



Human Rights Due Diligence

Airport of Thailand Public Company Limited

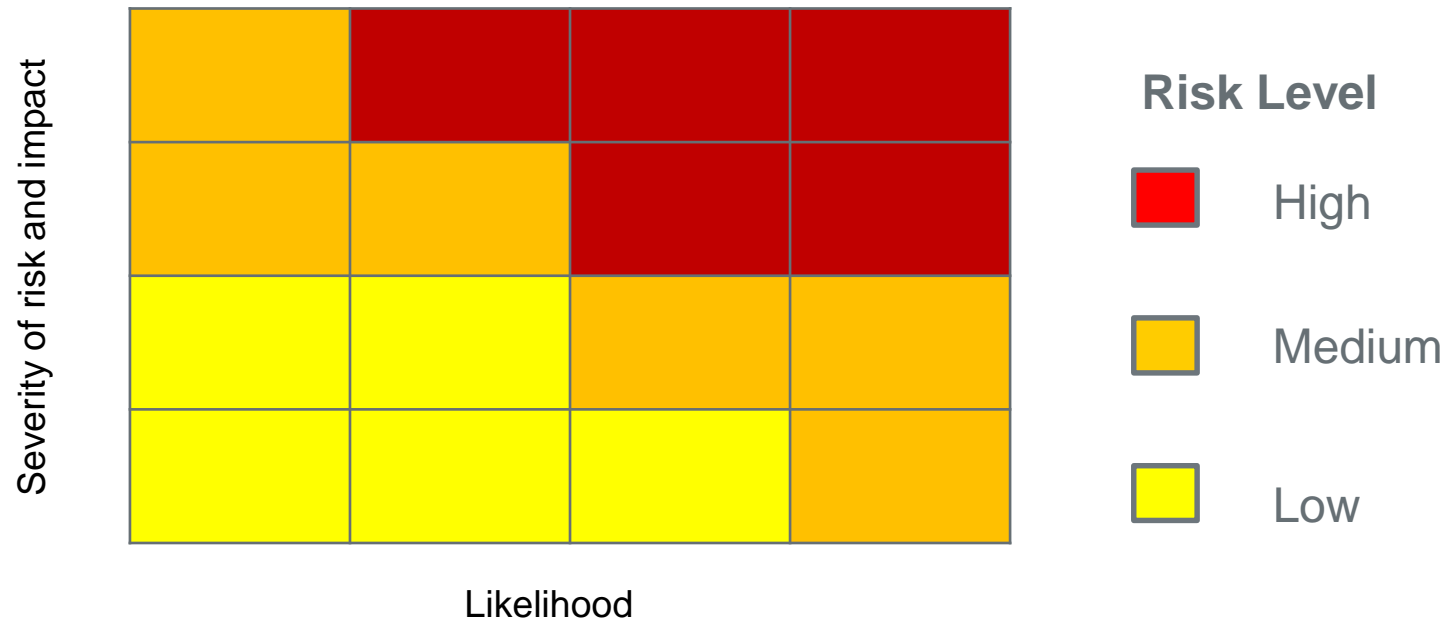


Source: UN Guiding Principles on Business and Human Rights

Human Rights Risk Assessment



AOT conducted the human rights due diligence process to identify, prevent, and mitigate adverse human rights impacts resulted of its activities throughout value chain. As part of the process, AOT performed human rights risk assessment, which covered all six airport operations, subsidiaries, its value chain and business relations (mergers, acquisitions, joint ventures) as well as relevant stakeholders – including both internal (e.g. employees) and external stakeholders (e.g. suppliers & contractors (both direct and indirect), customers and communities. This also included vulnerable groups (i.e. women, children, indigenous people, migrant labor, third party labor, disabled people, pregnant women and LGBTQI+) which may be or have been impacted by the activities of AOT. Actual and potential human rights issues covered are for example; forced labor, human trafficking, child labor, freedom of association, right to collective bargaining, equal remuneration and discrimination & harassment. The human rights assessment was conducted using a matrix below to determine the level of the risks based on likelihood and severity. Human Rights Risk Assessment is systematically reviewed on an annual basis in order to identify and manage potential risks in timely and effective manner.



Human Rights Risks Assessment Criteria: Severity



Severity Level	Scale (Degree of impact)	Scope (Number of people who are or will be affected)	Irremediable Nature (Difficulty to restore the people impacted to a situation before impact)
Critical (4)	Significant impact to health and safety: physical disability or fatality	Impact to all stakeholders in the group	Impossible to restore or will take longer than 5 years to restore the impact
High (3)	Moderate impact to health and safety: serious injury that needs rehabilitation (loss time injury)	Impact to most stakeholders in particular stakeholder group	Take 3 to 5 years to restore the impact
Medium (2)	Slight impact to health and safety: minor injury or illness (no loss time)	Impact to some stakeholders in particular stakeholder group	Take 1 to 3 years to restore the impact
Low (1)	Minor impact to health and safety: first aid case	No negative impact to stakeholder	Take less than a year to restore the impact

Human Rights Risks Assessment Criteria: Likelihood



Likelihood level	Likelihood
Very likely (4)	Such human rights issues have occurred consistently from the past until present.
Likely (3)	Such human rights issues have happened in the past and also occurred very often at the present.
Unlikely (2)	Such human rights issues have happened in the past and also occurred sometimes at the present depending on operation of business units.
Very unlikely (1)	Such human rights issues have never occurred in our business operation but have occurred in the industry of the operation.

Likelihood will be considered based on the local environment or context – the likelihood of a risk occurring is greater in a high risk operating environment (UN Guiding Principle 19).



* Including direct and indirect suppliers and contractors as well as business relations (mergers, acquisitions, joint ventures)

The Main Issues Identified



The results of the human rights risk assessment illustrate residual risks – risk levels post-mitigation measures. This reflects effectiveness of such mitigation measures and, therefore, guides the prioritization of salient human rights issues or main human rights issues that need to be addressed first. These human rights salient issues are as follows:

Main Issues Identified	Relevant Right Holders							
	Employees	Local community	Women	Children	Migrant workers	Indigenous people	Customers	Suppliers & Contractors
AOT Own Operation								
Health and Safety of Customers							✈️	
Working Conditions for Suppliers and Contractors			✈️	✈️	✈️	✈️		✈️
Working Conditions for Employees	✈️		✈️					
Community health, safety, and livelihood		✈️						
Contractor & Tier 1 Supplier								
Health and Safety of Customers							✈️	
Working Conditions for Suppliers and Contractors			✈️	✈️	✈️	✈️		✈️
Community health, safety, and livelihood		✈️						

Note: - Minorities and marginalized people such as LGBTQI+ are considered for all relevant right holders
 - There have not been any new mergers, acquisitions in last 3 years

Number of Sites with Mitigation Plans



Based on the human rights risk assessment, the results were summarized as follows:

Own operation

- **Human Rights Risks Issues Identified**
 - Health and Safety of Customers
 - Working Conditions for Suppliers and Contractors
 - Working Conditions for Employees
 - Community health, safety, and livelihood
- **Percentage of Sites with Human Rights Risks and Mitigation Plan**
 - 100% of own operation sites were assessed (7 operational sites with management control)
 - 100% of all operational sites with human rights risk, accounted for all operational sites
 - 100% of all high risk sites with mitigation plan and remediation process implemented

Contractor & Tier 1 Supplier

- **Human Rights Risks Issues Identified**
 - Health and Safety of Customers
 - Working Conditions for Suppliers and Contractors
 - Community health, safety, and livelihood
- **Percentage of Contractors & Tier 1 Suppliers with Human Rights Risks and Mitigation Plan**
 - 100% of total contractors & tier 1 suppliers were assessed.
 - 5.18% of the contractors & tier 1 suppliers was evaluated to be high risk.
 - 100% of all high risk contractors & tier 1 suppliers with mitigation plan and remediation process implemented

Note: Own operation includes Subsidiaries, associated companies, and Joint Ventures where AOT has management control)

Result of Human Rights Risk Assessment (1)



AOT Own Operation

Coverage of Human rights Risk Assessment	Human Rights Issues Identified	Number and % of total assessed where risks have been identified	Number and % of risk with mitigation or remediation process implemented
<p>7 Operating sites (100%)</p> <ol style="list-style-type: none"> 1. Airport of Thailand Head Office 2. Suvarnabhumi International Airport 3. Don Mueang International Airport 4. Chiang Mai International Airport 5. Hat Yai International Airport 6. Phuket International Airport 7. Mae Fah Luang-Chiang Rai International Airport 	<ul style="list-style-type: none"> • Health and Safety of Customers • Working Conditions for Suppliers and Contractors • Working Conditions for Employees • Community health, safety, and livelihood 	<p>7 sites, accounted for 100 %</p>	<p>7 sites, accounted for 100 %</p>

Result of Human Rights Risk Assessment (2)



Contractor & Tier 1 Supplier

Coverage of Human rights Risk Assessment	Human Rights Issues Identified	Number and % of total assessed where risks have been identified	Number and % of risk with mitigation or remediation process implemented
<p>10 Groups of Contractor & Tier 1 Supplier (100%) 251 Contractor & Tier 1 Suppliers in total</p> <ol style="list-style-type: none"> 1. Construction contractors 2. IT installation and operation service providers 3. Maintenance, ground handling, landscape and logistical services 4. Airport security and customer services 5. Consultant, organizer and office work 6. Capital equipment 7. Chemicals and consumables goods 8. Fixed equipment and IT equipment rental services 9. Vehicle and transportation system rental services 10. Other equipment rental services 	<ul style="list-style-type: none"> • Health and Safety of Customers • Working Conditions for Suppliers and Contractors • Community health, safety, and livelihood 	<p>13 contractors & tier 1 suppliers in these following groups</p> <ol style="list-style-type: none"> 1. Construction contractors (10 contractors) 2. Airport security and customer services (3 contractors) <p>,accounted for 5.18% of total contractors & tier 1 suppliers</p>	<p>13 contractors & tier 1 suppliers , accounted for 100%</p>

Mitigation Measures



Human Rights Issues Identified	Scope		Example of Mitigation Measures	Alignment with Endorsed Policies and Guidelines
	Own Operation	Contractor & Tier 1 Supplier		
<ul style="list-style-type: none"> Health and Safety of Customers 	✓	✓	<ul style="list-style-type: none"> Safe airport operation in compliance with international and national safety and security standards COVID-19 prevention measures within airport 	<ul style="list-style-type: none"> AOT Corporate Governance Handbook AOT Corporate Governance Policy Regulation compliance in regard to Health and Safety, Air transportation, and International Civil Aviation Organization (ICAO) The ACI Airport Health Accreditation (AHA) programme Aerodrome Safety Policy International Health Regulations B.E. 2548 (2005)
<ul style="list-style-type: none"> Working Conditions for Employees 	✓		<ul style="list-style-type: none"> Regular meeting with Airport of Thailand Public Company Limited State Enterprise Workers' Union Annual employee satisfaction, engagement and welfare improvement survey Flexible working hour and work from home arrangement during pandemic Complaint channel 	<ul style="list-style-type: none"> AOT Corporate Governance Handbook AOT Corporate Governance Policy Entitlement to Paid Leave Occupational Health, Safety and Environment Policy Regulation compliance in regard to Occupational Health and Safety, Air transportation, and International Civil Aviation Organization (ICAO)
<ul style="list-style-type: none"> Working Conditions for Suppliers and Contractors 	✓	✓	<ul style="list-style-type: none"> Regular on-site survey of contractor and supplier's working condition to ensure compliance with laws and regulations as well as Terms of Reference Complaint channel 	<ul style="list-style-type: none"> AOT Supplier Sustainable Code of Conduct AOT Corporate Governance Handbook
<ul style="list-style-type: none"> Community health, safety, and livelihood 	✓	✓	<ul style="list-style-type: none"> Monitoring of environmental impact in line with monitoring plan in Environmental Impact Assessment Annual Audio Health Checkup for directly-affected residents initiative Compensation to those whom are impacted from noise Complaint channel 	<ul style="list-style-type: none"> Environmental Management Policy in the airports Environmental Master Plan Environmental Operation Manual Environmental laws and regulations, and Environmental Impact Assessment

AOT is committed to conduct human rights risk assessment on regular basis in conjunction with preparing risk prevention and mitigation measures, providing reasonable remedies in cases of violations, monitoring and reporting performance, as well as reviewing policy commitment to ensure maximum effectiveness in human rights management.

AOT has set up the remediating actions to rehabilitate affected right holders that have been harmed by AOT activities. The company defined any types of remedy that shall amend the harm caused, the outcomes are able to be a range of forms such as apologies, restitution, rehabilitation, financial or non-financial compensation, punitive sanctions, and the prevention of harm.

Currently AOT has implemented various measures in alignment with AOT's Codes of Conducts and Standard Practices to ensure Human Rights compliance, e.g. Human Rights Policy, Corporate Governance Handbook, Safety Standards as per local and ICAO safety regulation, Supplier Sustainable Code of Conduct, Environmental Management Policy in the airports. We also have in place the on-site compliance inspection on regular basis for all supplier groups with high Human Rights Risks.

In 2020, AOT had no confirmed cases of human rights violation. Thus, there were no remediation actions necessary