



# Human Rights Action Report

C.P. Intertrade Co., Ltd.

Business Groups	Unified Plant Rice, Transportation & Services
Number of Departments	-
Number of Employees	899 people
จำนวนคู่ค้า ทั้งหมด (Total Suppliers)	1,384 cases
จำนวนคู่ค้าลำดับที่ 1 ที่มีความสำคัญ (Critical Tier 1 Suppliers)	20 ราย
จำนวนคู่ค้าทางอ้อมที่มีความสำคัญด้านความยั่งยืน (Non-Tier 1 Significant Suppliers)	-

## About this report

This report is a report on the human rights operations of C.P. Intertrade Co., Ltd. and its group companies, consisting of two main parts:

Report Part 1: Human Rights Due-Diligence (HRDD)

Report Part 2: Human Rights Impact Assessment (HRIA)

HRDD Scores  
Year 2022



## Part 1 Report

### Results of the Comprehensive Human Rights Performance Assessment (HRDD)

#### Points by topic

	นโยบายและความมุ่งมั่น (Policy & Commitment)
	การปลูกฝัง (Embedding)
	การประเมินผลกระทบ (Impact Assessment)
	การบูรณาการและนำไปปฏิบัติ (Integrating & Acting)
	การติดตามประสิทธิภาพ (Tracking Performance)
	การสื่อสารผลการปฏิบัติงาน (Communication Performance)
	การประสานงานกับผู้มีส่วนได้เสีย (Engaging Stakeholders)
	การไกล่เกลี่ยและกลไกจัดการเรื่องร้องเรียน (Remediation & Grievance Mechanism)
คะแนนรวม (จากคะแนนเต็ม 40)	





#### suggestion

	2565
• Consider the application and sub-policies of the into policies and operations and its group companies of the Company, and employees, workers, continuous implementation	3
• Provide human rights training for all employees, workers, contractors and business partners to build knowledge, understanding and awareness of human rights to promote coexistence in diversity etc.	1
• Monitoring the performance of human rights, especially high-impact issues such as occupational safety and health at work.	1
• Foreign workers in the supply chain In addition, human rights impact assessments should be continuously expanded to cover the company's value chain	1
• Review the process and handling complaints of relevant parties for continuous improvement	2
	11
	(28%)





Note: There are a total of 5 evaluation criteria, only 5 = very good, 4 = good, 3 = moderate, 2 = should be improved, 1 = should be improved.

You can read more about the HRDD assessment criteria on the next page.

# Comprehensive Human Rights Performance Status Assessment Criteria (HRDD)

subject	level	Criteria
 <b>นโยบายและความมุ่งมั่น (Policy &amp; Commitment)</b>	5 = ดีมาก (Excellence)	<ul style="list-style-type: none"> <li>The agency promulgates human rights policies that are in line with the Group's human rights policies and have specific policies that are in line with risks. The context of the organization and is in line with the opinions of stakeholders.</li> </ul>
	4 = ดี (Good)	<ul style="list-style-type: none"> <li>Promulgate the Group's human rights policies and related sub-policies in the department and throughout the value chain.</li> </ul>
	3 = ปานกลาง (Fair)	<ul style="list-style-type: none"> <li>Demonstrate commitment The Group's human rights policy is used in the agency.</li> </ul>
	2 = ควรปรับปรุง (Poor)	<ul style="list-style-type: none"> <li>Human rights commitments/policies express a broad spectrum of intent, covering the supply chain.</li> </ul>
	1 = ควรปรับปรุงอย่างยิ่ง (Very Poor)	<ul style="list-style-type: none"> <li>Demonstrate commitment/human rights policy, express broad or brief intent.</li> </ul>
 <b>การปลูกฝัง (Embedding respect for human rights)</b>	5 = ดีมาก (Excellence)	<ul style="list-style-type: none"> <li>มีStrategies for instilling respect for human rights into organizations with clear and measurable goals.</li> <li>The organization's leaders have expressed understanding and communicated the human rights risks associated with the business.</li> </ul>
	4 = ดี (Good)	<ul style="list-style-type: none"> <li>Strategies are formulated to instill respect for human rights in the organization.</li> <li>The structure of human rights roles and responsibilities has been established, and communication has been carried out to build understanding.</li> </ul>
	3 = ปานกลาง (Fair)	<ul style="list-style-type: none"> <li>There is a human rights governance structure and a certain level of leadership is required to supervise.</li> <li>Employees and business partners are informed of the human rights policy and receive training or advice.</li> </ul>
	2 = ควรปรับปรุง (Poor)	<ul style="list-style-type: none"> <li>There is some evidence of the highest level of responsibility of human rights organizations.</li> </ul>
	1 = ควรปรับปรุงอย่างยิ่ง (Very Poor)	<ul style="list-style-type: none"> <li>There is no or little in defining the roles, duties, and responsibilities of human rights in the agency.</li> </ul>
 <b>การประเมินผลกระทบ (Assessing Impact)</b>	5 = ดีมาก (Excellence)	<ul style="list-style-type: none"> <li>There is a senior management to supervise to prevent human rights impacts and it is fully integrated into the structure of the various relevant departments.</li> </ul>
	4 = ดี (Good)	<ul style="list-style-type: none"> <li>Risk assessments are conducted regularly and communicated by senior management on the relevance of human rights impacts to business operations.</li> </ul>
	3 = ปานกลาง (Fair)	<ul style="list-style-type: none"> <li>Human rights risks have been assessed, but consistency and integration have not been complete.</li> </ul>
	2 = ควรปรับปรุง (Poor)	<ul style="list-style-type: none"> <li>Human rights risks have traditionally been managed by organizations, such as occupational safety and health, and diversity and inclusion, but lack of detailed explanations as issues of importance to the organization.</li> </ul>
	1 = ควรปรับปรุงอย่างยิ่ง (Very Poor)	<ul style="list-style-type: none"> <li>Human rights issues are managed but there is a lack of integration into overall risk management.</li> </ul>
 <b>การบูรณาการและนำไปปฏิบัติ (Integrating &amp; Acting)</b>	5 = ดีมาก (Excellence)	<ul style="list-style-type: none"> <li>There is an explanation of the nature of human rights governance, which shows that there is supervision from the top management and an administrative structure that shows cooperation between various departments. In the organization</li> </ul>
	4 = ดี (Good)	<ul style="list-style-type: none"> <li>There was a message from the top management expressing awareness of human rights and business operations.</li> </ul>
	3 = ปานกลาง (Fair)	<ul style="list-style-type: none"> <li>Human rights risks are regularly assessed and integrated to a certain extent.</li> </ul>
	2 = ควรปรับปรุง (Poor)	<ul style="list-style-type: none"> <li>Human rights risks that companies often address, such as health and safety and diversity, are addressed, without explaining how important these issues are to the company.</li> </ul>
	1 = ควรปรับปรุงอย่างยิ่ง (Very Poor)	<ul style="list-style-type: none"> <li>Human rights issues are addressed in a solitary solution manner without integration into the organization.</li> </ul>

## เกณฑ์การประเมินสถานะการดำเนินงานด้านสิทธิมนุษยชนอย่างรอบด้าน (HRDD)

หัวข้อ	ระดับ	เกณฑ์การให้คะแนน
 <b>การติดตามผลการดำเนินงาน (Tracking Performance)</b>	5 = ดีมาก (Excellence)	<ul style="list-style-type: none"> <li>Human rights and human resources performance is monitored and linked to employee incentives (Performance Incentives).</li> </ul>
	4 = ดี (Good)	<ul style="list-style-type: none"> <li>Monitoring the effectiveness of human rights is determined by considering the Company's important human rights issues.</li> <li>Human rights reporting and action are prioritized based on the risk to potential stakeholders affected.</li> </ul>
	3 = ปานกลาง (Fair)	<ul style="list-style-type: none"> <li>Human rights performance is monitored according to opportunities.</li> </ul>
	2 = ควรปรับปรุง (Poor)	<ul style="list-style-type: none"> <li>Monitor human rights performance only when human rights issues arise in the organization.</li> </ul>
	1 = ควรปรับปรุงอย่างยิ่ง (Very Poor)	<ul style="list-style-type: none"> <li>Never followed up on human rights performance.</li> </ul>
 <b>การสื่อสารผลการปฏิบัติงาน (Communication Performance)</b>	5 = ดีมาก (Excellence)	<ul style="list-style-type: none"> <li>Disclosure is transparent. Identify how to deal with challenges. The lessons learned and clear and concrete examples.</li> </ul>
	4 = ดี (Good)	<ul style="list-style-type: none"> <li>Disclosure The types of mitigation measures implemented are explained and examples of measures are shown. During the reporting period.</li> </ul>
	3 = ปานกลาง (Fair)	<ul style="list-style-type: none"> <li>The disclosure is human rights information and provides details on the implementation of standards related to the organization's responsibility to respect human rights.</li> </ul>
	2 = ควรปรับปรุง (Poor)	<ul style="list-style-type: none"> <li>The disclosure focuses on "sustainability" and "social responsibility activities" but states that they are clearly linked to and related to human rights issues.</li> </ul>
	1 = ควรปรับปรุงอย่างยิ่ง (Very Poor)	<ul style="list-style-type: none"> <li>The disclosure focuses on the broad picture of "sustainability" and "social responsibility activities" that show little relevance to human rights issues.</li> </ul>
 <b>การสร้างความผูกพันกับผู้มีส่วนได้เสีย (Engaging Stakeholders)</b>	5 = ดีมาก (Excellence)	<ul style="list-style-type: none"> <li>There is a process of proactively listening to the opinions of stakeholders, especially from stakeholders who may be affected by human rights. Human rights measures have also been formulated and implemented.</li> </ul>
	4 = ดี (Good)	<ul style="list-style-type: none"> <li>Engagement with stakeholders on human rights issues is established in the reporting cycle. Stakeholders participate in setting objectives and proposals in the process of building stakeholder engagement.</li> </ul>
	3 = ปานกลาง (Fair)	<ul style="list-style-type: none"> <li>Engage with stakeholders on human rights issues on a regular basis and explain the process for engaging with stakeholders.</li> </ul>
	2 = ควรปรับปรุง (Poor)	<ul style="list-style-type: none"> <li>Establish engagement with stakeholders related to sustainability, covering human rights.</li> </ul>
	1 = ควรปรับปรุงอย่างยิ่ง (Very Poor)	<ul style="list-style-type: none"> <li>Engage with stakeholders related to sustainability but without human rights issues.</li> </ul>
 <b>การไกล่เกลี่ยและกลไกรับเรื่องร้องเรียน (Remediation &amp; Grievance Mechanism)</b>	5 = ดีมาก (Excellence)	<ul style="list-style-type: none"> <li>The grievance mechanism has been independently audited, with a channel for stakeholders who may be affected to report the matter in full. Communication was held to explain the process and provide examples of remedial measures.</li> </ul>
	4 = ดี (Good)	<ul style="list-style-type: none"> <li>There is a process for handling complaints and communication to build understanding.</li> </ul>
	3 = ปานกลาง (Fair)	<ul style="list-style-type: none"> <li>There is a mechanism for receiving complaints for all stakeholders who may be affected.</li> </ul>
	2 = ควรปรับปรุง (Poor)	<ul style="list-style-type: none"> <li>The mechanism or process for receiving complaints related to human rights is explained.</li> </ul>
	1 = ควรปรับปรุงอย่างยิ่ง (Very Poor)	<ul style="list-style-type: none"> <li>The agency has a hotline for employees to report complaints. There are some human rights issues.</li> </ul>

Part 2 Human Rights Impact Assessment (HRIA) Report

Human Rights Impact Assessment by Rights-holders

Human Rights Issues	ผู้ได้รับผลกระทบ				
	employee	laborer contractor	Partners	community	customer
1. Forced labor	N/A			N/A	N/A
2. Children's rights				N/A	N/A
3. Minor Labor				N/A	N/A
4. child labour	N/A			N/A	N/A
5. Occupational Health and Safety				N/A	N/A
6. Pollution and the environment	N/A	N/A			N/A
7. Discrimination and harassment				N/A	N/A
8. Diversity, Equality, etc.				N/A	N/A
9. Freedom of assembly and collective bargaining				N/A	N/A
10. The right to access clean water and sanitation	N/A	N/A		N/A	N/A
11. Land rights	N/A	N/A			N/A
12. Minerals of Conflict	N/A	N/A	N/A	N/A	N/A
13. Security and Human Rights		N/A	N/A	N/A	N/A
14. Rights of vulnerable groups				N/A	N/A
15. Breach of Personal Data				N/A	N/A
16. Fair Wages				N/A	N/A
17. Working Hours				N/A	N/A
18. Cultural rights	N/A	N/A	N/A	N/A	N/A
19. Privacy and safety of life	N/A	N/A	N/A	N/A	N/A
21. Hazardous substances and wastes	N/A	N/A	N/A	N/A	N/A
23. Right to access natural resources	N/A	N/A	N/A		N/A
24. Rights of migrant workers	N/A			N/A	N/A

ระดับผลกระทบ

สูงมาก

สูง

ปานกลาง

ต่ำ

ต่ำมาก

หมายเหตุ :

1.

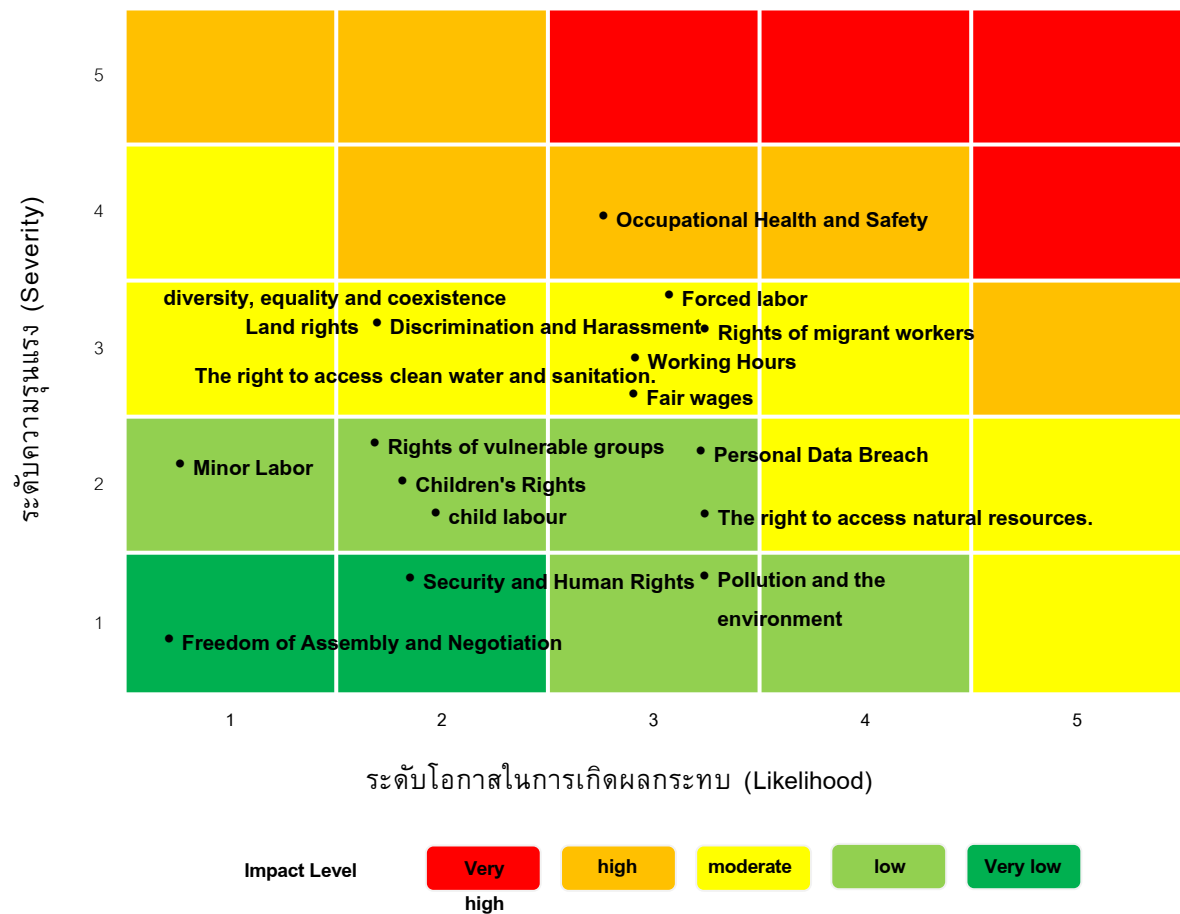
รายละเอียดการประเมินผลกระทบด้านสิทธิมนุษยชนสามารถดูรายละเอียดในเอกสารแนบ excel file (ชื่อ file)
2.

N/A หมายถึง Not Applicable
3.

สามารถอ่านรายละเอียดเกณฑ์การให้คะแนนการประเมิน HRIA ในหน้า 7

Part 2 Human Rights Impact Assessment (HRIA) Report

Key Human Rights Issues of C.P. Intertrade Co., Ltd.



Note: You can read the details of the HRIA assessment scoring criteria on the next page.

Suggestion

issue : Occupational Health and Safety

Consider implementing a safety policy. Occupational Health and Working Environment The Safety, Health and Environment Management Standards and Life Saving Rules of Charoen Pokphand Group have been reviewed and prepared as policies and operating procedures of C.P. Intertrade Co., Ltd. and other companies in the Group, from transportation, production, and maintenance, which are specific to the context and risks of the Company. The contractor acknowledges to ensure that the implementation is strictly and thoroughly.

## Suggestions (continued)

### **Issue: Forced labor Rights of migrant workers**

1. **Consider applying the policy on the employment of migrant workers to the agency and extend it to the value chain of the agency by giving priority to the important and high-risk suppliers of the agency. Close monitoring is also necessary for urgent action. Especially the group of raw materials and hazardous chemicals that are at risk of violating human rights issues.**

### **Issue: Land Rights, Access to Clean Water and Sanitation**

1. This is because the agency is an industry based on agricultural products that rely on cultivation in a large area to prevent the problem of violations of land misuse. Agencies should apply sustainable procurement policies and practices to suppliers who are at risk of human rights violations. Land use and water competition with the community

### **Issue : Labor Fair wages and working hours**

1. Agencies should consider The rights of workers in the value chain, especially fair wages and total working hours, must be considered in the context of each country as well as the requirements of the law. Therefore, education and preparation in such matters are necessary today. In particular, working hours are likely to exceed international standards, which the agency must carefully consider because it may fall under another form of forced labor.

### **Issue: Discrimination and Harassment**

1. Consider applying the policy to prevent discrimination and harassment of Charoen Pokphand Group by reviewing and preparing the Company's operational policies and procedures that are specific to the context and risks of the Company. The contractor acknowledges to ensure that the implementation is strictly and thoroughly.
2. Provide training for all employees and related parties to raise awareness and prevent unequal treatment of individuals with differences such as gender, age, race, religion, etc.

### **Notification of Human Rights Complaints**

Consider applying the policies and guidelines on whistleblowing of Charoen Pokphand Group by reviewing and preparing them into policies and operating procedures of C.P. Intertrade Co., Ltd. and its group companies that are specific to the context of the Company. The contractor acknowledges to ensure that the implementation is strictly and thoroughly.

# Human Rights Impact Assessment (HRIA) Criteria

## Severity Assessment Criteria

ขอบเขตของผลกระทบ (Scale)	ขนาดของกลุ่มผู้ได้รับ ผลกระทบ (Scope)	การกลับคืนสู่สภาพเดิม (Remendability)	ระดับ
It causes loss of life, lifelong disability, or has a long-term impact on the health or property of the affected person.	200 or more people or an impact on the public.	It cannot be restored.	5
Causing injury, affecting health, or causing temporary disability (up to the point of suspension of work) and loss of property.	100 or more people or community-level impact.	It can be restored to its original state. - High resources It takes a long time. - No social support	4
causing injury, affecting health, or causing temporary disability (not to the point of taking time off work) and/or loss of property;	10-100 people and Most of them are the main stakeholders.	It can be restored to its original state. - High resources It takes a moderate amount of time. - Social assistance is available.	3
It causes injury, requires first aid (not to the point of stopping work), minor loss of property, or affects daily life.	10-25 people and Secondary Stakeholders	It can be restored to its original state. - It takes a lot of time. Use limited resources.	2
This causes minor property loss or annoyance.	Less than 10 people and Secondary Stakeholders	Returns to their original state immediately.	1

## เกณฑ์การประเมินโอกาส

ความน่าจะเป็นที่จะเกิดขึ้น (Likelihood)	ระดับ
It occurs regularly in the past and present (problems are found every quarter or every month).	5
It occurs regularly in the past and present (problems are encountered every year).	4
It occurs consistently in the past and present (problems are found every 2-3 years).	3
It happened in the past, but the problem did not recur in the last 3-5 years.	2
It has never happened in the past, and the probability of it happening in the future is very small.	1

## ระดับผลกระทบ

Points (total)	%	level
21-25	80-100	Very high
16-20	61-80	high
10 - 15	41-60	moderate
5.0-10	20-40	low
1 - 4.9	0-20	Relatively low

### Human Rights Impact Assessment Explanation

- Human rights issues are taken into account to assess the level of severity based on the severity criteria in the table, which consists of three topics: scope, size, and reversion. If the issue has an unequal level of each topic, the topic with the highest severity level is considered to be representative, for example, the scope can be 5, the size can be 4, the reinstatement can be 3, the issue is considered to be as severe as 5 (the highest level)
- Consider the severity level based on the opportunity assessment criteria in the table to match the description of the topic.
- For example, if the severity level is 5, the chance level is 2, the impact level is 10, and the impact level in the table is used, for example, level 10 means that the impact level is moderate, etc.



## List of all human rights issues

issue	explanation
การบังคับใช้แรงงาน (Forced Labor)	It is found or suspected that there will be an issue of forced labor or fall under the category of involuntary workers in various forms such as creating debt burdens, forcing them to work on holidays, confiscating personal documents or property, not paying wages on time, etc.
สิทธิของเด็ก (Child Rights)	It is found or suspected that there will be issues related to children's rights, namely the right of children to be raised, educational, and safe for life and growth.
แรงงานผู้เยาว์ (Youth Employment)	It is found or suspected that minor workers (15-18 years old) will be hired for internships and work as assigned by ensuring that the assigned work is safe and does not interfere with the study time of the youth.
แรงงานเด็ก (Child Labor)	It is found or suspected that there will be an issue of children under the age of 15 coming to work, except for helping families in their spare time.
อาชีวอนามัยและความปลอดภัย (Occupational Health & Safety)	Found or suspected to have a work accident and cause minor injuries. Injuries that do not stop work, until the injury causes death due to work.
มลพิษในสิ่งแวดล้อม (Environment Pollution)	It is found or suspected that there will be non-standard emissions such as wastewater, waste, hazardous waste, air, odor, dust, gas, etc. that are not standard discharges to the outside of the company.
การเลือกปฏิบัติและการคุกคาม (Discrimination and Harassment)	It is found or suspected that there will be unequal treatment of individuals with differences such as skin color, race, religion, age, etc. Benefits and Compensation Management Salary increase Considering to stop work, suspend work, dismiss, etc., or find or suspect that there will be verbal harassment such as using impolite words, swearing, sarcasm, teasing, etc. Show gestures Conduct to cause fear, feelings of inferiority. Being stigmatized as abnormal
ความหลากหลาย ความเสมอภาคและการอยู่ร่วมกัน (Diversity Equity and Inclusion)	It is found or suspected that there are issues related to disrespect for human dignity and expression of discrimination. Discrimination because of differences in external characteristics such as skin color, race, religion, age, etc.
เสรีภาพในการสมาคมและเจรจาต่อรองร่วม (Freedom of Association and Collective Bargaining)	It is found or suspected that there will be issues of not promoting, obstructing, and harassing the gathering of people to gather the need for negotiations.
สิทธิในน้ำสะอาดและสุขาภิบาล (Rights to Water and Sanitation)	Found or suspected to have problems that indicate inaccessibility to water sources. Water resources for consumption and consumption
สิทธิในที่ดิน (Land rights)	Found or suspected of possession. Illegal use of land or without the consent of the community, including encroachment on public land. Access to resources in the land
แร่ธาตุแห่งความขัดแย้ง (Conflict minerals)	Found or suspected of acquiring The minerals used in the agency come from sources or acts that violate human rights, such as forced labor. Child labor Or the acquisition cannot be determined from which source.

## List of all human rights issues

issue	explanation
การรักษาความปลอดภัยและสิทธิมนุษยชน (Security and human rights)	Found or suspected that the security system is inadequate. The use of security measures in excess of the grounds causes a violation of privacy. There may be threats, the use of weapons, etc.
การละเมิดข้อมูลส่วนบุคคลและความปลอดภัยทางไซเบอร์ (Privacy of Personal data & Cybersecurity)	Discovers or suspects that there is a privacy violation. Security in the storage of personal information, such as names, surnames, and important numbers in personal documents, which is information that can identify the data subject. Not preserved Prevent attacks, threats, and theft from bad actors.
สิทธิของกลุ่มเปราะบาง (Vulnerable Rights)	It is found or suspected that various vulnerable groups such as people with disabilities The elderly, indigenous people, migrant workers, etc., which are vulnerable groups in life. or not being interested in opinions. Feedback from those groups of people
สิทธิทางด้านแรงงาน หรือ ค่าจ้างที่เป็นธรรม (Labor Rights : Fair Wage)	It is found or suspected that there will be issues related to receiving Labor and overtime pay Any compensation or remuneration for work that is unlawful or less than the value that the worker should receive.
สิทธิทางด้านแรงงาน (ชั่วโมงการทำงาน) (Labor Rights Working Hours)	Found or suspected that there will be issues related to working hours and overtime, such as the length of work per day. Working on holidays, or overall in excess of what is required by law.
สิทธิในวัฒนธรรมและการใช้ชีวิต (Rights to Culture and Living)	found or suspected that there was a problem in the matter. The right to access the practice of good beliefs, culture, and traditions.
สิทธิในการใช้ชีวิตที่เป็นส่วนตัวและปลอดภัย (Privacy of Living and Secure)	Discovered or suspected of privacy violations Feeling insecure in life and property. In life
สิทธิในการเข้าถึงที่พักอาศัย (Right to Adequate Housing )	It is found or suspected that there are issues related to the right to housing, shelter, sanitation, adequate space, and acceptable privacy.
สิทธิในการเข้าถึงทรัพยากรธรรมชาติ (Resources and Human Rights (Fossil Energy, Global Warming, etc.)	It is found or suspected that the issue of the right to access energy as a natural and living resource will not be negatively affected by the use of those natural resources, such as the impact of global warming, the impact of the shortage of clean water, the impact of the use of natural resources, the impact of the shortage of clean water, the impact of the pandemic, the problem of the right to access energy, which is a living resource, and the problem of the right to access energy, which is a living resource, will not be negatively affected by the use of those natural resources, such as the impact of global warming, the impact of the shortage
สิทธิของกลุ่มชนพื้นเมือง ชนกลุ่มน้อย (Indigenous People's Rights)	found or suspected that there are issues related to the rights of ethnic minorities, Indigenous groups who have their own traditions or live in areas with their own history. It is important to listen to opinions and respond with the consent of those people.
ความเสี่ยงทางด้านสังคมและสิ่งแวดล้อม ในกิจกรรมทางการเงิน (Environmental and Social Risk Management in Finance activities)	It is found or suspected that the problem is due to the fact that the source of funding does not consider the environmental and social risks of the projects before investing, or the projects that have been invested are found to have human rights violations later, such as forced labor (foreigners). In the construction project of factory buildings, etc.
การฟ้องปิดปาก (Strategic Lawsuit Against Public Participation, SLAPP)	It is found or suspected that there will be a case of silencing or any other actions such as discrimination or harassment against rights claimants. The person or persons who represent the claim or express an opinion to the agency

List of all human rights issues

issue	explanation
สิทธิของแรงงานข้ามชาติ (Migrant worker rights)	It is found or suspected that migrant workers are treated unfairly and unequally. They are exploited for wages, are they treated, or have to live in an unhygienic environment.  Risky and dangerous working conditions or other human rights violations.