



Human Rights Policy

At Thai AirAsia, we acknowledge and respect each person's intrinsic worth and equal rights as enshrined in human rights legislation. We are committed to foster a culture of accountability, inclusivity, and respect in every facet of our business operations.

The Company shall adhere to respective international and local guidelines.

Roles and Responsibilities for the Board of Directors and Top Management

- **The Board of Directors** provides strategic guidance and oversight on human rights implementation. Human rights issues are incorporated into the business's plans, strategies, and risk management structures. The Board of Directors is accountable to shareholders and other stakeholders for the company's human rights performance and ensures the company reports transparently on its human rights efforts and impacts.
- **The CEO and top management** are responsible for putting the Board's human rights directives into action, ensuring human rights due diligence are conducted, and training employees on human rights principles are in place. Human rights performance shall be monitored and reported to the Board of Directors and relevant stakeholders.

This Human Rights Policy outlines our commitment to promoting and protecting human rights within our organisation and across our sphere of influence.

1. Respect for Human Rights and Equal Treatment:

The Company shall respect the fundamental human rights of all individuals, regardless of race, ethnicity, nationality, gender, sexual orientation, religion, disability, or any other characteristic. Discrimination, harassment, and any form of unfair treatment based on protected characteristics are strictly prohibited.

Employees, all stakeholders and individuals related to the company's supply chain shall be treated equally throughout the entire of the Company's operations.

2. Employee and Labor Rights:

The Company is committed to equal employment opportunity without any discrimination based on age, gender, ethnicity, disability, religion, sexual orientation, political belief. Compensation, pay, training and development, promotion, and termination shall be made based on a fair and transparent process.

The Company is committed to eliminating all forms of forced labor, child labor or people aged below 18, and exploitative labor practices from our supply chains. The Company shall uphold the rights of workers as defined by local laws and international labor standards, which include the freedom of association, just compensation, and secure working conditions. The company must comply with all applicable local and international labour laws.

The company shall promote Diversity, Equity, and Inclusion within the organization.

3. Health and Safety:

Employees and contractors shall have the right to work in conditions that do not endanger their health or safety. The Company shall prioritise the health and safety of our employees, customers, and communities and provide a safe and healthy work environment, implementing measures to prevent accidents, injuries, and occupational health hazards, with appropriate regulations and enforcement mechanisms in place.

4. Environmental Sustainability:

The Company recognises the interconnectedness between human rights and environmental sustainability. The Company strives to minimise our environmental impact, promote sustainable practices, and support initiatives that address climate change and environmental degradation.

5. Business Ethics and Integrity:

The Company shall conduct business with honesty, transparency, and integrity, respecting the rights of stakeholders and adhering to ethical standards. The Company shall oppose all forms of corruption, bribery, and unethical business activities.

6. Community

The Company engages with local communities in a transparent and meaningful manner, respecting their rights, cultures, and traditions. The Company strives to contribute positively to the social and economic development of the communities in which we operate.

7. Suppliers and Business Partners

All suppliers, contractors and business partners shall adhere to the same principles of human rights, labor rights, and ethical conduct outlined in this policy. The Company works collaboratively with our suppliers and partners to address any human rights risks or violations within our supply chains. The Company shall promote fair procurement in the procurement process and encourage suppliers and partners to follow human rights practice.

8. Customers and Consumers

The company shall respect consumer rights to ensure fair and ethical treatment for customers and consumers. The Company shall comply with all consumer protection and personal data protection related requirements. Consumers and customers shall have the right to be informed about personal data collected and used by the Company. Consumers and Customers may also have the right to access, correct or delete as necessary.

9. Human Rights Due Diligence (HRDD)

The Company identifies, assesses potential negative impacts and severity on human rights throughout its operations and supply chain according to accepted international standards. The Human Rights Due Diligence process shall include:

1. Identify and assess risk
2. Prevent and mitigate risk
3. Monitor and review
4. Communicate and report

Plans to mitigate such impacts shall be established. Performance on human rights shall be monitored and communicated.

10. Accountability and Continuous Improvement

The Company is committed to monitoring, evaluating, and continuously improving our human rights performance. We encourage open dialogue, feedback, and reporting mechanisms to address human rights concerns and grievances effectively.

11. Grievance mechanisms and Remediation

In case that human rights have been violated by the company's operations, the affected person or the observer shall contact their departments, supervisors or send an email to taa_auditcommittee@airasia.com or thaiwhistleblower@airasia.com. Upon receiving the complaints, the responsible person shall handle the complaints and decide the measures to be taken together with sufficient supporting staff to resolve complaints according to whistle blowing policy. Person who violates the Code of Conduct shall be subject to legal punishment if such action is against the laws.

Remediation for those who have been affected will be considered based on appropriateness which may include forms of compensation such as apologies, restitution, rehabilitation, monetary / non-monetary compensation, punishment, guarantees of non-repetition. The Company shall ensure the actions taken to address the specific violation and steps to prevent similar incidents from happening again.

The Company acknowledges that upholding and advancing human rights is essential to sustainable business strategies as well as being morally right. We reaffirm our commitment to respecting human rights principles and making the world more just and equitable for everyone by putting this human rights policy into practice.