



Human Rights Due Diligence (HRDD) Report 2025

AEON Thana Sinsap



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The company has established a human rights due diligence process in alignment with the UN Guiding Principles on Business and Human Rights (UNGPs) to ensure that operations are conducted appropriately, comprehensively, and thoroughly, as follows:



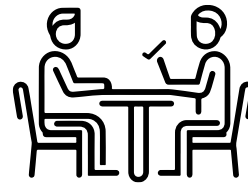
**Setting
the policy**



**Risk
Assessment
(HRRRA)**



**Impact
Assessment
(HRIA)**



**Integration
and Action**



**Tracking
effectiveness**




Communication

The company has established a human rights risk assessment process as follows:

- **Scope Determination:** Define the scope of the assessment, including business units, operational areas, activities, and relevant stakeholders.
- **Stakeholder Identification and Engagement:** Identify and engage relevant stakeholders through interviews and surveys covering employees, business partners, communities, and vulnerable groups.
- **Human Rights Risk Identification:** Identify potential human rights risks arising from business operations and supply chain activities.
- **Risk Assessment and Evaluation:** Assess and evaluate risks based on their severity and likelihood and prioritize significant human rights issues accordingly.
- **Assessment Summary and Reporting :** Summarize the assessment results, key findings, and recommendations for human rights risk management and mitigation.

In 2025, the company conducted a human rights risk assessment focusing on employees as the key stakeholder group. Employee interviews were conducted by an independent third party covering various human rights issues in alignment with the UN Guiding Principles on Business and Human Rights (UNGPs), as follows:

Stakeholder	Employee
 <p data-bbox="264 1029 542 1125">Human Rights Issues</p>	<p data-bbox="638 762 918 805"><u>Manager level</u></p> <ul data-bbox="672 821 1646 1045" style="list-style-type: none"> • Working conditions and treatment of employees • Pay and benefits (Fair Payment) • Privacy of customer & employee data • Treatment of customers and partners <p data-bbox="638 1117 828 1157"><u>Staff level</u></p> <ul data-bbox="672 1173 1433 1396" style="list-style-type: none"> • Fairness & Treatment • Workload & Pressure • Privacy of customer & employee data • Treatment of customers and partners






In 2025, the company did not identify any human rights violations or receive any human rights-related complaints through its reporting channels. Accordingly, no remediation actions were required during the reporting period.

Nevertheless, the company remains committed to the continuous monitoring, review, and preventing human rights violations. Should any incidents occur, the company will implement appropriate remediation measures, prioritizing affected stakeholders. Such measures may include financial compensation or non-financial remedies, restoration of rights, disciplinary actions, or formal apologies, together with corrective actions to prevent recurrence.



The company has established whistleblowing channels accessible to all stakeholders to report concerns or complaints relating to suspected human rights violations, as follows:

For Internal Whistleblower

All employees are able to report whistleblowing case through internal channel as follows:

-  Email : aeonhai191@aeon.co.th
-  Website : <https://enrollment.aeonts.com/aeonhai191/>
-  Phone : 092-257-8387

For External Whistleblower

-  Send letter to: Whistleblowing Helpdesk Team as following address
“AEON Thana Sinsap (Thailand) Public Company Limited 388 Exchange Tower, 26th Floor, Sukhumvit Rd., Khwaeng Klongtoey, Khet Klongtoey, Bangkok 10110”
-  Legal Attorney Hotline E-mail: report_aeonglobal@yglpc.com

Measures

After receiving a complaint, the company reviews and processes the case in accordance with appropriate procedures, including fact verification, interviews with involved parties, and the determination of corrective or improvement actions. Complaints are reviewed and processed by the relevant departments within 14 days of receipt.

The company has integrated the United Nations Guiding Principles on Business and Human Rights (UNGPs) into its Human Rights Due Diligence (HRDD) process to identify, assess, prevent, mitigate, and manage actual and potential human rights impacts arising from business operations and stakeholder engagement throughout the value chain.

The annual HRDD assessment prioritizes salient human rights issues and enables the implementation of preventive, corrective, and remediation measures to address identified risks. Monitoring and review mechanisms are also in place to assess the effectiveness of these measures and support continuous improvement, promoting respect for human rights across the company's value chain.

In 2025, no reports or complaints related to human rights violations were identified within the company's operations. Therefore, no remediation actions were required.

**0 cases of
Working Condition Violations**

**0 cases of
Forced Labor, Human Trafficking, Child Labor**

**0 cases of
Harassment Violations**

**0 cases of
Discrimination Violations**

**0 cases of
Occupational Health and Safety Violations**

In cases where the company's investigation reveals human rights violations within a complaint, prompt action will be taken to address and manage the impacts, such as providing remedies to affected individuals, improving processes, or taking appropriate disciplinary actions. Compensation for damages will be provided to affected parties as appropriate.

In addition, the company provides human rights training to employees at all levels and communicates human rights issues to all stakeholders to ensure their understanding of the company's human rights standards and approach.

