



Human Rights Policy

Charan Insurance Public Company Limited

Creator	Reviewer and Approver	Approved by resolution of the Board of Directors No. 1/2024 Held on February 21, 2024
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Human Rights Policy Commitments

Charan Insurance Public Company Limited acknowledges the significance of upholding human rights as a fundamental aspect of business operations. Consequently, a human rights policy has been formulated to provide guidance and foster fundamental respect for human rights. This policy aims to safeguard the basic rights and human dignity of all individuals involved in the Company's operations. It aligns with national laws, international human rights principles, and best practices for the business sector, encompassing documents such as the Universal Declaration of Human Rights (UDHR), United Nations Guiding Principles on Business and Human Rights (UNGP), and Principles of the United Nations Global Compact (UNGC).

Scope of Policy

This policy is applicable to the business operations of Charan Insurance Public Company Limited, encompassing the entire business value chain. It serves as a framework for the management of human rights and operational guidelines for both the Company's own operations and businesses that the Company has the authority to manage. This policy extends to all related activities throughout the entire business value chain.

Furthermore, the Company aims to encourage other relevant parties within the Company's business value chain to operate in accordance with the principles of respecting human rights. This will be achieved by using this policy as a guideline for practice or application, as deemed appropriate in their respective operations.

Definition

“Human Rights” refers to: the fundamental rights and freedoms inherent from birth, emphasizing equality without discrimination based on race, color, gender, language, religion, education, customs, traditions, culture, social status, property or residence status, political opinions, or any other matter according to the law or binding contractual obligations. Additionally, it recognizes everyone's right to equality, freedom, protection from slavery and torture, and the freedom to express opinions. This policy also acknowledges the right to work, receive appropriate compensation, and facilitate a fair livelihood without discrimination.

“Business value chain” refers to: a series of interconnected activities that collectively contribute to creating added value for products and services. This chain encompasses a diverse range of stakeholders including employees, partners, customers, competitors, shareholders, creditors, communities, and society at large.



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Human rights policy guidelines

The Board of Directors, executives, and employees are committed to respecting and treating all groups of stakeholders equally. They provide equal rights and opportunities for everyone without discrimination, irrespective of factors such as race, skin color, gender, gender identity, age, religion, language, creed, belief, social status, family origin, disability, and political opinions. This commitment aligns with relevant provisions of law and international human rights principles. The Company conducts its business with caution to prevent human rights violations in the Company's work processes. The guidelines for the human rights policy encompass the following important matters:

1. The Company unequivocally opposes the use of child labor and strictly adheres to defined criteria and age conditions for hiring workers in accordance with the labor protection laws of the respective country.
2. The Company advocates for equitable employment practices, ensuring fair treatment of all employees. Employment terms and conditions are mutually agreed upon, with wage rates, benefits, working hours, overtime, holiday work, leave days, and other entitlements meeting or exceeding legal requirements. The Company safeguards the maternity rights of pregnant employees by granting maternity leave, which includes the period after childbirth. Wages and/or benefits during maternity leave are provided in accordance with legal requirements. Additionally, the Company ensures the right to return to the same position at the conclusion of maternity leave.
3. The Company categorically rejects all forms of forced labor and ensures that work duties are assigned based on individual abilities and mutual agreement between parties. Additionally, the Company strictly prohibits forced labor, prison labor, slave labor, or any other coerced forms of labor throughout its business operations and within the businesses under its managerial authority in the value chain.
4. The Company affords employees the right to voluntarily decide whether to participate in any activity. This includes the freedom to express opinions within the bounds of legal and ethical principles.
5. The Company advocates for the occupational safety and health of all individuals in the business value chain and relevant stakeholders. It ensures a safe working environment through the implementation of measures and systems to prevent and monitor safety risks, in strict adherence to pertinent safety and health laws.
6. The Company condemns human trafficking and harassment, unequivocally prohibiting any associated actions. This encompasses avoiding involvement in human trafficking, intimidation, parody, or any form of violence. The Company also prohibits commenting on others' differences in an undesirable manner, engaging in sexual harassment through behavior and words, and any actions that may cause physical or mental discomfort, violating human dignity.
7. The Company acknowledges and respects the rights of indigenous people, along with local customs and traditions in all areas of operation. It is committed to accepting, safeguarding, and promoting indigenous



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customs, traditions, heritage, wisdom, and culture, including traditional rights and cultural heritage of the indigenous people.

8. The Company will establish an extensive Human Rights Due Diligence system and process within its operations and throughout the business value chain to identify, assess, and address human rights risks. This includes implementing measures to prevent and reduce impacts, incorporating appropriate remedial measures and mitigation processes consistent with principles of righteousness and generally accepted practices. Furthermore, the Company will conduct investigations encourages the submission of complaints or into human rights violations, monitor compliance with the human rights policy, and regularly report and disclose relevant information.
9. The Company welcomes complaints or reports of human rights violations arising from its activities or business value chain. Individuals can submit complaints through the dedicated channel on the Company's website at www.charaninsurance.co.th. The Company is committed to ensuring fairness and providing protection to those making the complaints.
10. The Company will foster a culture of respect for human rights by actively monitoring and addressing actions that violate such rights. Additionally, it will communicate, disseminate knowledge, and promote understanding of human rights consistently and regularly among the Board of Directors, executives, employees, and throughout the entire business value chain.
11. The Company will conduct an annual review of its human rights policy or when significant events occur, ensuring alignment with legal principles, international codes of practice, and the evolving business environment at all times.
12. Individuals who engage in human rights violations are deemed to be in breach of the Company's code of conduct and this policy. Such violations will be subject to disciplinary actions in accordance with the Company's regulations. In cases where the actions are considered legal offenses, legal punishments may also be imposed.