supply chains, preventing them from delivering the necessary goods and services needed by their communities. Skyrocketing costs have forced some companies to cut costs, with important human rights projects cancelled in the face of impending losses or even bankruptcy.

Yet this perfect storm has only hardened our resolve to follow through on our commitments, whether they are to our own principles or to international standards and goals. While we made significant steps in the past year, political and economic turmoil around the globe serves as a reminder that there is much more to be done.

This human rights report showcases the impact of our efforts in 2021, highlighting our achievements and the challenges in order to provide more transparency in our human rights efforts. The report describes our human rights governance structure, our human rights risk assessment results, how we have tackled salient human rights issues, and finally, the way forward for the next year. This year's report also shines a spotlight on two key areas: stakeholder engagement and digital safety and data privacy.

This year we are highlighting our efforts in stakeholder engagement, as we recognize the global situation has had an immense impact on communities, individuals, and organizations across the world that we work with, or that are part of our value chain. By including these actors in our human rights processes, we ensure that their voices are heard and that they have a space at the table. Furthermore, we recognized that true transformation requires cooperation amongst many different stakeholders, which is why we have embarked on several initiatives together with both local and international stakeholders to further our efforts in protecting and promoting human rights.

An example of the way C.P. Group has expanded our local collaborations is through our work with partner organizations under the Global Compact Network Thailand umbrella to set up the Business and Human Rights Academy (BHR Academy). The BHR Academy's purpose is to provide a local forum through which expert knowledge and experience on human rights issues can be collected, distilled, and shared to build capacity not just for the Group or the member organizations, but for the entire Thai market and supply chain. With the Academy as well as our many other projects done together with our other stakeholders, we hope to drive transformation both locally and globally.

The Group would also like to shine a spotlight on the new salient issue of digital safety and data privacy, as it is one that is especially relevant to our daily lives. As we become more reliant on technology and our digital lives and footprints grow, we become more exposed to risks – and thus the more numerous the steps that must be taken to ensure the safety and privacy of our employees and consumers. Over the past year, C.P. Group has developed many countermeasures against cybersecurity threats through digital and physical safety, as well as through governance structures and policies. Furthermore, we are utilizing this potential risk as an opportunity through the establishment of the C.P. Group Center of Cybersecurity Center of Excellence, where we centralize our digital security operations and develop best practices for all subsidiary and partner businesses.

Finally, we would like to thank all members of the C.P. family, our employees and workers, our partners and peers, and all our stakeholders. Their contributions have been invaluable in our efforts in promoting and protecting human rights within our value chain, both in Thailand and abroad. The Group, as always, will dedicate ourselves to protecting the rights of the peoples and communities we work with, without which we would be unable to achieve the continued and sustainable success of our business.

**Chareon Pokphand**  
**Human Rights Working Group**

# C.P. GROUP VALUE CHAIN

Charoen Pokphand Group (C.P. Group) operates a diverse business across its 8 business lines, including: Agro-Industry and Food Business, Retail and Distribution Business, Media and Telecommunications Business, E-Commerce and Digital Business, Property Development Business, Automotive and Industrial Products Business, Pharmaceuticals Business to Finance and Investment Business. C.P. Group has been integrating the strengths from each business group, in order to sustainably maximize the benefits and deliver the utmost value to the country, people, and then the company



## The 8 Business Lines cover 14 Business Group

- 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 Telecommunications Business Group
- 13 Finance and Banking Business Group
- 14 Property Development Business Group

# OUR BUSINESS

## Main Businesses

Charoen Pokphand Group Co., Ltd. serves as parent company of Charoen 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.



## Agro-Industry and Food Business

### Thailand



Charoen Pokphand Foods Public Co., Ltd.<sup>1</sup> | Bangkok Produce Co., Ltd. | C.P. Intertrade Co., Ltd.



Charoen Pokphand Produce Co., Ltd. | Chai Tai Co., Ltd. | Perfect Companion Group Co., Ltd.



Charoen Pokphand Agriculture Co., Ltd. | Charoen Pokphand Engineering Co., Ltd.

### Overseas



C.P. Pokphand Co., Ltd. | Charoen Pokphand Enterprises (Taiwan) Co., Ltd. | Myanmar C.P. Livestock Co., Ltd.



Apsara Rice (Cambodia) Co., Ltd. | Bellisio Foods Inc. | Tops Foods NV



Norfolk Foods (Private) Limited

- C.P. Cambodia Co., Ltd.
- C.P. Laos Co., Ltd.
- C.P. Vietnam Corporation
- Charoen Pokphand Foods (Malaysia) Sdn. Bhd.
- Charoen Pokphand Foods Philippines Corp.
- C.P. Standart Gida Sanayi ve Ticaret A.S.
- Charoen Pokphand Foods (Overseas) Llc.
- CPF (India) Private Ltd. CP Food (UK) Ltd.
- CPF Poland S.A.
- C.P. Bangladesh Co., Ltd
- Charoen Pokphand Pakistan (Pvt.) Ltd.
- Chia Tai Feedmill Pte. Ltd.

## Retail and Distribution Business

### Thailand



CP ALL Public Co., Ltd.<sup>1</sup> | Siam Makro Public Co., Ltd.<sup>1</sup> | Ek-chai Distribution System Co., Ltd.

### Overseas



C.P. Lotus Corporation | Lotus's Stores (Malaysia) Sdn. Bhd.

## E-Commerce and Digital Business

### Thailand



Freewill Solutions Co., Ltd.

### Overseas



Ascend Group Co., Ltd. | True Money Vietnam Joint stock Company | True Money (Cambodia) Limited | True Money Myanmar Co., Ltd. | True Money Philippines Inc. | Pt Witami Tunai Mandiri (True Money Indonesia)

## Property Development Business

### Thailand



C.P. Land Public Co., Ltd.

### Overseas



Chia Tai Land Co., Ltd. | Shanghai Kinghill Limited | Chia Tai Di Jing (Shanghai) Investment Management Limited

## Telecommunications Business

### Thailand



True Corporation Public Co., Ltd.<sup>1</sup>

## Pharmaceutical Business

### Overseas



Sino Biopharmaceutical Limited

## Automotive and Industrial Products Business

### Thailand



E.C.I. Group Co., Ltd.



CPPC Public Co., Ltd.<sup>1</sup>

### Overseas



Chia Tai Enterprises International Limited.



CP Motor Myanmar Co.,Ltd

## Finance and Banking Business

### Overseas



Zheng Xin Bank Company Limited.

## Other Business

### Thailand



Asian Era One Co., Ltd.



Altervim Co., Ltd.



CP Medical Center Co., Ltd.

### Remark

1. Company that is listed in Stock Exchange
2. Information/data is not included in the report

• Company with main operation in oversea

# HUMAN RIGHTS GOVERNANCE



## HUMAN RIGHTS GOVERNANCE

### Human Rights Commitments

Charoen Pokphand Group recognizes that the protection and promotion of human rights go hand in hand with sustainable, equitable growth for our businesses, the countries we operate within, and the global community. As the global situation remains in turmoil from crises new and old, the Group holds steadfast to this principle. It is essential that in these times, when people are facing more significant risks to their livelihoods and rights than ever before, businesses take an active role in ensuring that no individual or community in their value chain is exposed to such risks from their own operations.

In 2022, the Group revised and updated its Human Rights and Labor Practices Policy and Guidelines to reiterate its commitment to respecting and promoting human rights across our supply chains in line with international standards. As mandated by the Group CEO and Executive Committee, Charoen Pokphand Group will continue driving human rights action through its operations and value chain, with the belief that respect for and promotion of human rights should be an industry standard in all areas of operations.

### Human Rights Governance in Charoen Pokphand Group

In order to ensure C.P. Group's business units operate according to this vision, the Group has developed robust systems and processes for governance. The World Benchmarking Alliance measures "governance and policy commitments" and "transparency" as two of the six benchmarking criteria for evaluating a given company on its human rights management, as they are two core components of an effective human rights management system. Governance is defined as the system of rules, practices, and processes by which an organization is directed and regulated. Effective governance ensures that processes remain fair and equal, and enforces compliance with both internal regulations and local laws. Governance also ensures that all violations are appropriately investigated and compensation is given to those impacted, ensuring accountability across all operations. Transparency is how much information about these governance processes and their results are disclosed to relevant stakeholders. Transparency ensures that responsible parties remain accountable and processes remain objective and unbiased, which is essential to effective human rights management. For these reasons, corporate governance and transparency are the cornerstones of Charoen Pokphand Group's human rights efforts.

Below are key governance bodies and measures that Charoen Pokphand Group has implemented and established in order to monitor, review, and act on human rights issues within the Group's value chain.

## Human Rights Working Team

Our Human Rights Working Team is a body responsible for managing human rights issues related to Charoen Pokphand Group operations. The team includes the Sustainable Development, Public Relations, Corporate Compliance, Human Resources, Procurement, the Global Partnership Office, and other departments related to human rights management. Furthermore, representatives from business units under the Group are included as rotating members of the Working Team, providing the Team with additional information and perspectives on human rights-related action plans, projects, and initiatives.

The Working Team is responsible for managing human rights risks at the executive level. The team assesses the state of human rights impacts on a corporate scale and evaluates the effectiveness of existing initiatives and policies, and utilizes that information to revise the Group's policies and guidelines on human rights, addressing gaps and shortcomings. Each member of the working team has responsibilities regarding the implementation of Human Rights Due Diligence across the Group's businesses, which is divided into eight different duties.



The Working Team operates under the supervision of C.P. Group's People Steering Committee and the Executive Committee, which oversee and provide the mandate for the Working Team. The Team works to fulfill the mandate given by these committees while reporting on progress at regular intervals to ensure that progress is being made in areas such as establishing Human Rights Due Diligence processes. Major proposals for change must be presented to the committees for approval to ensure that it is contributing to achieving the mandate.



## Ethical Recruitment Working Team

The Ethical Recruitment Working Team is an inter-business group comprising all C.P. Group businesses that hire foreign workers. The Working Team is responsible for driving and monitoring progress of the implementation of the Foreign Worker Recruitment Policy and Guidelines. The policy sets out a procedure for hiring foreign workers, including but not limited to:



The Ethical Recruitment Working Team has met over the past year to discuss obstacles and develop solutions, utilizing both internal experience and outside expertise from consultants. Examples of such solutions include: audit systems, compliance manuals, and training courses for auditors. The Ethical Recruitment Working Team also reports to the Executive Committee and the People Steering Committee, both of which oversee the progress being made towards compliance with the Group's foreign worker recruitment policy.

Another important responsibility of the Ethical Recruitment Working Team is the establishment of a pool of potential recruitment agencies the Group can collaborate with. Through the open tender and audit process, the Group can identify agencies that are willing to cooperate on a shared goal of providing decent work for foreign workers. Recognizing that audits are collaborative efforts rather than fault-finding efforts, C.P. Group is also dedicated to capacity-building initiatives in cooperation with agencies that have demonstrated their commitment to fair treatment of migrant workers. The Working Team is responsible for delivering on these commitments throughout the Group's supply chains.

## ● Policies

Charoen Pokphand Group strives to promote and protect human rights in our value chain by adhering to regulations and best practices both local and global. The Group has established policies and guidelines in a variety of areas to bring our operations in line with international standards and local regulations.

All policies are reviewed annually and revised under the supervision and guidance of the Human Rights Working Team. This provides an opportunity to evaluate and revise policies based on their efficacy as well as align them with constantly-evolving international standards and regulations.

One such example is the Human Rights and Labor Practices Policy and Guidelines and the Migrant Workers Recruitment Policy and Guidelines which were revised in 2022. Along with these revisions, the Group also introduced sub-policies on Discrimination and Harassment Prevention and Diversity, Equity, and Inclusion. Below is a list of all the Group's governance, social, and environmental policies, which has been revised to incorporate human rights considerations.

### 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

# ADDRESSING SALIENT ISSUES



## ADDRESSING SALIENT ISSUES

### Identifying Salient Issues

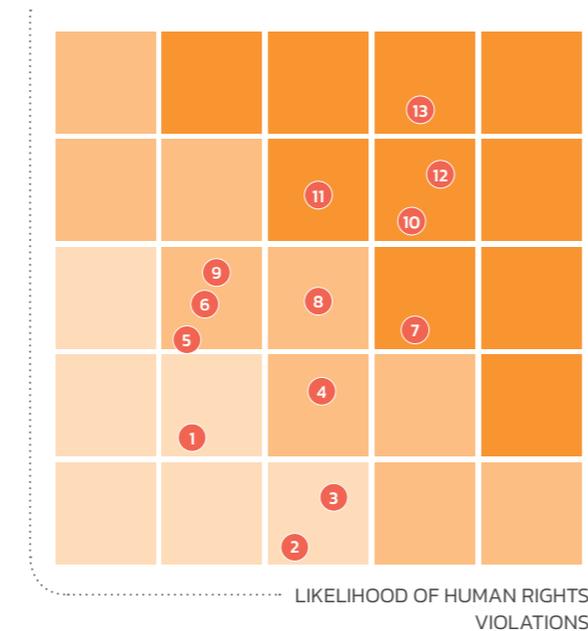
The first, crucial step of addressing human rights risks is to identify the ways in which business operations or partnerships have affected, or potentially affect, the rights of stakeholders within the value chain. A human rights impact assessment, or HRIA, is the process through which a business can identify rightsholders such as workers, communities, and consumers within their value chain who are affected by their business operations, from the harvesting of raw materials, through the manufacturing process, to the delivery of goods and services. The assessment will help the company understand the impact of their actions, and thus enable mitigation, recovery, and remediation processes.

C.P. Group conducts human rights risk assessment, or HRRA, on every business group at least every three years, in order to ensure that the assessment is up-to-date and accurately reflects the human rights risks within the value chain. These risks can then be evaluated and prioritized based on the likelihood and potential impact of the issue, following consultations with stakeholders and rightsholders.

In 2021, C.P. Group's HRRA identified 13 human rights issues – five of which are salient to our operations and value chain.

The five salient issues identified are: occupational health and safety; discrimination and harassment; foreign workers and forced labor; child labor; and personal data protection. The first four issues are described below, while personal data protection is discussed in further details in Chapter 4.

IMPACT OF HUMAN RIGHTS VIOLATIONS



- |                                  |                                   |
|----------------------------------|-----------------------------------|
| 1 Freedom of Association         | 8 Community Rights                |
| 2 Access to Water and Sanitation | 9 Employee Rights                 |
| 3 Forced Labor                   | 10 Child Labor                    |
| 4 Land Rights                    | 11 Discrimination and Harassment  |
| 5 Conflict Minerals*             | 12 Foreign Workers                |
| 6 Vulnerable Groups              | 13 Occupational Health and Safety |
| 7 Personal Data Protection*      | * New Watching List               |

Low Risk Medium Risk High Risk

## OCCUPATIONAL HEALTH AND SAFETY



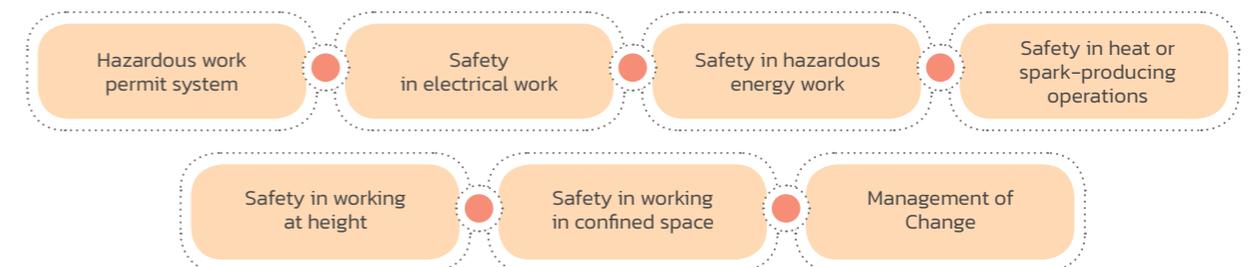
### Supports SDGs



Charoen Pokphand Group recognizes that workers in a broad range of workplace settings face health and safety risks. These include those who work directly within our operations, as well as those employed by our suppliers, vendors, and other business partners along the value chain. According to the International Labour Organization, there are 2.78 million work-related deaths per year, while unsafe working conditions and lack of hygiene standards also lead to economic losses. Costs from compensation, healthcare expenditure, training and reconversion, lost work days, and interrupted production is valued at 3.94% of worldwide annual GDP.

C.P. Group relies on workers and contractors throughout the Group's value chain to bring to consumers the best products and services. Not only do our workers play an important role in our business operations, they are one of our largest stakeholder groups in our value chain. As work-related accidents and illnesses can have devastating human and financial impacts, the Group has placed the highest priority on ensuring occupational health and safety for its workers.

To achieve this goal, the Group has established occupational health and safety management throughout our own operations as well as those of partners' and contractors' according to international standards such as ISO 45001. By circulating the Group's policy on safety, occupational health, and workplace environment to all concerned parties, the Group can spread awareness and promote compliance. Additionally, the Group also holds training courses to enhance understanding to prevent any policy violations. For example, in 2021, Lotus's provided over 288,914 hours of safety training to 18,621 contractors and 34,095 mall tenants across Thailand. The Group plans to establish additional technical guidelines to support our efforts in the following matters:



C.P. Group is dedicated to becoming a “Zero Accident Organization,” a company with zero accidents and fatalities among all employees, contractors, and relevant stakeholders. To achieve this, the Group and all its subsidiaries have worked together to drive accident reduction across all operations through the following strategies:



Transportation and logistics are a core part of Charoen Pokphand Group's operations, whether it is transporting raw materials to factories or manufactured goods to retailers. As the world becomes more reliant on deliveries of goods ranging from clothes to groceries, the speed, safety, and cleanliness of transportation has become paramount. Despite the rigorous maintenance of standards and frequent audits, there have been unfortunate accidents. These mostly consisted of tailgating or collisions with objects in areas of operation. Moving forward, C.P. Group will expand the use of GPS and vehicular camera systems to ensure drivers' compliance with regulations. Training will also be held to further embed the importance of safety in transportation and operations.

The COVID-19 pandemic has threatened workers' livelihoods, health, and safety across all industries. Charoen Pokphand Group has worked to alleviate its impact on our employees, with the Group's commitment to retaining all employees over the course of the pandemic. The Group maintains rigorous hygiene standards in factories and workplaces to ensure that essential workers remain safe and healthy. Charoen Pokphand Foods Public Company Limited (CPF) has developed and implemented six preventive measures against the COVID-19 virus. CPF has also procured vaccines for its workers to lessen the burden on the public health system, while all CPF employees that had contracted the virus were provided with access to treatment and quarantine at hospitals and hospitels.



**1. Preventive Measures**

Determining preventive measures; providing advice on management of infected people and people considered high-risk contacts; and performing duty on disease investigation in compliance with measures introduced by Ministry of Public Health and the Department of Disease Control.

**2. Procurement Measures**

Procuring preventive medical supplies such as masks, alcohol gels, or Antigen Test Kits (ATK) in a timely manner.

**3. Communication Measures**

Communicating practices within the Company, following news related to the Company and creating accurate understanding among employees and third parties.

**4. Public Health Measures**

Providing supervision on academic matters on diseases and disease outbreaks, and proactively testing for pathogens using RT-PCT method.

**6. Remedial Measures**

Looking after welfare of infected and high-risk employees and managing field hospitals.

**5. Government Coordination Measures**

Coordinating with government agencies to ensure continued business operations, such as transportation of goods and cross-provincial travel.



**6 Preventive Measures against COVID-19**

# DISCRIMINATION AND HARASSMENT



**Supports SDGs**

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

	Grievances and Complaints on Discrimination and Harassment in 2021			Management Measures			
	No. of Cases	Substantiated Cases	Non-Substantiated Cases	Verbal Warning	Written Warning	Suspension	Dismissal
Discrimination	8	2	6	1	1	-	-
Harassment	9	3	6	3	-	-	-

C.P. Group believes that diversity contributes to the strength of our organization, fostering greater innovation, creativity, and inclusion. The different perspectives, opinions, and beliefs contribute to constructive and fruitful work, giving C.P. Group a flexible and adaptive mindset that has enabled our progress. The Group seeks to prevent any and all instances of discrimination and harassment within our workplace. Studies have shown that a climate of psychological safety, fostered by a culture of inclusiveness and cooperation, drives innovation and provides flexibility. Discrimination and acts of harassment undermine this safety by fueling mistrust and paranoia, and instead create a hostile, unproductive workplace environment. Furthermore, the issue of harassment, sexual or otherwise, has become of great importance for consumers concerned about the conduct of companies they are purchasing goods or services from. Companies guilty of such conduct have experienced boycotts, protests, and loss of brand image. Refusing to act, in many cases, can also be a sign of tacit acceptance of such behaviors.

The Group has pushed a great number of diversity, equity, and inclusion (DE&I) initiatives, both independently and in collaboration with our partners.

In 2021, the Group reviewed and announced our Non-Discrimination and Anti-Harassment Policy. The policy identifies types of behavior that are considered discriminatory or harassment, creates grievance mechanisms through which to report them, and sets out disciplinary action for those who violate the policy. The Group intends for this policy to form the cornerstone of our efforts in stamping out such behavior within our operations, to ensure that everyone can feel safe in our workplace without fear or being treated unfairly or being harassed.



One initiative to promote inclusivity was the “Business and LGBTQI Rights: Why is it important?” training session wherein 122 executives from 30 business units came together to learn about the importance of protecting and promoting LGBTQI rights in the workplace. Representatives from Thailand’s Ministry of Justice, the United Nations Development Program, and leading Thai and international companies such as DTAC, Unilever, and Sansiri participated as speakers for the event. Discussions included current regulations and industry best practices on LGBTQI rights, and methods of safeguarding and promoting their rights in the workplace. Special emphasis was placed on showing how providing an inclusive and welcoming environment for people of different identities can provide a competitive advantage for companies. By learning from various perspectives – state actors, international organizations, and fellow companies – C.P. Group can protect and promote the rights of our LGBTQI members – particularly our employees and customers, more effectively.

C.P. Group has also participated in the United Nations Development Program’s Roundtable Discussion on LGBTI Inclusion in Thai Business, during which C.P. was able to discuss LGBTI inclusion with governmental agencies such as the Ministry of Justice, leaders in the business community, and non-governmental LGBTQI organizations. This provided an exceptional opportunity to listen to stakeholders throughout the value chain, especially the voices of the LGBTQI community within the workforce. In doing so, C.P. Group is able to understand the needs and concerns of diverse communities and the ways in which our peers have worked to create diverse and inclusive workplaces.

From these important discussions and learning opportunities, C.P. Group has developed a set of diversity, equity, and inclusion (DE&I) best practices, which have been shared with all of the Group’s business units. These guidelines cover everything from the talent journey, starting with ways to attract diverse applicants and providing inclusive career opportunities for all, to fostering an inclusive culture within the company through DE&I-focused communications, training, and on-boarding. Embedding these best practices into operations will help create a much more equitable and inclusive talent journey, bringing in diverse, creative minds that will help drive C.P. Group’s innovation.





## WOMEN'S EMPOWERMENT PRINCIPLES



*Equity and Nondiscrimination is Makro's fundamental working culture.*

**Saowaluck Thithapant (F)**  
Group Chief Executive Officer  
– Makro Business

Our businesses across the Group have also been promoting greater equity and inclusion for women. For instance, Siam Makro Co., Ltd. has worked for greater female representation within their own company. These efforts have led to success, with women making up more than 50% of their workforce across all levels; as of 2021, 55% of middle management and 58% of senior management are female. By empowering women and providing them with the opportunity to excel, Siam Makro allows talented employees to reach their greatest potential. Furthermore, as a signatory of the Women's Empowerment Principles, Siam Makro will continue to promote gender equality and women's empowerment across all businesses.

Furthermore, the Group has also announced the Diversity, Equity, and Inclusion Policy and Guidelines which align with international standards and principles, including but not limited to the Standards of Conduct for Business Standard – Tackling Discrimination against Lesbian, Gay, Bi, Trans, & Intersex People, the Women's Empowerment Principles, and the Convention on the Rights of Persons with Disabilities. This will help to enshrine our belief in the values of diversity, equity, and inclusion as a pillar of the Group, and assist us in our efforts to promote and protect human rights across our value chain and beyond.

C.P. Group also understands the importance of providing opportunities to those who may have been disadvantaged by structural and systemic discrimination. The Group developed many leadership training programs designed to provide more career opportunities for underrepresented groups; for instance, the C.P. Future Leaders Development Program (FLP) and the C.P. Potential Leaders Program (PLP) are purpose-built to grow the talents of the next generation of management. Of the 1,364 participants of the FLP, approximately 60% are women, and of the 870 participants of the PLP, 54% are women. These women will be a powerful force for gender equality as part of the next generation of leadership of C.P. Group.

### the C.P. Future Leaders Development Program (FLP)

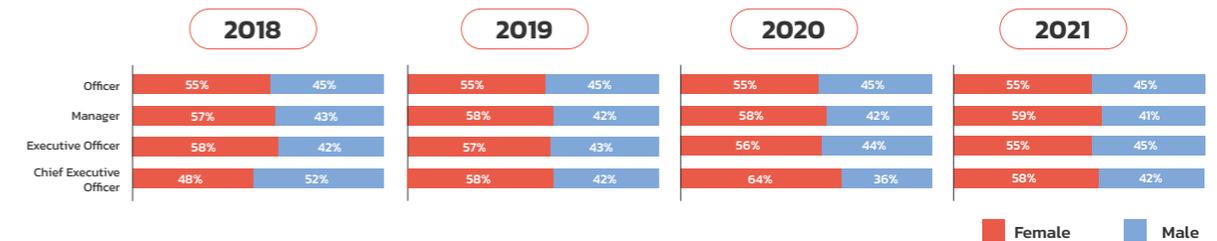


**1,364**  
participants of FLP  
approximately **60%**  
are women.

### the C.P. Potential Leaders Program (PLP)

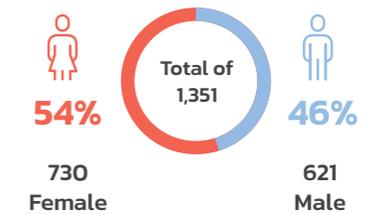


**870**  
participants of PLP  
approximately **54%**  
are women.



Charoen Pokphand Foods has also driven anti-discrimination and anti-harassment across its operations. For instance, CPF has welfare committees with participation from diverse and vulnerable groups in terms of gender, race, religion, and disabilities to raise issues and express their opinions. Currently, CPF's Thailand operations have a total of 193 committees with 1,351 members of 1,148 Thai employees and 203 foreign employees of which 730 are female and 621 are male (a proportion of 54:46). CPF has also set a goal for 2030 to have equal numbers of and compensation rates for male and female employees; currently female and male employees in Thailand are paid at the ratio of 1:1.17.

### CPF's Thai employees



# FOREIGN WORKERS AND FORCED LABOR



**Supports SDGs**

**8 DECENT WORK AND ECONOMIC GROWTH**

**10 REDUCED INEQUALITIES**

Consumers and policy-makers are paying greater attention to human rights, with increasing pressure on companies to prevent violations and mitigate impacts on communities and individuals. For instance, the UK Modern Slavery Act of 2015, Australian Modern Slavery Act of 2018, and the European Union Due Diligence Act put into place regulations that make companies operating within and exporting to these countries publish annual reports on operations that may cause or are related to forced labor. These laws are actively enforced; examples are U.S. bans on Chinese solar materials and Malaysian palm oil due to allegations of forced labor. Furthermore, as COVID infections, international and internal conflicts, and serious economic crises are putting an ever-increasing number of people at risk, stakeholders such as consumers, investors, and governments are expecting businesses to take a more active role in respecting and promoting the human rights of rights-holders across their value chains.

C.P. Group currently employs over twelve thousand migrant workers in Thailand alone, mostly from Myanmar and Cambodia, across business units such as CPF, CPRAM, PCG, and CPI. The Group, having recognized our responsibility to protect the rights of these workers, has announced an ethical recruitment policy to be followed by all companies under the C.P. Group umbrella.

The Group’s ethical recruitment policy is based on the United Nation’s Dhaka Principles for Migration with Dignity, which sets out 12 principles, including two core principles, that ensure that migrant workers’ rights are protected during the recruitment process, through employment, and to the end of their contracts.



- 1.** An open tender process must be used to select and hire recruitment agencies
- 2.** The Employer Pays Principle: companies in the business group are responsible for recruitment fees and cost of employment incurred by migrant workers
- 3.** Migrant workers will be paid and receive the same benefits as local workers performing the same job
- 4.** Recruitment agencies and subcontractors will be audited to ensure that they comply with Group policies on human rights and labor practices
- 5.** Grievance mechanisms are provided for migrant workers so they can file complaints in their own language, and seek remedies without fear of punitive action

One of the core principles is the “Employer Pays Principle,” which states that no fees are to be charged to migrant workers – the company hiring them must be responsible for paying all costs that would have been charged to the workers. Companies that have committed to this principle include Ikea, Hewlett Packard, Unilever, Walmart, Tesco, M&S, Mars – and now, C.P. Group. This principle has become even more important now, as foreign workers are often extorted for large sums of money by predatory job recruitment agencies, some of which traffic these workers illegally across the border. To ensure that the Group’s foreign workers are not subjected to such practices, the agencies that apply through the open tender process are provided with a brief on C.P. Group policies, followed by audits to ensure compliance. If an agency is found to be in violation of the policy, corrective action plans will be administered to return them to compliance.

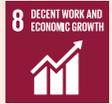
Grievance mechanisms are an essential way to ensure that workers, migrant or otherwise, are being treated appropriately and in accordance with regulations. C.P. Group has announced and implemented our policy and guidelines on whistleblowing, which

sets out the process for reporting grievances and complaints. An example is Lotus’s Protector Line, a toll-free grievance channel that is used to address any issues in a transparent, timely, and confidential manner, and is available in four different languages: Thai, Burmese, Cambodian, and English. In 2021, the Protector Line successfully investigated and closed all complaints regarding human rights and labor practices filed. The Group will also protect whistleblowers against any form of retaliation. Furthermore, the revised human rights policy also states that the Group will not participate in strategic lawsuits against public participation, otherwise known as SLAPP, to allow human rights defenders and workers to confidently voice their grievances. Charoen Pokphand Foods is also continuing the “Labour Voice Hotline by LPN” project in cooperation with the Labour Protection Network Foundation (LPN). The Hotline provides workers with a neutral third-party to which they can report any grievances or complaints, ensuring that they will not be retaliated against. As LPN is a civil society organization specialized in protecting and promoting the rights of foreign workers, workers can rest assured that their voices will be heard.

## CHILD LABOR



### Supports SDGs



In the global economy, children are often one of the most vulnerable groups facing human rights abuses. According to the International Labor Organization's 2020 estimate, 160 million children – 1 in 10 – were subjected to child labor, 79 million of whom were directly engaged in hazardous work. Child labor is defined by the ILO as the utilization of labor of children below the minimum age for the type of work they are performing. This includes all forms of slavery and hazardous work that is likely to harm the health, safety, or morals of children. The United Nations Sustainable Development Goals number 8 – decent work and economic growth – and number 16 – peace and justice – target ending all forms of child labor and abuse. Furthermore, under the United Nations Global Compact Principle 5, businesses must uphold the effective abolition of child labor.

Charoen Pokphand Group recognizes the risk to children present in our value chain, and has taken steps to ensure the elimination of child labor within it. The Group's current supplier Code of Conduct explicitly states that suppliers must not employ workers under the minimum age of employment permitted by the local laws. Furthermore, they must not employ any persons under the age of 18 for work that is likely to harm the health, safety, or morals of the worker. Suppliers are monitored to ensure compliance with these policies. In addition to the supplier code of conduct, the foreign workers recruitment policy and guidelines establish the same requirements for recruitment agencies the Group may utilize. The policy also mandates audits to ensure that the agencies have put into place identity checks, age verification systems, and policies regarding the prohibition of child labor.

Beyond preventing child labor, Charoen Pokphand Group is invested in providing decent work opportunities for those of legal age of employment. Lotus's has experienced success in youth employment, providing opportunities for student workers in cooperation with the Thai government. By opening opportunities to safe and decent work, Lotus's initiative has given many youths experience, knowledge, and fair compensation, strengthening their future growth potential.



# 3 STAKEHOLDER ENGAGEMENT

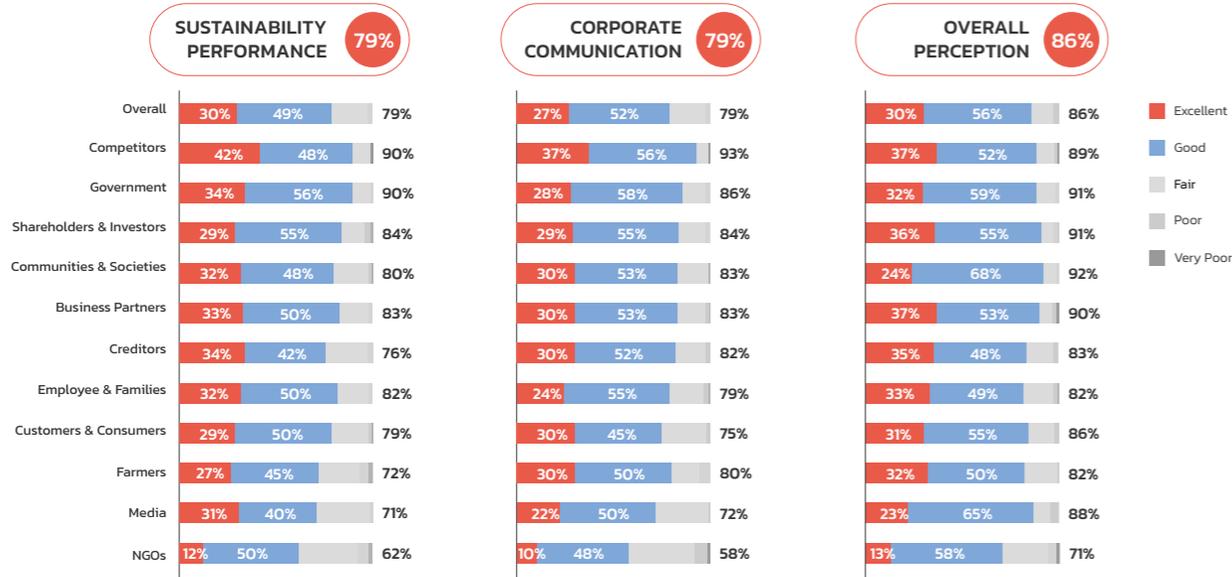
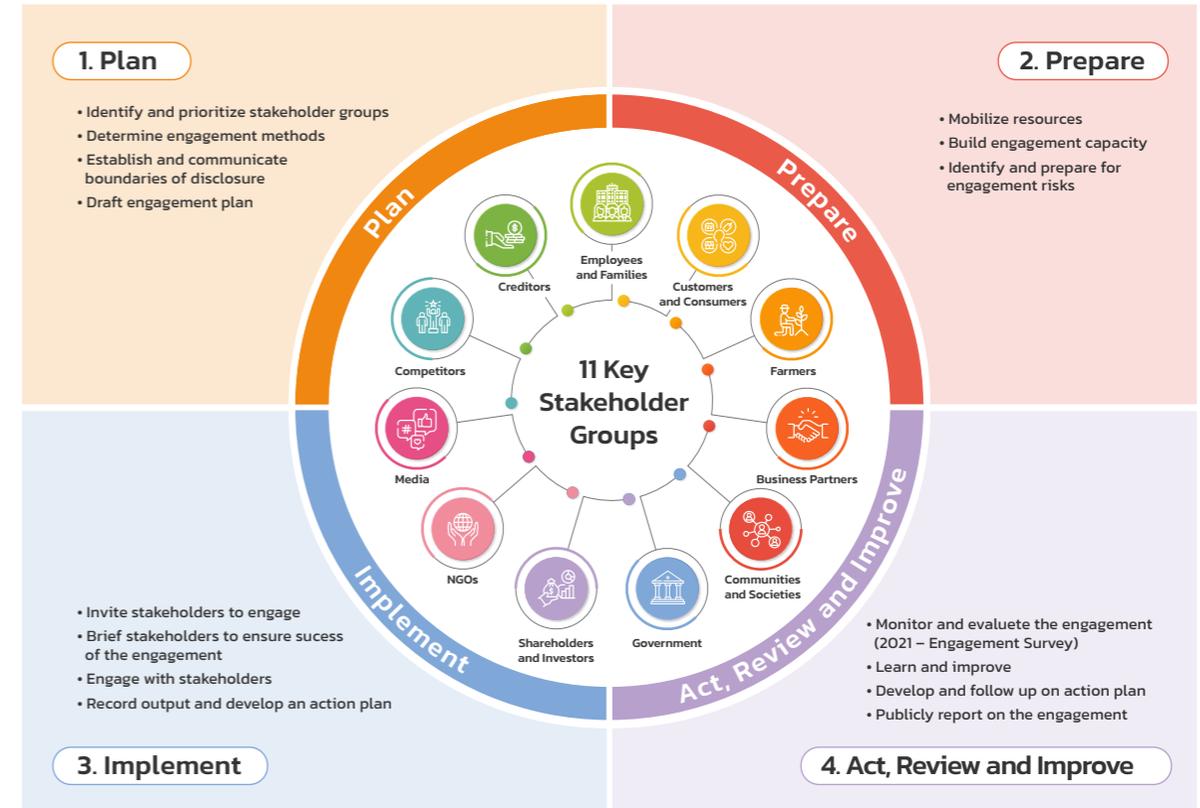


# STAKEHOLDER ENGAGEMENT

## Stakeholder voices

Stakeholder engagement is an essential step in ensuring the protection of human rights. Stakeholder engagement means enabling communication and cooperation with stakeholders throughout the value chain, whether those are the laborers producing the raw materials or the end consumer. This can be facilitated through holding roundtable conferences, developing and providing access to grievance mechanisms, consultations with rights defenders and other representatives, and dialogue with governmental agencies and state actors. This process helps guarantee a spot at the table for all rightsholders, thereby making certain that their rights will be taken into consideration in any business decisions and risk evaluations.

Policies, projects, and other initiatives are effective only when every stakeholder has had a chance to present their own perspectives. For instance, campaigns to support LGBTQI+ and allyship cannot succeed without the input of these communities themselves. Without listening to these voices, taking action can cause more harm than good. Neglecting stakeholders' voices can have devastating consequences for both the business and the stakeholders; communities and individuals may suffer violations of their rights while businesses risk damaging their brand and losing trust from the very people they are attempting to serve. To avoid such a scenario, businesses must establish clear and reliable communications with stakeholders.



C.P. Group, in its commitment to protecting and promoting human rights, has adopted stakeholder engagement as one of its core principles. Effective engagement can provide the Group with valuable perspectives and opinions that contribute to our projects and initiatives, driving us to do better and do more. The Group does not only engage with our own value chain, but also with every community, country, and industry we work in. Recognizing that our success is synergistic with the communities we work with, the Group works with local and international bodies, business and non-profits, government and non-governmental, communities and individuals to seek a common goal in defending and promoting human rights. Our goal is to comprehensively account for and integrate the voices of all stakeholders throughout our value chain.

## Collaborating with partners to promote human rights

C.P. Group recognizes that stakeholders can become partners in furthering the cause of human rights. By uniting our capabilities, we can achieve more than is possible alone. In this spirit, we have chosen a few of our projects done in cooperation with our stakeholders, both local and global, which we believe will be essential in establishing respect for human rights as an industry standard.



**World Business Council for Sustainable Development (WBCSD)**  
 – Business Commission to Tackle Inequality (BCTI)



One of C.P.'s partners in promoting and protecting human rights is the World Business Council for Sustainable Development, or WBCSD, an organization composed of over 200 of the world's largest international companies. Its purpose is to provide a forum for discussion, learning, and coordination of action towards achieving the United Nations' Sustainable Development Goals to achieve a net-zero and more equitable future for all. Through the cooperation of the world's most influential businesses, WBCSD hopes to spur transformation across the following six economic systems: circular economy, cities and mobility, energy, food, land and water, people, and redefining value.



Not only is the Group a member of the Council, we are also participating in the Council's large-scale initiatives – one of which is the Business Commission for Tackling Inequality (BCTI). With C.P. Group's Chief Sustainability Officer as one of the commissioners of BCTI, we have been working with the Commission to develop a flagship report on how and why businesses should fight inequality. The Group has representatives in many workstreams on issues such as human rights, the future of work, DE&I, inclusive products and services, and more, contributing to the fruitful and constructive discussions attended by non-governmental organizations such as the YMCA, ILO, and the International Trade Union Confederation (ITUC), business leaders such as Nestlé and Unilever, and international consultants such as McKinsey and Shift.

The final product of this undertaking will be the BCTI Flagship Report – a brief which will act as both a call to action and a manual for any companies interested in making a change. Drawing upon the many perspectives present in each working group, the report will contain the cumulative expertise of business leaders, technical guidance from consultants, the groundwork of activists and NGOs, and more. Combined, this will spur and enable transformation across the globe.



*C.P. Group is one of the leading companies in Thailand when it comes to taking action to ensure respect for human rights. At WBCSD we are delighted to work closely with C.P. Group to support and promote corporate efforts globally to realize universal rights as a critical pillar for advancing the ambitions of the Sustainable Development Goals and promoting shared prosperity for all.*



**James Gomme**  
 Director, Equity Action & Member of  
 the WBCSD Extended Leadership Group



**Global Compact Network Thailand (GCNT)**  
 – BHR Academy



While international networks are important, local networks are essential. Working across borders can give businesses access to expertise and experience from a variety of sources, whilst enabling global, coordinated action. At the same time, nothing can happen without cooperation at regional and local levels where active cooperation between local regulatory bodies, industry peers, and civil society can bloom into productive initiatives and projects that contribute to sustainable growth.

As a global business, C.P. Group participates in numerous markets around the world, each with different regulations and concerns of their own. Learning from both overseas businesses and international organizations, the Group has become one of the leading Thai companies in promoting and protecting human rights, including having integrated Human Rights Due Diligence (HRDD) into its operations and risk management. Yet we also understand that we are not an island; our suppliers and peers still struggle getting to grips with the complexities of HRDD and other international standards, and as long as we are not united in our efforts, tackling human rights risks remains a challenge.

This is why C.P. Group, as an active member of the Global Compact Network Thailand, has been supporting an initiative called the Business and Human Rights Academy (BHR Academy) in cooperation with other local and international businesses and organizations. The BHR Academy is meant to provide interested businesses with a quick course in what HRDD is, why it is important, and ways to implement it – all contextualized for the local needs and circumstances. Not only does this provide the knowledge necessary to implement HRDD, anyone who participates will be able to access the accumulated experience and expertise of all members of GCNT, opening opportunities for peer-to-peer learning and mentoring. This is especially important as knowledge about international guidelines and local regulations are necessary when trying to understand and implement HRDD.



*Charoen Pokphand Group is an active leader of our effort to promote and protect human rights in the private sector, in accordance with the United Nations' objectives. The Group has developed a network of collaborators and supported innovative solutions that contribute to our progress towards achieving the United Nations' Sustainable Development Goals (UNSDGs).*



**Thanyaporn Krichtitayawuth**  
 Executive Director,  
 Global Compact Network Thailand



**United Nations Development Programme (UNDP)**  
- LGBTI Roundtables



The United Nations Development Programme (UNDP) is the United Nation's lead agency on international development, focused on bringing sustainable development and fighting inequality across the globe. It was clear to C.P. Group that our visions were aligned; abiding by our Three Benefits Principle, the Group also seeks sustainable and equitable growth in all the countries and communities we operate within. The Group believes that, united in our visions, cooperation between our organizations can only bring greater benefits to the people we serve.

In the past year, C.P. Group has been working closely with the United Nations Development Programme (UNDP) on issues such as protecting LGBTI rights and promoting diversity, equity, and inclusion in the workplace.

When the Group held a training session on business and LGBTI rights for our own personnel, we invited the UNDP as a valued partner and stakeholder to assist in our efforts to embed inclusion within our operations. Understanding that the UNDP has a unique perspective and extensive experience in this area, we believe that their support can jumpstart our diversity, equity, and inclusion initiatives in the Group's businesses. Furthermore, their work also helps to educate our workers on international standards and best practices regarding businesses and LGBTI rights.

The UNDP has also been invaluable in connecting the Group with other stakeholders, such as through their LGBTI and Diversity, Equity, and Inclusion Roundtables. C.P. Group deeply appreciates the opportunity to speak and listen to our peers in the Thai market, international organizations representing LGBTI groups, government agencies, and more. By doing so, the Group is able to share our progress and discuss our challenges. These Roundtables also clarify the different roles and responsibilities we have in addressing human rights issues, allowing us to further our cooperation in ever more effective and impactful ways.



**Ministry of Justice**



The Ministry of Justice (MoJ) is a core institution of the Thai government responsible for maintaining the rule of law – and is thus essential to the protection of human rights for all citizens as well as non-citizens residing and working in the country. C.P. Group believes that engagement and cooperation with the Ministry of Justice can lead to impactful projects that help us achieve our common goals in defending and promoting human rights in Thailand.

C.P. Group has worked with the Ministry of Justice on many initiatives, including the Business and Human Rights Academy, where they were essential in lending their support and legal expertise. As the objective of BHR Academy is to educate local businesses on the need for Human Rights Due Diligence, the MoJ is in a unique position to explain both the moral and regulatory imperatives of HRDD. BHR Academy provides a forum through which the Ministry can hear the opinions and ideas of the private sector, making it a mutual learning experience for all parties. Furthermore, the MoJ is able to contextualize HRDD within Thai law and governance culture, which is important for businesses trying to implement HRDD processes within their own operations.

The Group has also sought to utilize the Ministry's expertise on human rights laws by involving them in a training session on business and LGBTI rights. The Ministry provided an expert speaker to explain the current legislation on anti-discrimination and harassment against LGBTI and other communities, highlighting the different types of behaviors that are unacceptable in the workplace. They also contributed to discussions on policy and implementation suggestions, enabling a productive and learning experience for the employees.



*Tackling human rights issues requires cooperation from all sectors of society. Charoen Pokphand Group is one of the leading companies committed to systematically implementing human rights management throughout its entire value chain.*



**Ms. Nareeluc Pairchaiyapoom**  
Director of the International Human Rights Division,  
Ministry of Justice



C.P. Group



Employees are crucial stakeholders, as they are the people that are both affected by human rights issues and the ones who are managing them. C.P. Group, recognizing the foundational role of our employees in our human rights efforts, have engaged in a variety of projects in order to make employees, including migrant workers, feel included and safe within our workplace.

The announcement of the Discrimination and Harassment Prevention Policy, the Diversity, Equity, and Inclusion Policy, and the Migrant Workers Recruitment Policy will serve as the foundation of the Group’s efforts in protecting the human rights of our workers and employees. This is part of C.P. Group’s efforts to embed a respect for human rights within the company culture. Training courses and educational resources have been developed in conjunction with the feedback of employees, to better fit their needs. For instance, the training session on “Business and LGBTI Rights” helped to spread awareness about the importance of respecting the rights of LGBTI communities, especially concerning the treatment of employees or job applicants.

Migrant workers are employees that are particularly vulnerable to human rights violations. As migrant workers are often in desperate positions, their poverty is often abused by predatory recruiters to force them into unfavorable contracts or debt slavery. Our migrant worker recruitment policy establishes the “Employer Pays Principle,” which aims to prevent such behaviors from occurring within our value chain. According to this principle, which the Group adopted from the Dhaka Principles for Migration with Dignity, C.P. Group is responsible for all recruitment costs incurred by migrant workers.



*For the past century after its founding, Charoen Pokphand Group’s operations in 21 countries around the world have considered human resources as the foundation and heart of the Group’s business operations. We also recognize that respect for human rights lies at the heart of developing a sustainable business. Therefore, C.P. Group is dedicated to promoting diversity and creating an inclusive workplace for all employees, which will allow them to reach their greatest potential.*



**Pimonrat Reephattanavijitkul**  
Chief People Officer at C.P. Group

# DIGITAL SAFETY AND DATA SECURITY



## DIGITAL SAFETY AND DATA PRIVACY

As we move into a post-COVID “new normal,” the world has shifted to new modes of living and working which rely heavily on new digital technologies, including sophisticated video-conferencing tools, data collection and analytics, and online marketplaces with e-commerce and digital financial services. C.P. Group, recognizing the enormous potential of digital transformation, has moved to develop and implement digital solutions and platforms to provide the best products and services to our customers, to support the communities we operate in, and to enable our colleagues to perform to the best of their abilities. But with new opportunities come new challenges and risks.

Consumer groups and governments have raised concerns about the risks that come with the omnipresence of technology in our lives; C.P. Group’s most recent human rights risks assessment has identified personal data protection as an issue of both high risk and high impact. Furthermore, new legislation such as the United Kingdom’s and European Union’s General Data Protection Regulation (UK GDPR and EU GDPR) as well as Thailand’s Personal Data Protection Act (PDPA) come together with increasing pressure from civil society bodies to make clear that the public no longer tolerates lax security standards, exploitation of personal data, and illegal data harvesting.

As a result, as C.P. Group continues to build on our technological expertise in all aspects of our business, digital safety and data privacy have become even more essential. Whether for the consumers of our technology products or employees and partners utilizing our systems, risks are ever-increasing. These risks include the theft of personal data, the misuse of personal

information, online scams, phishing emails, and other various dangers. There are methods through which C.P. Group have sought to mitigate these risks, including training and education, developing security measures, providing guidelines on internal use of technology, and developing best practices for IT.

With the responsibility of protecting our consumers’ and employees’ privacy, the Group has taken the following steps to achieve these goals.

### C.P. Group Cybersecurity Center of Excellence

Understanding that the safety and privacy of data is an essential human right, in 2021, C.P. Group established the Cybersecurity Center of Excellence, with the mission to enable a safe and secure digital transformation for the Group’s operations. In the past year, the Center has established the Centralized Security Operation Center, which combines our various cybersecurity operations under central management. This has reduced costs while enabling knowledge sharing across business units and driven continuous improvement by setting key IT performance indicators. Furthermore, the Center has also announced the implementation of two core policies regarding cybersecurity: the Information Management Policy and Guidelines and the Personal Data Protection Policy and Guidelines based on international best practices and standards including PCI, DSS, ISO 27001, and NIST.



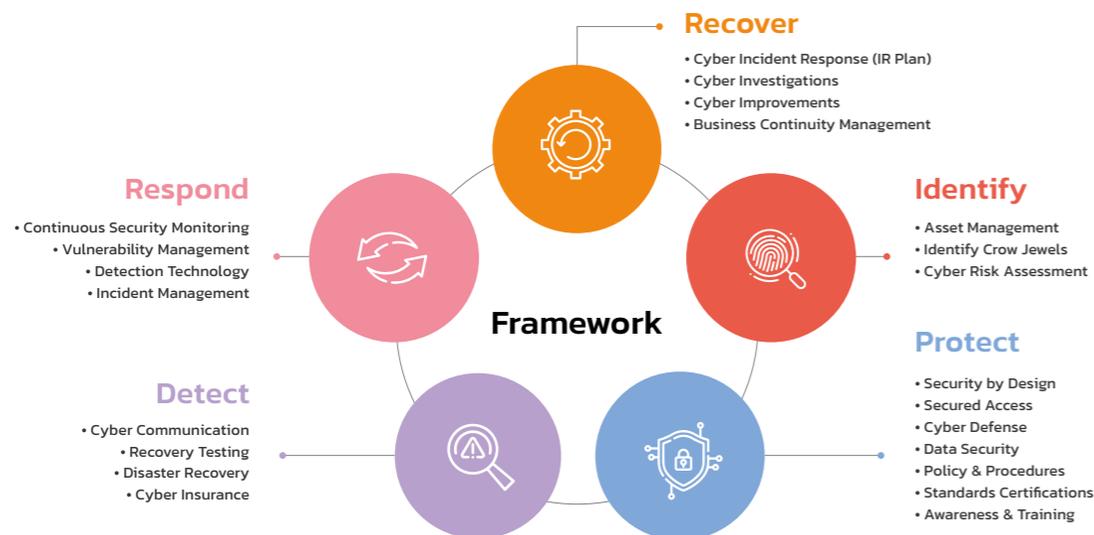
## Information Management and Personal Data Protection Policy and Guidelines

C.P. Group has announced and implemented two digital safety and data privacy policies – the Information Management Policy and Guidelines and the Data Protection Policy and Guidelines. Both policies are based upon a five-step framework – identify, protect, detect, respond, and recover. The first step is to perform an assessment to identify the “crown jewels” that must be protected at all cost, and the potential flaws or weaknesses in physical, digital, or governance systems that may put them at risk. The second step is to develop security measures to defend this information, whether it is through secured access, security by design, or training. The third step, detection, covers mechanisms to discover leaks, hacks, or other risks to the data through continuous security monitoring and detection technologies. If any issues arise, the fourth and fifth steps will be to respond and recover, using disaster recovery protocols and business continuity management. Having dealt with the issue, the whole five-step process begins again, to ensure the safety and privacy of this data. The Information Management Policy is focused on ensuring that business data remains confidential and is not misused. This begins with developing information risk management systems, within which users’ access rights are restricted and delegated depending on what information they do or do not require. Devices and digital systems are maintained and updated to appropriate standards, and are kept that way through consistent internal audits that keep a lookout for any potential risks or weaknesses that can be

exploited. In addition to storage and protection of data, the Policy also covers its use. Employees are to follow guidelines based on Mason’s Four Ethical Issues of the Information Age: PAPA, or Privacy, Accuracy, Property, and Accessibility. Data must be kept private and accurate, intellectual property rights must be protected, and the appropriate level of access must be provided to ensure the most effective and ethical management of information.

The Personal Data Protection Policy was implemented to ensure that personal data, whether it be from staff, customers, or business partners, remains private and protected from misuse. The office of Data Protection Officer was established, whose duty it was to monitor and review processes, advise management and staff on proper data management and data protection, and help develop data protection systems. The collection of personal data has been made more circumspect, to ensure that data is only collected according to purposes notified, and that no sensitive personal data that can lead to discrimination can be collected without the explicit consent of the owner. Furthermore, any individual has the right to access and delete their personal data, as well as access to grievance mechanisms if they believe their data to be misused in any way. Physical and digital systems are developed to maintain rigorous security measures to reduce any risks of breaches or leaks. Finally, staff are given training to brief them on this policy and the guidelines, to embed the importance of data privacy into company culture.

# ACHIEVEMENTS AND IMPROVEMENTS





# ACHIEVEMENTS AND IMPROVEMENTS

## Awards and Recognitions

Member of  
**Dow Jones Sustainability Indices**  
Powered by the S&P Global CSA



### Dow Jones Sustainability Indices

TRUE, CP ALL and CPF were ranked and certified as DJSI members in Telecommunication Service, Food & Staples Retailing and Food Products, respectively



### Asia Sustainability Reporting Awards 2021 Gold (Human Rights)

Chareon Pokphand Foods receives gold award at the Asia Sustainability Awards for best sustainability reporting on human rights.



### Thailand Corporate Excellence Awards 2021

Charoen Pokphand Group CPF and CP ALL received Distinguished Awards in Sustainability Development Excellence Marketing Excellence, and Overall Management Excellence, respectively.



### Model Company for the Promotion of Human Rights

CPF and CP ALL received an award recognizing its role as a model company for the promotion of human rights in 2021 from the Rights and Liberties Protection Department of the Ministry of Justice



### Ethisphere

Charoen Pokphand Group was ranked one of the world's most ethical companies for the second consecutive year in the 2022 World's Most Ethical Companies by Ethisphere.



### FTSE4Good

TRUE, CP ALL and CPF have been continuously selected as members of the FTSE4Good Emerging Index.

### Sustainability Award Bronze Class 2022

### S&P Global



### S&P Global CSA

Charoen Pokphand Group was listed as the Top 3 global sustainable companies under "Industrial Conglomerates" Sector.



### Model Company for the Promotion of Gender Equality in the Workplace

Chareon Pokphand Group was acknowledged as a model company for driving gender equality within the workplace by the Ministry of Justice



### UN Global Compact: LEAD

Charoen Pokphand Group participate in driving sustainability issues with UNGC as a LEAD level.



### HR Asia Best Company to Work for in Asia 2021

CPF, Lotus's, Makro, and True were awarded "Best Company to Work for in Asia"

# WAY FORWARD



## WAY FORWARD

C.P. Group is proud of the progress we have made this year - a year after our inaugural Human Rights Report. Our previous human rights report, a first for a Thai company, has paved the way forward for our business partners and even competitors in the market. C.P. Group has also made progress in many new areas since our last report, such as in digital safety and data privacy, which we hope will also prove to be an example for all others. For the next year, we will continue to work to progress on all metrics.



### Tackling Inequality

The current state of the world has made it clear that inequality is a critical issue that we must urgently address with rigorous effort. While inequality has always been lurking behind the many distressing situations around the world, this has been exacerbated by the ongoing global economic crisis. People experiencing poverty will suffer more if nothing changes. That is why C.P. Group resolves to fight inequality in whatever shape and form we can.



## Engage with partners – new and old – to tackle inequality

While there is much C.P. Group can do alone, inequality is not an issue bound by borders. With every country in the world facing issues stemming from inequality, there are ever-increasing opportunities for new partnerships. By collaborating with multilateral organizations, communities, and individuals dedicated to tackling inequality, C.P. Group can learn from experienced partners and contribute our expertise and resources to innovative and effective initiatives.

At the same time, it is also important to sound the call to action. By increasing awareness of the importance of addressing inequality, the Group can galvanize and spearhead greater action. The message must be appropriate and empathetic, considerate of local contexts and concerns.

Going into the future, we will continue our collaboration with the World Business Council for Sustainable Development (WBCSD), as a member of the Business Commission to Tackle Inequality (BCTI) to achieve this goal. C.P. Group has many plans for further initiatives with our partners in the fight against inequality – for example, through our effort to improve the quality of education in rural schools in Thailand, provide market access to smallholder farmers and SMEs, and offer economic opportunities to vulnerable groups – including, but not limited to, the elderly and people with disabilities.



## Integrating risks to communities and individuals into business decisions and corporate culture

While businesses can bring much prosperity, necessary goods and services, and opportunities to communities, they can also deprive people of those very things when they act without due care and accountability. Business operations that destroy environments that communities rely on, put workers at risk from unsafe practices, or unfairly exploit people and natural resources contribute to increasing inequality. Recognizing this, C.P. Group is determined to integrate risks to communities, individuals, and the environment into all business decisions to ensure the protection of human rights across all our businesses. This includes working on expanding our Human Rights Due Diligence to all 21 countries and economies we operate in.



## Delivering on commitments

Making a commitment is a powerful act that expresses intent and dedication to the cause. At the same time, far too often these commitments are used to obfuscate and hide a lack of concrete action. The World Benchmarking Alliance’s (WBA) 2020 Corporate Human Rights Benchmark identifies the failure to translate commitments into action on the ground as a crucial issue that must be addressed for companies to truly succeed at protecting human rights. Even companies that scored well on the Benchmark due to their thorough policies and strong commitments have faced allegations of failing to address human rights violations. Recognizing this, C.P. Group is determined to utilize the knowledge, expertise, and tools available to us and our local and international partners to effect real change on the ground.



## Duty to the community

According to research from the World Benchmarking Alliance, negative human rights impacts are overwhelmingly felt in developing countries.

With supply chains stretching across the globe and cascading down across a complex chain of suppliers and subcontractors, difficulties in enforcing human rights policies or identifying violations are a central issue. For developing countries, this can grow into a disastrous situation, with issues such as weak rule of law and political instability contributing to increasing risks to human rights. C.P. Group’s Three-Benefit Principle states that our company is duty-bound to support the communities we operate within. This is why the Group will direct our influence and resources towards initiatives to promote and protect human rights, whether with state organizations to encourage and establish regulations, with civil society to provide access to grievance mechanisms and channels of communication, and within our own businesses embedding human rights as a core part of our corporate culture.





## LEVERAGING TECHNOLOGY AND INNOVATION



### Technology and Human Rights

As C.P. Group pursues its mission to become a technology-driven organization, we have sought to leverage our expertise and develop tools for our human rights work. Human rights efforts require extensive cooperation and monitoring, accessible and dependable grievance and reporting systems, and transparency and traceability throughout the process. When the pandemic hit and disrupted nearly all aspects of our daily life, it forced us to abandon traditional modes of working. How can human rights audits be performed if borders are shut? How can we access factories that have been placed into a quarantine bubble? How can we identify workers in need of support when all our offices are empty? How can we stop abuse and discrimination when most work interactions now take place online? Leveraging our technological prowess will provide us with answers to these questions.

For instance, grievance mechanisms must be accessible, but also not expose the whistleblower to retaliatory actions. Secure digital platforms and blockchain technologies can enable ways for people to report violations of policy with credibility while also remaining anonymous. Online training can also help embed respect for

human rights into company culture. Recognizing that many workers are spending more and more of their time on some sort of digital device, the Group is able to provide training through a more accessible and interactive format by developing an online training course on human rights. Furthermore, it has never been easier to record and send videos, thereby making it much easier to deliver engaging training to employees.

In addition, achieving C.P. Group's goal of expanding HRDD to all 21 countries we operate in will require us to leverage technologies to enable greater monitoring and cooperation across all our operations. For instance, blockchain can provide greater transparency and security, which are necessary components for a successful HRDD program.

Innovation and respect for human rights are enshrined as pillars of the Group's philosophies, in our Three-Benefit Principle and our Six Core Values. Together, with these two pillars reinforcing each other, C.P. Group will march onwards to make today a better tomorrow.

## THE UN GUIDING PRINCIPLES REPORTING FRAMEWORK INDEX

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For more detail on the UN Guiding Principles Reporting Framework, please visit: [www.ungpreporting.org](http://www.ungpreporting.org)

## GLOSSARY

BOD	Board of Directors	SAQ	Self-Assessment Questionnaire
CoC	Code of Conduct	UDHR	Universal Declaration of Human Rights
EPP	Employer Pays Principle	UNGCC	United Nations Global Compact
ESG	Environmental, Social, and Governance	UNGP	United Nations Guiding Principles on Business and Human Rights
HRDD	Human Rights Due Diligence	UNGPRF	United Nations Guiding Principles Reporting Framework
HRIA	Human Rights Impact Assessment	UN WEP	United Nations Women's Empowerment Principles
HRRA	Human Rights Risk Assessment		
ILO	International Labour Organization		
LPN	Labour Protection Network		
PSC	People Steering Committee		

# HUMAN RIGHTS REPORT

MAKING TODAY A BETTER TOMORROW  
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