

Home Product Center Public Company Limited conducts its business and aims to develop its business for sustainable growth based on morality and virtue as its guidelines consistently. The Company does not only create sustainable value added for shareholders but also place importance on how to fairly deal with all stakeholders. The Company also supports, promotes and aims to use UN Guiding Principles on Business and Human Rights (UNGPR) pertaining to the protection of and respect for rights and the impact remediation of right violations arising from business operation as a policy for the organization's human rights management in the same standard. The Board of Director, therefore, specifies duties and responsibilities for all directors, executives and employees to comply with and acknowledge such policy as well as to inform such policy to customers, shareholders, trading partners and society for their acknowledgment in which, in such policy, there must be a regulation on human rights used with inside and outside stakeholders of the organization and the regulation shall relate to 4 main points i.e. human rights of customer, human rights of employee, human rights of shareholder, human rights of trading partner and/or creditor.

#### 1. Human Rights of Customer

- Each customer must be taken care equally and must be welcome and contacted politely and provided information and suggestion on product, how to use the Company's product and service efficiently for the customer's highest benefit and delivered product and service with quantity as expected at fair price.
- Strictly comply with all conditions to customers provided that each customer must be treated with equality and impartiality regardless to race, nationality, religion, gender, language, age, color, education and social status.
- Protect customer's personal information for the highest security in using the Company's service.
- Arrange channel for customers to complain and give their opinions and suggestions to the Company if they have any problem and the Company shall appropriately manage such complaint and give remedy against any human rights violation.

#### 2. Human Rights of Employee

- Respect equality of individual in employment and open opportunity to all applicants without discrimination based on race, nationality, religion, gender, language, age, color, education, social status, disable people, elder people, LGBT and sexual orientation.
- Committing to prohibit and protecting employees from sexual harassment or non-sexual harassment in the workplace leading to the zero tolerance for discrimination.

- Take care and protect benefit, wage, compensation and welfare of all employees in all levels appropriately and fairly and treat all employees equally without discrimination for the serenity of the Company's operation.
- Promote and support good employment condition by taking into consideration on safety, health, working condition and environment on the operation.
- Regularly promote and support employees to participate in management and activities related to managing system as specified by the Company.
- Support employees to be developed their skills and abilities by providing opportunity thoroughly and consistently as well as give them understanding, strengthen their skills and improve their attitudes properly as the Company considers that all employees are our valuable resource.
- Give priority to listen employee's opinion and suggestion based on fact and respect for right and freedom of employee in giving any suggestion.
- Arrange channel for employees to propose their problems if they have any question or complaint to the Company and the Company shall appropriately manage such problem and give remedy against any human rights violation.
- The Company fully respects associates' rights without any prohibition of the establishment or the participation of/in the labor union.

### **3. Human Rights of Shareholders**

- Supervise and support the use of right and ownership of controlling the Company's operation, attending the meeting, giving opinion, casting vote and passing resolution on reduction of capital, increasing of capital and exchanging, transferring and selling of shares and receiving of dividend payment as well as verifying shareholders registration book.
- Propose an actual report and notify information on the Company's operation regularly and completely as well as notify criteria and method in holding shares without exception.
- Concern and emphasize an importance on shareholder's right and not take any action that may violate or diminish shareholder's right.
- Protect and insure personal information of shareholder for highest security in holding the Company's share.

### **4. Human Rights of Supplier and/or Creditor**

- Open opportunity for all suppliers to offer their products and services and join as partnership equally without discrimination.
- Treat supplier and/or creditor impartially and fairly by considering on the highest benefit of the Company and based on fair compensation for both sides.

- Protect and insure that information of supplier and/or creditor will not be disclosed to any unrelated supplier or person and protect, supervise, not misappropriate or not use any intellectual property and secret of supplier in a wrong way.
- Adhere to code of business conduct, advertisement and fair competition as well as comply with all laws and regulations.

In addition, the Company shall operate its business properly, transparently, fairly and with accountability based on laws and other international standards. Moreover, the Company shall strictly comply with laws on labor protection provided that the Company must not employ child labor and that employee must not be forced to work and working hours must be as specified by law and wage adjustment must be fairness to employee by relying on laws and the Company shall supervise, support and protect to operate its business not affecting to working environment of employee and not affecting to social environment occurring from the Company's business operation.

This announcement is effective from January 1<sup>st</sup>, 2019 onwards.

For mutual acknowledgement,



( Mr. Weerapun Ungsumalee )

Representative of the Board of Directors,  
and Managing Director