

Human Rights–Related Operations

Krungthai Bank PCL

Under the vision “Growing Together for Sustainability”, Krungthai Bank PCL is committed to sustainable business operations and it aims to develop the nation’s economy, society and environment. The Bank places great importance on good governance by inspecting and assessing human rights-related operations conducted by the Bank, as well as by entities in its supply chain which includes employees, customers and partners. This is stated in the Bank’s Code of Conduct.

The Bank respects basic human rights that everyone equally deserves so that we all can live in peace, regardless of nationality, race, gender, age, language, religion, physical or health condition. The Bank treats everyone equally, without excluding, discriminating, restraining anyone or limiting anyone’s rights. It also has measures in place to protect whistleblowers. The Bank has also incorporated the UN Guiding Principles on Business and Human Rights (UNGPs) and Ruggie’s Protect, Respect, and Remedy framework in its human rights management guidelines, and extended them to its supply chain: its employees, customers and partners.

Approach to Human Rights Issues

The Bank conducts human rights due diligence which consists of the following process:

- Publicly announce the human rights policy and disclose operations related to it in Sustainability Development Report or Annual Report;
- Assess human rights risk and impact by having the business units that deal with stakeholders assess human rights risk involved;
- Integrate human rights principle into work process and incorporate human rights principle in the Bank’s work process that involves stakeholders;
- Remedy, correct and prevent human rights violation as well as seeking solutions and preventive measures to ensure that such violation will not occur in the future , and implement the measures at all offices and branches;

The Bank has established guidelines for human rights operations which cover the rights of employees, the rights of customers and human rights in the supply chain. The details are as follows:

Rights of Employees

Employees are the integral part of our organization and one of the key drivers toward the organization's sustainable growth. Therefore, the Bank is committed to adhere to human rights principles and international standards regarding labor and human resources management. The guidelines for operation are as follows:

- The Bank considers gender sensitivity and will not tolerate any gender discrimination in the workplace. It is determined to treat all employees with equality and fairness, regardless of their gender, race, nationality, religion and disability. The Bank also does not hire children who are under 18, forced labor and trafficked workers.
- The Bank has established the duties and responsibilities of the Environmental Management for Employees' Welfare Committee to ensure that the work environment is suitable and safe for working.
- The Bank has an employee complaint handling process and management to resolve disputes and violations in the workplace fairly and equitably.
- The employees have the freedom of association and collective bargaining (through the labor union), which are employees' basic rights to protect them from unfair treatment by the employer.

Rights of Customers

The Bank highly values protecting the rights of our customers by presenting products and services appropriately and fairly in a non-discriminatory manner. It also protects customers' privacy, data and transaction history. The guidelines for operation are as follows:

- The Bank provides services to its customers in a non-discriminatory manner and treats all of them fairly and equitably. It also provides complete and accurate information about our products to ensure that the customers have adequate information for decision making.
- The Bank has channels for receiving complaints that are inclusive. Its systematic customer complaint handling process aims to help the customers and handle problems arising from product selling and services provided to the customers.

- The Bank has established a policy and standards for information security which meet the requirements set by the Bank of Thailand and international standards such as ISO/IEC 27001:2013 PCI-DSS (Payment Card Industry Data Security Standard).
- The Bank has set up a data leakage detection and protection system, as well as having follow-up procedures, proactive approaches in cyber security and digital forensics investigations to check and elevate the level of information security, as well as ensuring that the customer information is safe.
- The Bank has published the privacy policy on the Bank's various communication channels to show the transparency of its collection, use, disclosure and/or transfer of its customers' personal data to another country. The privacy policy complies with the laws regarding personal data protection.

As for corporate customers, the Bank offers loans and credit to all customers who are credible. It also has guidelines to prevent the Bank from financing businesses with environmental, social and human rights risk. The Bank has an Exclusion List which defines types of projects and businesses that the Bank will not finance. The list includes businesses and projects that involve or create environmental impact, such as chemical manufacturing and waste treatment, as well as business and projects that have corporate governance issues or may have negative social impact, which are:

1. businesses that are against the law or social moralities
2. businesses that are engaged in or involve arms and munitions trade
3. projects that may have negative impacts on the environment

Human Rights in Supply Chain

All business operations of the Bank, as well as its stakeholders which include its employees, the management, customers, shareholders, partners, etc., strictly adhere to the Code of Conduct. Moreover, it has extended the principles to its suppliers, who are also one of the main stakeholders, to ensure that the Bank complies with the procurement policy which states that the procurement process must be transparent, fair and verifiable. This would lead to a sustainable co-existing business relationship.

Therefore, the suppliers must strictly comply with the Bank's Supplier Code of Conduct and observe the following practices:

- The suppliers must be committed to conducting their businesses with integrity and honesty.
- They must observe good practices in their industries and compete fairly.
- They must not disclose the Bank's and its partners' confidential information for the benefit of certain people without receiving a consent to do so unless the disclosure is required by law.
- They must comply with international human rights standards: lawful employment, no child labor, appropriate working hours, and lawful termination of employment contract with their employees.
- They must provide safe, hygienic, appropriate working condition and opportunities for development to all employees
- They must place importance on environmental management, effective and efficient use of resources, pollution reduction, as well as supporting environmentally-friendly business operations and policies.

Channels for Customer Complaints and Suggestions

Telephone: 0-2111-1111

Post: Customer Complaint Center

P.O. Box 44 Hua Lam Pong

Post Office Bangkok 10331

Email: complaint.center@krungthai.com

For more information on the complaint handling process and procedure, please refer to Krungthai Bank's 2021 SD Report p.62.

Channel for Whistleblowing

Email: whistle@krungthai.com

Channel for Employee Complaints and Suggestions

Telephone: 0-2208-8887

Email: HR.care@krungthai.com

hr_hotline@krungthai.com

Risk Identification

Krungthai Bank	Customers	Employees	Suppliers/Partner
	<ol style="list-style-type: none">1. Observing Market Conduct regulations when presenting products and services to customers2. Privacy and data protection3. Fair customer complaint handling	<ol style="list-style-type: none">1. Fairness, equality, and respect for diversity in employment practices, no workplace discrimination2. Freedom of association and collective bargaining3. Safe and healthy environment in the workplace	<ol style="list-style-type: none">1. Lawful employment2. Freedom of association and forming labor union3. No discrimination toward employees and members of organizations4. Providing a complaint channel for employees who feel they receive unfair treatment5. Safe and healthy environment in the workplace6. Treating suppliers equally and fairly7. Complying with Personal Data Protection Act

The Bank reviews its operations on human rights matters annually.