



2023 Human Rights Due Diligence Report
Triple i Logistics Public Company Limited and Subsidiaries



Throughout this report,

“Company” means Triple i Logistics Public Company Limited (TLG),

“Subsidiaries” means company in which TLG has more than 99% shareholding,

- Triple i Air Express Company Limited
- Asia Ground Service Company Limited
- Triple i Maritime Agencies Company Limited
- Triple i Supply Chain Company Limited
- Hazchem Logistics Management Company Limited
- DG Packaging (Thailand) Company Limited

“Group” means TLG and company in which TLG has more than 99% shareholding.



Human Rights Due Diligence : HRDD

The Group conducts a comprehensive human rights review, which is a risk management process that is operated continuously every year in accordance with the organization's human rights policies and practices in order to prevent and avoid human rights violations. The human rights implementation also includes anti-trafficking of persons, forced labor, and child labor, all of which are based on basic principles of respect rights, freedom, and equality. There must be no harassment of any kind, as well as no discrimination or prejudice based on nationality, religion, skin color, age, gender, sexual orientation, disability, language, or political stance, particularly among vulnerable groups such as children, women, people with disabilities, and the elderly.

The scope of the assessment of human rights risks and potential impacts from all business activities is defined, both from current businesses and potential future projects, and covers all groups of stakeholders both inside and outside the organization. The human rights operations of other logistics service provider companies are compared in order to find appropriate mitigation actions in the case of human rights violations and to establish risk-prevention guidelines. This aims to achieve the goal of becoming an organization free from human rights violations throughout the Group's business value chain.





Assessing human rights risks and impacts

The Group assessed human rights issues to prioritize risks, using the following criteria:

Horizontal axis: Likelihood criteria considering probability of occurrence, divided into 4 levels:

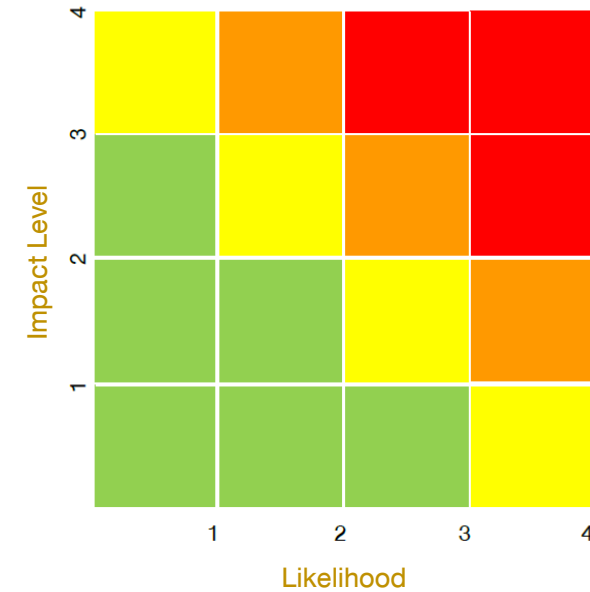
1 Low 2 Medium 3 High 4 Very high

Likelihood	Description of Likelihood
1 Low	(<10%) The event has never occurred in the operation in 5 years.
2 Medium	(10-19%) The event occurred in the operation 1 time in 5 years.
3 High	(20-50%) The event occurred in the operation 1 time in 1 year.
4 Very High	(>50%) The event occurred in the operation >1 time in 1 year.

Vertical axis: Impact Level criteria considering the severity of the impact, the scope of the impact, and the ability to remedy divided into 4 levels:

1 Low 2 Medium 3 High 4 Very high

Table of human rights risk assessment for the Group



Level of Risk

Very High

Unacceptable

Immediate consideration must be given to increasing management measures to reduce the risk level to an acceptable level.

Medium

Surveillance

It is a level that is still acceptable.

High

Becoming unacceptable

Consideration must be given to increasing management measures to reduce the risk level to an acceptable level.

Low

Acceptable

Adequate measures to deal with the risks are available.

Vertical axis : Impact Level Criteria

Based on the severity of the impact, the scope of the impact, and the ability to remedy

Impact Level	Severity of Impacts								Scope of Impact	Ability to Remedy
	Employee Health and Safety	Corporate Reputation	Continuity of Operations	Operation System	Compliance with the Law	Impact on Customers/Shareholders	Environmental Impact	Impact on the Community		
1 Low	Injured and requiring First Aid	It does not affect the Company's reputation, or the company does not receive complaints from stakeholders.	Business operations are disrupted for no more than 12 hours, and there is no impact on work procedures.	The system fails or crashes but can be repaired in a timely manner.	There is no issue with compliance with the law, but it may be against ethics.	Customers or shareholders have concerns and inquiries to the Company.	There is an impact on the environment and takes no more than 1 year to mitigate and restore it to its original condition.	There is no or little impact on the community.	No one is affected.	It takes no more than 1 year to recover.
2 Medium	Injured to the point of needing treatment from a doctor but hospitalization is not needed (OPD)	There is extensive unfavorable news in the public media, both inside and outside the country, and both online and offline, or there are corruption issues that require 48 hours to recover reputation.	Business operations are disrupted 24 hours or there is an impact on work processes.	The system fails or crashes and cannot be repaired in the specified time.	The Company may be warned or required to submit documents or evidence to competent officials for investigation.	The Board of Directors or executives must come out and explain the facts.	There is an impact on the environment and takes 1-2 years to mitigate and restore to its original condition.	It has an impact on the community, prompting it to file a written complain with the Company.	There is an impact on 1-2 groups of stakeholders and/or less than 1% of individuals of each group.	It takes 1-2 years to recover.
3 High	Seriously injured and hospitalization is required for treatment (IPD)	There is extensive unfavorable news in the public media both inside and outside the country, both online and offline, or there are corruption issues that require more than 48 hours to rebuild the reputation.	Business operations are disrupted for 1-3 days or the work cannot be delivered/handed over to the relevant agencies on time.	The Back Office system cannot be repaired or restored within the specified time.	The Company is investigated by competent officials and found guilty and/or punished.	The Company may be required to settle disputes with customers or shareholders before legal action can be taken.	There is an impact on the environment and takes 3-5 years to mitigate and restore to its original condition.	It has an impact on the community, prompting it to file a written complaint and the Company is investigated by an external regulatory agency.	There is an impact on 3 or more groups of stakeholders and/or a total of 2-3% of individuals of each group.	It takes 3-5 years to recover.
4 Very High	Disabled or dead	The Company is listed as a prohibited company, or the stakeholders have lost confidence in the company, or the company has a bad reputation for good corporate governance.	Business operations are disrupted for more than 3 days or the work cannot be delivered/handed over to the relevant agencies on time.	The Customer Touchpoint system cannot be repaired within the specified time.	The Company may have its business license revoked, or the executives may be sentenced to imprisonment.	The customer or shareholder sues the Company.	There is an impact on the environment and takes more than 5 years to mitigate and restore it to its original condition.	It has a wide impact on the community to the point that it has been ordered to stop operations or there are protests that prevent it from operating.	There is an impact on 3 or more groups of stakeholders and/or a total of more than 3% for individual of each group.	It takes more than 5 years to recover.



Potential Risks in the Organization and in the Value Chain of the Business

Risks on Labor Rights	Issues on Potential Risks	Relevant Stakeholder
Employee Health and Safety	1 Employees are injured while working in the work area/during work	Employees
	2 Employees do not comply with safety and occupational health requirements to the point of causing accidents	Employees
	3 Work areas are not safe for working, such as non-standard security measures, non-standard equipment, damaged equipment	Employees
Working Environment	4 Unsuitable environment for work, such as lighting, noise, density of employees per working area, working hours, green space, first aid equipment according to the Ministry of Labour's regulations, weather condition in the work area during PM2.5	Employees
Discrimination against Workers	5 Employees are not treated equally by favoring certain groups of workers or certain people, and there is discrimination against race, religion, gender, educational institutions political opinions	Employees
	6 The Group does not provide a complaint channel in case of human rights violations	Employees
Freedom to Assemble and Participate in Bargaining	7 The Group is in the process of preparing for the election of the Workplace Welfare Committee under the Labor Protection Act. Therefore, there may be no channels for negotiation to claim rights and benefits, which may result in a collective strike for negotiation	Employees
Child and Forced Labor	8 The Group has illegal labor violations.	Employees/Children/Alien Labor

Risks on Customer Rights	Issues on Potential Risks	Relevant Stakeholder
Customer Health and Safety	9 Non-standard products or services of the Group affect customers' health and safety during the use of the service	Customers
Customer Data Security	10 Customer Data Leakage	Customers
Discrimination against Customers	11 The Group subserves certain groups or customers	Customers



Potential Risks in the Organization and in the Value Chain of the Business

Risks on Suppliers Rights	Issues on Potential Risk	Relevant Stakeholder
Health and Safety at Work of Suppliers	12 Suppliers are injured at work in the work area	Suppliers
	13 Suppliers do not comply with occupational safety and health requirements to the point of causing accidents	Suppliers
	14 Road accidents occur during the transportation of goods by a partner	Suppliers
Supplier Code of Conduct	15 Suppliers do not provide a good working environment for employees	Suppliers
	16 Suppliers do not manage waste according to occupational health principles	Suppliers/Environment
Child and Forced Labor	17 Suppliers have violated illegal labor	Suppliers' Employees/ Children/Alien Labor
Supplier Data Security	18 Supplier data leaks	Suppliers
Discrimination against Suppliers	19 The Group subserves certain groups or suppliers	Suppliers

Risks on Community and Environmental Rights	Issues on Potential Risk	Relevant Stakeholder
Community and Environmental Health and Safety	20 Operational pollution throughout the business value chain	Community/Environment
	21 Chemical spill in the warehouse area	Community/Environment
	22 Chemical leak during cargo transportation	Community/Environment
Standard of Living and Quality of Life	23 Traffic problems around the Head Office	Community/Environment
Waste and Hazardous Materials Management	24 Pollution from non-standard hazardous waste management	Community/Environment



Establishment of Mitigation and Prevention Measures

In 2023, the Group considered a total of 24 human rights risks that may arise from the Group’s business activities and found that all risks were low and had sufficient measures to deal with them.

Issues on Potential Risk	Mitigation and Prevention Measures
<p>1 Employee injured at work in the workplace/during operation</p>	<ul style="list-style-type: none"> - The Group provides occupational safety training to executives and employees at all levels as needed for their lines to enhance skills in occupational safety management, such as training and occupational health, safety, and environment in accordance with applicable laws and regulations, first aid, basic fire extinguishing and fire evacuation drills, advanced firefighting, and chemical spill emergency response drills. - The Group conducts annual health and safety risk assessments in its operational procedures. The goal is to reduce the number of accidents and occupational injuries to zero. - The employee orientation includes an emergency response plan, as well as an annual drill at both the headquarters and the warehouse. - In the event of an accident at work, employees or witnesses must notify their supervisors so that the severity of the occurrence can be assessed and reported to the appropriate parties in accordance with the hierarchy and channels set forth in the Total Quality Control and Management System. - In the event of a serious accident, the Group will establish an incident investigation committee consisting of experienced and knowledgeable personnel to analyze the root cause of the incident and lead to the formulation of measures to prevent, eliminate, and reduce risks, and find ways to prevent recurrence to be effective, consistent with work, and practical. The incident investigation report is presented at the executive meeting on a monthly basis.
<p>2 Employees do not comply with occupational safety and health requirements to the point of causing accidents</p>	<ul style="list-style-type: none"> - The Group recognizes the importance of communication to prevent and reduce accidents or illnesses caused by work through a variety of channels, such as sending work safety information via e-mail, meetings before starting work such as Morning Talk, as well as safety knowledge exchange activities, for example, Safety Day. - Safety warning signs are placed throughout the work area in both the headquarters and the warehouse. - In the event of an action or incident that is below safety standards, an immediate work stoppage will be ordered.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
<p>3 Work areas are unsafe to work in due to non-standard security measures and equipment, as well as defective equipment</p>	<ul style="list-style-type: none"> - Only business partners who operate a standard security business are selected and engaged for the Head Office. - The Group's warehouses are located within a specific warehouse operator area where the rules and security standards are required by law. - The Group's warehouses conduct pre- and post-use safety checks on equipment in line with legal safety procedures, taking into account the greatest level of user safety, and tools and equipment are maintained according to the stipulated plan. - If the work area is found to be unsuitable for work or the equipment is damaged, an order will be issued to stop working or utilizing the equipment immediately.
<p>4 Unsuitable work environment, such as lighting, noise, employee density per working area, working hours, green space, first aid equipment according to the Ministry of Labour's regulations, weather condition in the work area during PM2.5</p>	<ul style="list-style-type: none"> - The Group measures and evaluates the working environment annually, such as measuring the intensity of lighting in the work area to ensure that every worker works in an appropriate environment and is not harmful to health. - The Group provides personal protective equipment, emergency equipment, first aid kits, and emergency plans in case of work-related illnesses are provided to workers according to the type and nature of work, sufficient to use and easy to access. - Only business partners who operate a standard security business are selected and engaged for the Head Office. - The Group has provided air purifiers in meeting rooms and office areas to reduce the amount of PM2.5 dust and issued a notice of guidelines to deal with the dust problem. - The Group's warehouse space is located in a specific warehouse area, which has safety standards for workers as required by law, and the environment is assessed and inspected before starting operations. - The Group conducts health checks for new employees and annual health checks for all employees based on workplace risk factors, and it monitors for potential impacts on their work, including specialized health checks for employees working in warehouses, such as heavy metal detection for employees in chemical warehouses and hearing risk detection for employees in the aircraft parking bay. - The Group has prepared a pandemic and emerging infectious disease response plan that covers both prevention and preparedness before the outbreak of the pandemic, including mitigating the impact both during and after the pandemic.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
<p>5 Employees are not treated equally because they favor certain groups or employees and there is discrimination of race, religion, gender, educational institutions, political opinions</p>	<p>- The Group operates under the Code of Business Conduct, the Sustainable Development Policy, and the Human Rights Policy, all of which address equal care and treatment of employees based on labor law standards and other relevant laws, including references to international human rights practices. It also has a fair recruitment and employment process, and it values and treats employees equally, regardless of race, nationality, religion, skin color, age, gender, sexual orientation, disability, language, political stance, and educational institution.</p>
<p>6 The Group does not provide a complaint channel in case of human rights violations</p>	<p>- The Group provides a complaint channel in case employees are not treated fairly. They may submit a complaint by mail, email, and through the complaint channel on the Company's website.</p>
<p>7 The Group does not have an establishment welfare committee under the Labor Protection Act as a channel for negotiating for rights and benefits</p>	<p>- The Group values the principle of respecting labor rights and give employees opportunities to express their opinions and complaints through a variety of channels, such as the Human Resources Department and job satisfaction surveys. The Management Committee assigned the Sustainability Working Group to perform a study on the management of the election of the Establishment Welfare Committee, with the goal of obtaining a conclusion and determining the plan for the committee's election by the second quarter of 2024.</p>
<p>8 The Group has illegal labor violations</p>	<p>- The Group operates under a human rights policy that states that it will fight against human trafficking. In all cases, the Group will not employ workers who fall into the category of illegal labor, including child labor and forced labor, and will pay special attention to the rights of vulnerable groups such as children, people with disabilities, women, minorities, and ethnic minorities, immigrants, native people, local communities, alien workers, or workers hired through third parties, to ensure that no human rights violations occur during the business operation.</p>
<p>9 The Company's products or services do not meet the standard and affect the health and safety of customers during the service</p>	<p>- The Group's transportation of dangerous goods and chemicals is operated under safety standards as required by law, and the work procedures for a vehicle emergency response plan for operators has been prepared to ensure safety while transporting goods.</p> <p>- In the event of a chemical spill during the transportation of goods, employees must comply with the measures in the Chemical Spill Suppression Operation Manual to prevent potential damage to the health and safety of customers and related parties.</p>



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
10 Customer data leaks	<ul style="list-style-type: none">- The Group operates under the Computer Crime Act B.E. 2560 (2017), the Cyber Security Act B.E. 2562 (2019), the Personal Data Protection Act B.E. 2562 (2019) (PDPA) and ISO 27001 Security Standards (Information Security Management System).- The Group follows the Code of Business Conduct on customer confidentiality by not disclosing customer documents or information, complies with the Group's information technology laws and regulations regarding information technology of the Group by controlling third-party access to information, and secures information systems.- In 2023, the Group improved its information system operations by switching to a more efficient system, conducting an annual emergency plan drill, testing the security system at the cyber control level, and reviewing the information operation manual to be in line with current operations.- The Group's Information Operations Manual outlines operational procedures covering various topics, including information security, the procedure for monitoring the security of the server computer system, and preparation for emergencies that may be caused by system data being compromised or attacked by viruses.
11 Certain group of customers or individuals are given a favor	<ul style="list-style-type: none">- The Group operates under a good corporate governance policy, conducts business fairly, and considers all stakeholders.- The Company's anti-corruption policy states that the Company's personnel must not operate or participate in any form of fraud and corruption, either directly or indirectly, and must conduct business honestly.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
12 Suppliers get injured while working in the workplace	<ul style="list-style-type: none"> - The Group has prepared work procedures for operational control for contractors as well as emergency operation manuals for contractors, including Safety Talk, which provides information on hazards in the work area before contractors or suppliers arrive at the Group's warehouse areas. - The Group also conducts risk assessments when selecting contractors or suppliers using a three-step assessment procedure as follows: <ol style="list-style-type: none"> 1) Contractors or suppliers must undergo an annual service evaluation. 2) Contractors or suppliers must pass an annual supplier audit. 3) If a contractor arrives to perform work in the warehouse area, the contractor must complete a functional assessment and accept operational instructions from the safety officer in order to obtain a work permit. The work is classified as general work without heat, work at height, and work that generates heat and sparks. - In the event of an accident at work, the supplier or incident witness must inform the supervisor so that the seriousness of the incident can be assessed and reported to the relevant personnel according to the hierarchy and channels provided in the Total Quality Control and Management. - In the event of a serious accident, the Group will establish an incident investigation committee consisting of experienced and knowledgeable personnel to analyze the root cause of the incident and lead to the formulation of measures to prevent, eliminate, and reduce risks, and find effective ways to prevent recurrence in line with the work that can be carried out practically. The incident investigation report will be presented at the executive meeting on a monthly basis.
13 Suppliers do not comply with occupational safety and health requirements to the point of causing accidents	<ul style="list-style-type: none"> - The Group's suppliers are required to pass an annual supplier audit, which includes employee requirements such as employee selection, employee training, and alcohol and drug checks.
14 Road Accidents While Transporting Goods by a Supplier	<ul style="list-style-type: none"> - The Group's suppliers are required to pass an annual supplier audit, which includes vehicle requirements such as pre-operation vehicle readiness checks, and transporting vehicle maintenance. - Suppliers who drive transport vehicles must follow the operating procedures outlined in the Group's Driver Handbook. - The Group's transportation of dangerous goods and chemicals complies with legal safety standards, and the Group has established an operating procedure for emergency response plans for transport vehicles for both employees and suppliers to ensure the safety of goods while in transit.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
<p>15 Suppliers do not provide a pleasant working environment for employees</p>	<ul style="list-style-type: none"> - The Company's procurement policy states that the criteria for consideration of procurement, apart from the consideration of the quality of goods and services, price, and the supplier's delivery, must take into account social and environmental responsibility and good corporate governance of suppliers. - The Company has established a Code of Business Conduct for suppliers as a framework in line with the Group's sustainable development goals, which consists of operating guidelines with suppliers under the heading of Business Ethics; compliance with human rights and labor requirements, occupational safety and health requirements, relevant environmental standards, and community and social responsibility.
<p>16 Suppliers do not manage waste according to occupational health principles</p>	<ul style="list-style-type: none"> - The Company's procurement policy states that the criteria for consideration of procurement, apart from the consideration of the quality of goods and services, price, and the supplier's delivery, must take into account social and environmental responsibility and good corporate governance of suppliers. - The Company has established a Code of Business Conduct for suppliers as a framework in line with the Group's sustainable development goals, which consists of operating guidelines with suppliers under the heading of Business Ethics; compliance with human rights and labor requirements, occupational safety and health requirements, relevant environmental standards, and community and social responsibility.
<p>17 Suppliers have violated illegal labor</p>	<ul style="list-style-type: none"> - The Company's procurement policy states that the criteria for consideration of procurement, apart from the consideration of the quality of goods and services, price, and the supplier's delivery, must take into account social and environmental responsibility and good corporate governance of suppliers. - The Company has established a Code of Business Conduct for suppliers as a framework in line with the Group's sustainable development goals, which consists of operating guidelines with suppliers under the heading of Business Ethics; compliance with human rights and labor requirements, occupational safety and health requirements, relevant environmental standards, and community and social responsibility.
<p>18 Supplier data leaks</p>	<ul style="list-style-type: none"> - The Group operates under the Computer Crime Act B.E. 2560 (2017), the Cyber Security Act B.E. 2562 (2019), the Personal Data Protection Act B.E. 2562 (2019) (PDPA) and ISO 27001 Security Standards (Information Security Management System). - The Group follows the Code of Business Conduct on customer confidentiality by not disclosing customer documents or information, complies with the Group's information technology laws and regulations by controlling third-party access to information, and secures its information systems. - In 2023, the Group improved its information system operations by switching to a more efficient system, conducted an annual emergency plan drill, tested the security system at the cyber control level, and reviewed the information operation manual to be in line with current operations.



Establishment of Mitigation and Prevention Measures

Issues on Potential Risk	Mitigation and Prevention Measures
19 Certain group of suppliers or individuals are given a favor	<ul style="list-style-type: none">- The Group follows the good corporate governance policy and procurement policy that promotes free and fair business operations without taking advantage of suppliers, provides accurate, complete, and clear information, and discloses and treats all suppliers equally.- The Group has a transparent and verifiable procurement system by strictly complying with relevant regulations and laws.- The Company's anti-corruption policy states that the Company's personnel must not operate or participate in any form of fraud and corruption, either directly or indirectly, and must conduct business honestly.
20 Operational Pollution throughout the Business Value Chain	<ul style="list-style-type: none">- The Group conducts annual surveys to assess the impact of its business operations on the community and environment.- The Group conducts annual inspections of wastewater quality from hazardous materials and chemical warehouse areas.
21 Chemicals spill in the warehouse area	<ul style="list-style-type: none">- In the event of a chemical leak in the warehouse, operators, both employees and suppliers, must comply with the measures in the warehouse emergency response plan.
22 Chemicals leak during cargo transportation	<ul style="list-style-type: none">- In the event of a chemical spill during the transportation of goods, the supplier must comply with the measures in the Chemical Spill Suppression Operation Manual to prevent potential damage to the health and safety of customers and related parties.
23 Traffic problems around the headquarters	<ul style="list-style-type: none">- The Group organizes a team of facilitators and manages traffic to be more agile and reduce traffic problems in the community.
24 Pollution from non-standard hazardous waste management	<ul style="list-style-type: none">- The Group has only selected and hired business partners who operate hazardous waste disposal businesses meeting the standards required by law.

However, human risk issues related to the Group's business operations may change as activities and stakeholder groups change. The Group therefore has to regularly review risk issues every year in order to determine and improve measures to deal with impacts and guidelines for effective prevention and problem solving.

In addition, the Group continues to focus on educating employees about human rights, as well as increasing awareness and communicating the organization's human rights policy to all stakeholder groups, in order to monitor issues that are at risk of negative impacts from the Group's business activities. The Group has established several channels for complaints to receive complaints from both internal and external stakeholders.

In case of human rights violations, the Group has guidelines for appropriate remedial actions and compensation for the affected persons, both in financial forms and other non-finance forms, including establishing a follow-up process and continuous reporting. Moreover, there are clear punitive measures in the event of a violation to ensure that those affected by human rights violations receive effective remedies. This includes improving the effects of damage to an appropriate or better state.

Channels for reporting human rights violations

1. By mail

To Secretary of the Good Corporate Governance and Sustainable Development Committee

Address: Triple i Logistics PLC.

628 Triple i Building, 3rd Floor,
Soi Klab Chom, Nonsee Road,
Chongnonsee, Yannawa, Bangkok
10120

2. By Email

whistleblowing@iii-logistics.com

3. Via the Company website whistleblowing channel, human rights violations topic

<https://investor.iii-logistics.com/th/corporate-governance/whistleblowing-channel-form>