

## Policy Description:

**Target Group (All Employees, All Exempts, All DL)**

**Site Location Effected: ■ SVI ASIA**

Version 4.0

## Policy Statements:

### Human Rights Policy (English Version)

#### Document Release Notice

This Human Rights Policy, Version 4.0, is released for use within the respective SVI locations, with an effective date of 8<sup>th</sup> May 2026.

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## Revision List

| Ver. No. | Revision Date             | Revision Description | Section No. (Control Document) | Rationale for change   | Change type (add/modify/delete)                        |
|----------|---------------------------|----------------------|--------------------------------|--|--|
| Ver 1.0  | Original Date: 01-06-2022 |                      | POL-HR-0002                    |  |  |
| Ver 2.0  | Revision Date: 01-09-2024 |                      | POL-HR-0002                    | 1. Principle of the Policy<br>2. Objective<br>4. Definition Terms<br>5. Abbreviation<br>6. Guidelines<br>7. Registration of complaints<br>13. Communication of human rights policy | Add<br>Add<br>Add<br>Modify<br>Add<br>Modify<br>Modify |
| Ver 3.0  | Revision Date: 25-09-2025 |                      | POL-HR-0002                    | Revised the Measures and Guidelines for Remediating Human Rights Impacts   | Revise   |
| Ver 4.0  | Revision Date: 08-05-2026 |                      | POL-HR-0002                    | Revised the Human Rights scope to explicitly cover key stakeholders: employees, customers, suppliers, and communities.   | Revise   |

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## 1. Principles of the Policy

SVI aims to conduct business with ethics, holding on to responsibility to society and all groups of stakeholders based on the Good Corporate Governance principle and SVI's Code of Conduct. For human rights protection, SVI has strictly complied with laws and international standards, especially giving support to and complying with the Universal Declaration of Human Rights and the International Labour Organization Declaration on Fundamental Principles and Rights at Work, including the promotion of women's rights to equal employment.

Furthermore, SVI places great importance on protecting the rights of women and LGBTQ+ individuals by promoting equality in all business activities, preventing discrimination based on gender, gender identity, or sexual orientation, and aligning its practices with international standards on human rights and labor rights for all groups.

To ensure that SVI's business is free from human rights violations, the Board of Directors of the Company considers that it is appropriate to define the Human Rights Policy and Guidelines to prevent violation of human rights in every activity of SVI's business (direct activity), including business partners in the business value chain & joint ventures.

## 2. Objective:

- 2.1 To ensure that the internal and external stakeholders are aware of their rights, roles and responsibilities, scope and communication channels regarding human rights protection and advocate for human rights protection.
- 2.2 Determined to create and maintain a corporate culture aiming to respect human rights according to this Human Rights Policy
- 2.3 To raise awareness and support all individuals within the organization, as well as stakeholders, in recognizing the importance of respecting the rights and freedoms of women and LGBTQ+ individuals, without any form of discrimination.

## 3. Scope:

This Human Rights Policy applies to all SVI activities and business operations and covers all relevant stakeholders, including employees, customers, suppliers, contractors, and local communities.

The Policy applies to operations under SVI's management control, such as its own facilities and joint ventures, and extends to its value chain. SVI expects its suppliers and business partners to adhere to equivalent human rights standards and may conduct appropriate assessments to ensure compliance.

SVI is committed to respecting the rights and interests of affected communities and other stakeholders who may be impacted by its operations, products, and services.

#### 4. Definition Terms in the Human Rights Policy

**“Human Rights”** are rights inherent to all human beings, regardless of physical or mental status, race, nationality, country of origin, ethnicity, religion, gender, sexual orientation, gender identity, language, age, skin colour, education, social status, culture, tradition, or any other status as stipulated by laws of each country and treaty. Human rights include the rights to life and liberty, freedom from slavery and torture, freedom of expression and association, the right to work and education, and many more. Everyone is entitled to these rights, without discrimination.

**“Women's Rights”** refers to the rights that every woman is entitled to in living, working, and expressing opinions without discrimination or oppression, whether in social, economic, political, or familial contexts. This includes the right to access educational, employment, and healthcare opportunities, to receive fair compensation, and to participate equally in social and political decision-making processes.

**“LGBTQ+ People”** refers to persons with sexual orientations different from the heterosexual norm, such as lesbians, gays, bisexuals, transgender individuals, other forms of gender identity, and those who identify as queer or questioning.

**“Sexual Discrimination”** refers to the unfair treatment of individuals based on gender, gender identity, or sexual orientation, which constitutes a violation of human rights and must be avoided and opposed in all instances by the organization.

The Board of Directors, executives, management and employees at all levels must be aware of the importance of respecting human rights of every aspect of everyone, including social and community laws of each country and treaties each country is committed to:

- Treat everyone following the Human Rights principle on an equal basis without discrimination
- Avoid any act considered a violation of Human Rights
- Support Human Rights, Women's Rights and LGBTQ+ People protection at every level of work
- Support communication, dissemination, education, creation of understanding, defining direction, monitoring, and providing any support to any stakeholders or business partners in the business value chain, including suppliers, contractors, and those in the joint venture, to join the business with ethics respecting human rights and treating everyone based on the human rights principle in this policy.

#### 5. Abbreviations:

- SPOC - Single Point of Contact
- HRBP – HR Business Partner
- ER - Employee Relation
- HRS – HR Service
- HRD - HR Development

## **6. Guidelines**

### **6.1 Labour**

- 6.1.1** Everyone shall pay respect to Human Rights and treat each other with respect and honour on an equal basis without considering differences in physical or mental status, race, nationality, and country of origin, ethnicity, religion, gender, sexual orientation, gender identity, language, age, skin colour, education, social status, culture, tradition or any other status.
- 6.1.2** The Company allows its employees to work on a voluntary basis and is opposed to the use of forced labour, bonded labour, slave labour or human trafficking.
- 6.1.3** The Company shall not use child labour and avoid any work that is likely to jeopardise the health or safety of Employees.
- 6.1.4** The Company shall apply working hours that are in line with domestic labour law
- 6.1.5** The Company shall ensure that compensation and benefits as well as career advancement, are considered fairly.
- 6.1.6** Performance evaluation shall not be based on birth, gender or sexual orientation, gender identity, age, nationality, ethnicity, language, religion, culture, belief, political view, disability, or economic status.
- 6.1.7** The Company shall treat its employees humanely without using violence in the workplace. Punishment through fine/ financial penalty and wage withholding shall be prohibited.
- 6.1.8** The Company shall provide equal opportunity to all employees in career advancement. The Company also provides training to build its employees' skills and capacity, including specialised, technical, language, and behavioural skills training.
- 6.1.9** According to the U.K. Modern Slavery Act of 2015 and Thailand's Emergency Decree Amending the Anti-human Trafficking Act, B.E. 2551, B.E. 2562 (the "Act"), SVI Public Company Limited and its subsidiaries ("SVI") shall perform essential due diligence to prevent modern slavery and human trafficking.

### **6.2 Occupational Health, Safety & Environment**

- 6.2.1** The Company shall adopt and comply with the occupational health and safety standards for the industrial sector by ensuring the safety and health standards of the workplace and overall well-being.
- 6.2.2** The company is responsible for organizing safety and health measures, with clear responsibilities, communication and cooperation
- 6.2.3** The company is responsible for planning and implementing the preventative and protective measures based on risk assessment; (such measures depend on a hierarchy of implementation, starting with the elimination of the hazard, through reduction of risk by engineering controls to administrative measures, the wearing of personal protective equipment);
- 6.2.4** The Company shall support and facilitate the process of claiming social welfare benefits to its employees.
- 6.2.5** The Company shall not force any job applicants or persons in employment to undergo HIV/AIDS and Tuberculosis screening. Access to personal data relating to a worker's HIV status should be bound by the rules of confidentiality consistent with the ILO's code of practice on the protection of workers' personal data, 1997. If any employee is conducting screening on a voluntary basis and providing reports to the company, then that test result shall be kept confidential.

- 6.2.6** The Company shall provide gender equality and maternity health protection to its female employees, e.g. assigning an appropriate job to a pregnant employee, is not labour-intensive, does not require working in an unsafe area and does not affect rest time. This includes provision of information regarding pregnancy advice, maternity leave, maternity benefits and protection against dismissal during pregnancy.
- 6.2.7** The Company shall ensure a safe environment and health conditions for its employees and the business counterparts.

### **6.3 Ethics**

- 6.3.1** SVI shall continuously develop and conduct a Due Diligence Process to identify human rights risks and impacts and potentially affected stakeholders, plan for corrective and preventive actions on addressing, preventing, and managing human rights violations, and to track and monitor the situation. Also, an appropriate mitigation plan shall be set for a human rights violation case.
- 6.3.2** SVI shall fairly treat and protect any whistleblower who reports a violation of the human rights of an individual related to SVI by implementing whistleblower protection measures to protect all whistleblowers and informants involved, as stipulated in SVI Whistle-blower Protection Policy.
- 6.3.3** Everyone shall support communication, dissemination, education, creation of understanding, defining direction, and provide any support to any stakeholders or business partners in the business value chain, including suppliers, contractors, and those in the joint venture to join the business with ethics respecting Human Rights, Women's Rights and LGBTQ+ People and treat everyone based on the human rights principle in this policy
- 6.3.4** SVI shall respect the human rights of customers and end-users by conducting business responsibly in relation to products and services, preventing discrimination in customer interactions, and ensuring that customers can access the Company's complaint channels to report any human-rights-related concerns associated with SVI's activities, products, or services.
- 6.3.5** Community and Stakeholder Engagement  
The Company shall establish a structured approach to stakeholder engagement to ensure that concerns related to human rights are identified, understood, and addressed effectively.
- Conduct stakeholder identification and mapping covering affected groups such as local communities, vulnerable populations, and workers in the value chain
  - Engage stakeholders through regular consultation mechanisms (e.g., meetings, surveys, public forums)
  - Ensure engagement is inclusive, culturally appropriate, and accessible
  - Where applicable, respect the principle of Free, Prior and Informed Consent (FPIC), especially for indigenous communities
  - Maintain transparent communication regarding business activities that may impact communities
  - Monitor and evaluate stakeholder concerns and integrate feedback into decision-making.
- 6.3.6** Diversity, Equity and Inclusion.  
SVI shall establish measurable diversity targets where appropriate (e.g., gender diversity, leadership representation)

- Conduct regular training and awareness programs on diversity, anti-discrimination, and inclusion
- Promote equal pay for equal work and regularly review compensation practices
- Ensure an accessible workplace environment for persons with disabilities
- Monitor and report DEI performance indicators.

#### 6.3.7 Land Rights and Water Resources

- Conduct Human Rights Due Diligence (HRDD) related to land use and water consumption
- Avoid involuntary land acquisition and ensure fair compensation and livelihood restoration where unavoidable
- Respect customary land rights and local community rights
- Implement water stewardship practices, including:
  - Monitoring water usage and efficiency
  - Preventing water contamination
  - Supporting water conservation initiatives
- Collaborate with government agencies, NGOs, and communities in managing land and water risks
- Establish mitigation and emergency response plans for environmental impacts

### 7 Measures and Guidelines for Remediating Human Rights Impacts

SVI Public Company Limited has established mechanisms to address human rights impacts for affected parties (if any), both at the individual and community levels, as a result of human rights violations in labour, occupational health, safety, environmental aspects, and ethics arising from business operations, whether preventive measures were in place or not. These mechanisms are carried out through the company's complaint handling system, with a focus on ensuring that remedies are transparent, accessible, fair, and in accordance with human rights principles.

#### Forms of Remedy

- 1. Monetary Compensation:** For example, paying damages to the victim. The amount or circumstances under which payment is made depend on negotiations between both parties and is in accordance with company regulations and measures.
- 2. Non-monetary Compensation:** For example, offering an apology, providing assistance after a harmful incident such as cases of sexual harassment or workplace accidents, in order to restore the victim's mental well-being. This can include offering medical assistance, halting certain actions, implementing damage control measures, and preventing recurrence, among others.

Remedies of this nature must go through a process of consultation to seek mediation, provide information to raise awareness of the potential impacts on the individuals or communities involved, and include measures to resolve or alleviate the suffering caused by the violation of human rights. The company provides

opportunities for affected parties to fully participate in the negotiation process to ensure that victims or those impacted can access remedies and receive effective compensation, enabling all affected parties to continue their lives in normalcy.

## **8 Registration of complaints**

SVI's employees and External Stakeholders (including customers, suppliers, contractors, business partners, and community representatives) are responsible for reporting Human Rights violations in connection with the Company's activities under the Grievance Management Policy and the Whistleblowing Policy regarding reporting misconduct or legal violations to the following persons/departments:

1. Head of HR, ER or Legal
2. Feedback box / Hot Line: 02-1050462
3. Company Official Line: SVI Connect
4. Via email at [whistleblower@svi.co.th](mailto:whistleblower@svi.co.th)

Protection of Personal Information and Confidentiality of the Complainant:

- The Company shall maintain confidentiality and provide protection to an individual who files a complaint. The individual will not be affected by any business decisions.
- Protection of information and privacy of SVI's employees or business counterparts, including third parties, shall be guaranteed. However, the Company strongly suggests that its employees provide their names and contact information for ease of reference.

## **9 Redressal of complaints, Investigation and Penalties**

- HR SPOC (ER) will share the complaints tracker in Excel format with the Head of HRS on a weekly basis.
- The head of HR/ER will initiate the investigation immediately after being made aware of the complaint.
- Data will be collected from the complainant, witnesses and other involved parties, official records & other sources as necessary.
- Post investigation, the action plan (if any) will be agreed and implemented. The resolution will be communicated to the complainants.
- All complaints will be reported to the complaints committee team on a monthly basis.

If the complaint is severe and is related to Discrimination and retaliation, then the Head of HRPB, post investigation, will report to the complaint committee for their further advice and resolution.

## **10 Resolution of complaints**

The Head of HR/ER should communicate to the complainant through written communication, either by:

- Identifying ways in which the matter will be resolved
- Explaining that there are no practical solutions currently open
- Rejecting the employee's complaint

If an investigation concludes that the alleged person violates human rights as defined in the human rights policy, disciplinary action will be taken against that

person. If the accusation is found to be unlawful, the alleged person shall be subject to the following:

- Disciplinary action in accordance with the Company's regulations and code of conduct. Decisions made by the Company's CEO/ President and the complaint committee are final.
- The Company's employees shall be liable to legal liability under civil or commercial law per the decision made by a legal body if an accusation is found to be well-founded.

### **11 Maintaining records and reporting**

- ER & Grievance Unit shall preserve records pertaining to grievance/complaint received & resolution, and closure of the complaint as per the law of the land. The company is liable to maintain the following records as per the applicable laws:
  - a. SVI Public Company Limited, Thailand: Minimum period for 2 years.
  - b. SVI (AEC) Company Limited, Cambodia: Minimum period for 3 years.
- The complaints tracker shall be updated with the details after sending intimation of resolution to the complainant.
- ER & Grievance Unit (post approval from HRS Director) shall submit required reports to management and to auditors as and when requested.
- A monthly report will be sent to the complaints committee and CEO/ President on all complaints received and resolutions provided.

### **12 Reviewing the complaint**

- ER & Grievance Unit will track all the grievances raised on a regular basis.
- Repetitive complaints should be analyzed, and steps for a permanent resolution should be taken.

### **13 Untruthful or Malicious Allegations**

- This Policy & Procedure is designed to assist employees who have a genuine cause for concern.
- If a complaint is found to be untruthful or raised in bad faith, it may lead to Disciplinary Procedure, as appropriate.

### **14 Communication of Human Rights Policy**

To ensure that the Company's employees are aware of its human rights policy, the Company shall do as follows:

1. The Company shall disseminate its human rights policy via its communication channels, e.g. Company Official Line: SVI Connect, Email, Notice Boards, annual reports and sustainable reports.
2. The Company shall ensure that its human rights policy is reviewed regularly

### **15 Management Rights**

- Management has the sole discretion to alter, withdraw or amend this policy at any time as required.
- The interpretation of the policy rests exclusively with the Management. The decision of the Management will be final and binding

## 16 Annexure : Complaint Addressal members

| S.No | Mechanism   | Responsible  |
|------|---|--|
| 1    | Registration of complaints in the complaint application Tracker | HR SPOC (ER)   |
| 2    | Complaint Handler   | Head of HR/ER  |
| 3    | Complaint Committee members                                     | <ol style="list-style-type: none"> <li>1. Head of HR</li> <li>2. Internal Audit</li> <li>3. Legal</li> <li>4. HRBP as designated</li> <li>5. ER &amp; Grievance Unit- Secretary</li> </ol> |