# Human Right Due Diligence: HRDD

The Company has a Human Rights Due Diligence encompassing all locations of the Company's business operations, including all activities pertinent to the Company's value chain, covering employees, customers, suppliers, partners, creditors, shareholders, and community, as well as business alliances related to the Company's business operations throughout the Supply Chain.
The Company has considered human rights issues with potential risks associated with the operations, including the use of forced labor, human trafficking, child labor, employment condition, occupational health and safety, infringement of data privacy, rights to freedom to association and collective bargaining, community safety, illegal labor in supply chain, etc. Therefore, the Company must place importance on auditing the Company's business operations to protect the human rights violation of any relevant group throughout the business chain. In addition, to protect, mitigate, and manage human rights impacts occurring in business activities, the Company conducts the Human Rights status auditing follow to UN Guiding Principles on Business and Human Rights: UNGPs as follows;

## 1. Commitment




## A Statement of Policy Commitment to Respect Human Rights:

The Company determined and announced the Human Rights and Labor Practices Policy with awareness that respecting human rights is the important responsibility and has pertinence with all stakeholders such as customers, employees, shareholders, suppliers, creditors, communities related to the Company's business operations, which covering human trafficking, forced labor, child labor issues for non-discrimination, sexual harassment and other forms of harassment, rights and freedom to association and collective bargaining, fair wages and others in human rights. Additional details of the Human Rights Policy and Labor Practices Policy can be found on the Company's website:*https://sustainability.globalhouse.co.th/en/sustainability-overview/sustainability-policy*

## 2. Impact Assessment

**Assessment of Actual and Potential Human Rights Impacts of Company Activities and Relationship:** The Company performs assessment to identify the Human Rights risks issues in business operations and stakeholders who may be affected by human rights violations. Including Human Right Risk Assessment and Human Right Impact Assessment: HRIA.
Human Rights Risk Assessment covers only the Company's business activities, including new business relations, such as joint ventures or mergers and acquisitions, representing 100% coverage**.** These activities include Product Operations, Service Operations, Product Distribution Operations, and Store and Office Operations, while considering all internal and external stakeholders who may be directly or indirectly impacted by the Company's business activities throughout the value chain, such as employees,

customers, suppliers, communities and society, and shareholders as well as vulnerable groups such as forced laborers, women, children, indigenous peoples, migrant workers, and third-party contract employees.

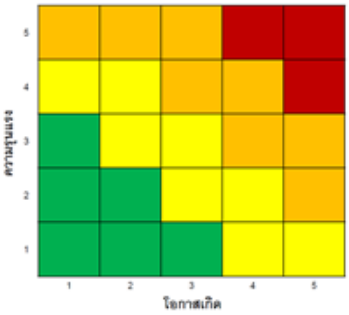
## 2.1 Scoping the human rights issues

| Labour Rights | Community and Environmental | Consumer Rights | Supplier Rights |
|---|---|---|---|
| · Employment Conditions<br>· Working Environment<br>· Occupational Health and safety<br>· Non-discrimination<br>· Freedom of association and collective bargaining<br>· Forced Labour<br>· Data Privacy of employees | · Standard of living and quality of life<br>· Community Safety<br>· Access to water sources<br>· Acquisition of Land | · Consumer health and safety<br>· Data Privacy of Customer<br>· Customer Non-Discrimination | · Data Privacy of supplier<br>· Fair treatment with supplier |

## 2.2 Risk Assessment

The Company conducts human rights risk assessment by using 5x5 risk matrix to identify risk level of human rights issue, considering from 2 dimensions, that is; severity and likelihood, and divided risk of human rights issue into 4 levels as follows;

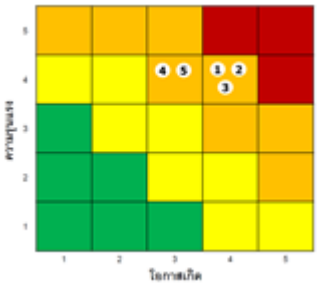
- Highest Risk
- High Risk
- Medium Risk
- Low Risk



## 2.3 Prioritization of Human rights issues

The Company set the priority of the important human rights risks, which are the most severely impacted through related activities and other business relationships of the Company. In 2025, the Company has the important human rights risks 6 issues as a result from the risk assessment of business activities.

1. Customer Data Privacy
2. Employee Data Privacy
3. Supplier Data Privacy
4. Occupational health and safety
5. Health and Safety in community
6. Health and Safety of consumers



## 3. Integration

**Incorporating into Company Procedures and Addressing Impacts:**

After identifying the 5 high-risk human rights issues, the company analyzes the potential risk and defines the procedures to reduce impact and remediation processes to reduce the likelihood or severity and impacts of these human rights risk issues which may affect stakeholders and vulnerable persons group.

| Risk Issues | Risk | Impact Mitigation Measure |
|---|---|---|
| **1. Customer Data Privacy** | Leakage of customer data and the use of personal data without consent | · Personal Data Protection Policy.<br>· Appointment of the Data Protection Officer (DPO) and the working group for Personal Data Protection to define the controlling measures and data protection in accordance with regulation and laws.<br>· Collecting, storage and processing data pursuant to the objective and consent.<br>· Complaints handling channel and corrective action immediately to complaints. |
| **2. Employee Data Privacy** | Leakage of employee data and the use of personal data without consent | |
| **3. Supplier Data Privacy** | Leakage of Supplier data and the use of personal data without consent | |
| **4. Occupational health and safety for employees** | Accidents from operations of employees | · Occupational health and safety policy.<br>· Job Safety Analysis ( JSA) and define the prevention measure.<br>· Safety Manual and Personal Protective Equipment (PPE).<br>· The Committee of Occupational Safety Health (COHS).<br>· Safety Training to employees.<br>· Complaints handling channel for employees. |
| **5. Health and Safety of Community** | Traffic accidents causing from products transportation and services. | · Comply to the vehicle safety standards of the Company.<br>· Regularly Checking availability of Driver and Vehicles.<br>· Complaints handling channel for communities. |

| Risk Issues | Risk | Impact Mitigation Measure |
|---|---|---|
| **6. Health and Safety of Customers** | Products and services that cause insecurity to consumers. | · The selection and inspection system of quality products and services in accordance with the specified standards and regularly reviewed.<br>· Products guarantee, customers can change and claim products within 30 days (as conditions specified).<br>· Complaints handling channel for consumers. |

**4. Tracking and Reporting**

**Tracking and Reporting Performance:**

The Company aims to continuously conducting surveillance procedures on human rights due diligence by tracking and evaluating the result of existing mitigation measures, to ensure that such measures were continuously improved to manage and remedy the occurred human rights issues through complaints handling channel, revision of social and environmental management system, and improvement of management plan to deal with impacts and conduct corrective action efficiently.

Performance in 2025, the operations and business activities of the Company have completely passed the risk and human rights impact assessment and there is Impact Mitigation Measure and corrective process for high-risk issues.

The company has no cases or incidents of human rights violations, including issues related to forced labor, child labor, discriminatory practices, harassment or any form of sexual misconduct, freedom of association, the right to collective bargaining, equal remuneration, and other human rights. The company regularly discloses information on its human rights operations to the public through Annual Reports or Company's website.

## 5. Remediation and Mitigation

**Remediation and Remedy:**

The company is committed to conducting the human rights risks assessments in appropriate time along with implementing preventive and mitigating measures, providing remediation in case of human rights violations, tracks and reports on progress, and reviews its policy-driven commitments to ensure maximum effectiveness in human rights management system.

The company places importance on the processes of protecting and remedying individuals who may be affected by its operations in terms of human rights. In the event of a human rights violation, the company will conduct fair investigation procedures and provide remediation appropriately to affected individuals according to the nature of the damage, whether physical, mental, reputational or labor rights such as compensation for damages, apologies and restoration of reputation, reinstatement, and prevention of recurrence and impose penalties in accordance with its regulations and policies as follows;

- Verbal Warning
- Written Warning
- Suspension from work
- Dismissal
- Lay-off

Since there have been no complaints regarding human rights violations in the past year, the company does not have any necessary measures for remediation and correction.
In each case, the company will take care of and provide remedies to individuals affected by human rights violations according to appropriateness. The company provides an opportunity for those impacted to file complaints regarding human rights issues through the following channels:

Contact Channels

Siam Global House Public Company Limited
232 Moo 19, Robmueang Subdistrict, Mueang Roi Et District, Roi Et 45000
Tel: 043-519777, Call Center 1160
Email: secretary@globalhouse.co.th