



Human Rights Due Diligence

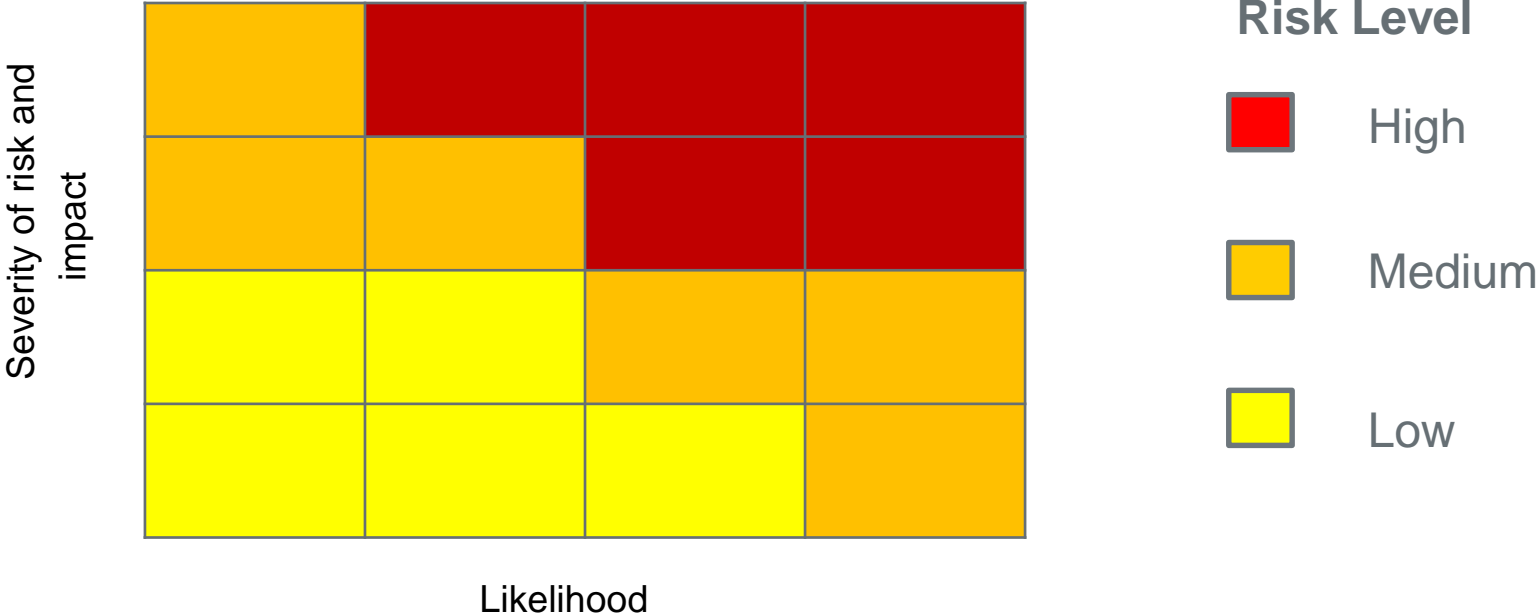
Airport of Thailand Public Company Limited



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 and relevant stakeholders – including both internal (e.g. employees) and external stakeholders (e.g. suppliers, contractors, and communities). This also included vulnerable groups (i.e. children, indigenous people, migrant labor) which may be or have been impacted by the activities of AOT. The human rights assessment was conducted using a matrix below to determine the level of the risks based on two factors which are likelihood and severity.



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 (≥ 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 ($3 \leq n < 5$) 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 ($1 \leq n < 3$) 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 (< 1 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).

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						
	Employee	Local community	Children	Migrant workers	Indigenous people	Customers	Supplier & Contractor
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		✈					

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 Supplier Groups with Human Rights Risks and Mitigation Plan**
 - 100% of total Supplier Groups were assessed.
 - 20% of the Supplier Groups was evaluated to be high risk.
 - 100% of all high risk Supplier Groups 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

Human rights Risk Assessment	Human Rights Issues	Number and % of total assessed where risks have been identified	Number and % of risk with mitigation or remediation process implemented
<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

Human rights Risk Assessment	Human Rights Issues	Number and % of total assessed where risks have been identified	Number and % of risk with mitigation or remediation process implemented
<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>2 Supplier Groups, namely,</p> <ol style="list-style-type: none"> 1. Construction contractors 2. Airport security and customer services <p>,accounted for 20%</p>	<p>2 Supplier Groups, accounted for 100%</p>

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.

Currently AOT has implemented various practices to ensure Human Rights compliance, for instances, 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 regulatory compliance inspection on monthly basis for all supplier groups with high Human Rights Risks.

In 2019, AOT had no confirmed cases of human rights violation. Thus, there were no remediation actions necessary and taken.