



# Human Rights Due Diligence Disclosure Report FY 2023/24

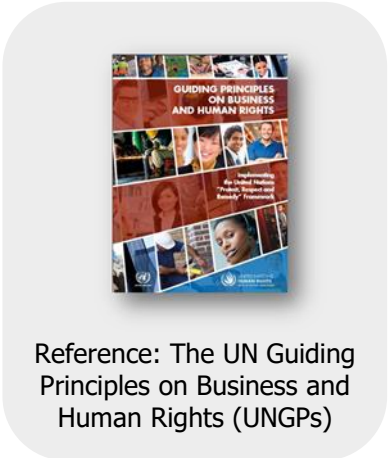


# VGI Human Rights Due Diligence Process

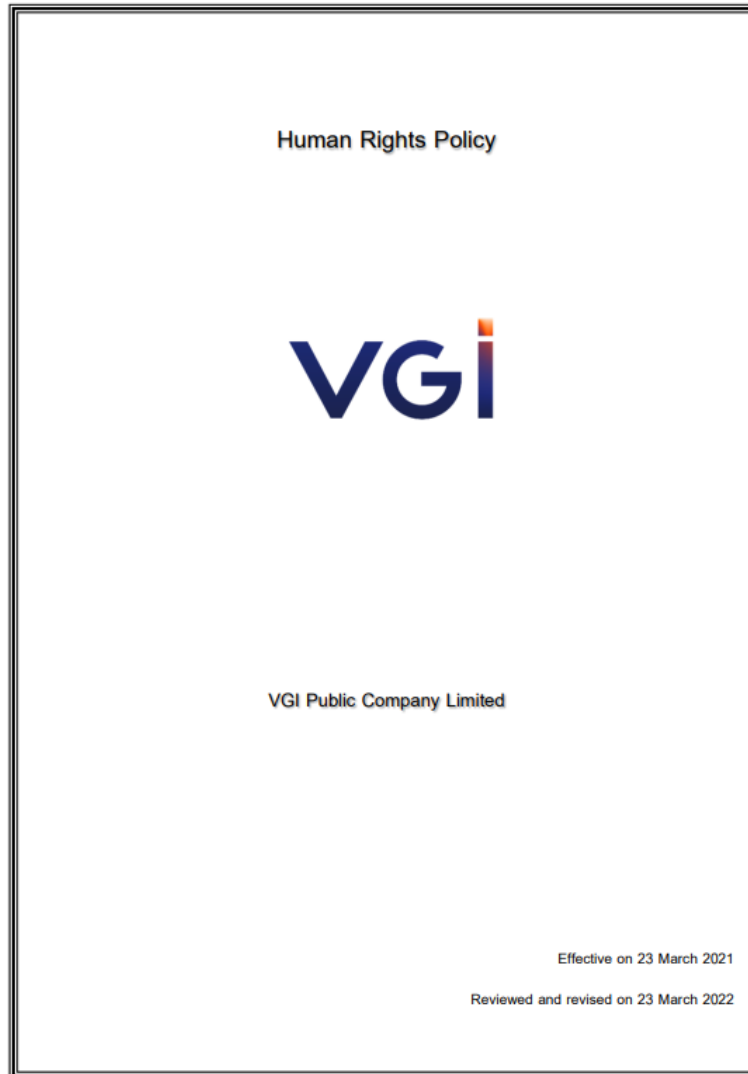
All individuals are ethically and equally entitled to human rights. Thus, VGI Public Company Limited (“VGI”) is aware of the importance of operating its business by protecting the human rights of stakeholders in the value chain as violation could have potential impacts on the Company’s business operation and reputation. Therefore, VGI has conducted a Human Rights Due Diligence process (HRDD) in 2023/24, and will continue to systematically conduct and review the process every 3 years. The process were implemented in accordance with international standards, including UN Guiding Principles on Business and Human Rights.

The HRDD assessed actual and potential human rights issues associated with VGI’s own business operations that the Company has management control over, throughout the entire value chain, and to subsequently establish preventive and corrective measures to remediate potential adverse impacts.

The process follows 5 main stages, as outlined below:



# Human Rights Policy & Commitment



**VGI Human Rights Policy was developed in accordance with international human rights laws and standards,** including the Universal Declaration of Human Rights (UDHR); the International Covenant on Civil and Political Rights (ICCPR); the International Covenant on Economic, Social and Cultural Rights (ICESCR); the UN Global Compact (UNGC), UN Guiding Principles on Business and Human Rights (UNGPs); the Convention on the Rights of the Child; the Convention on the Rights of Persons with Disabilities; and the ILO Declaration on Fundamental Principles and Rights at Work.

**The scope of the Human Rights Policy applies to all business activities and the value chain, throughout the Company's own operations (employees, business operations including products and services), business partners (suppliers and sub-contractors), subsidiaries, and joint ventures.**

## Human Rights Policy commitments:

- Respect and follow the human rights standards with zero tolerance towards, human trafficking, forced labour, child labour, discrimination, and harassment of any kind including sexual and non-sexual harassment.
- Support and commit to respect human rights principles regarding freedom of association, the right to collective bargaining and equal remuneration.
- Support and encourage all stakeholders to comply with human rights standards.
- Communicate, publish, educate, and support all stakeholders to conduct business activities under human rights standards.

**VGI's human rights management comprises of four key areas: employees; communities and environment; business partners; and customers.**

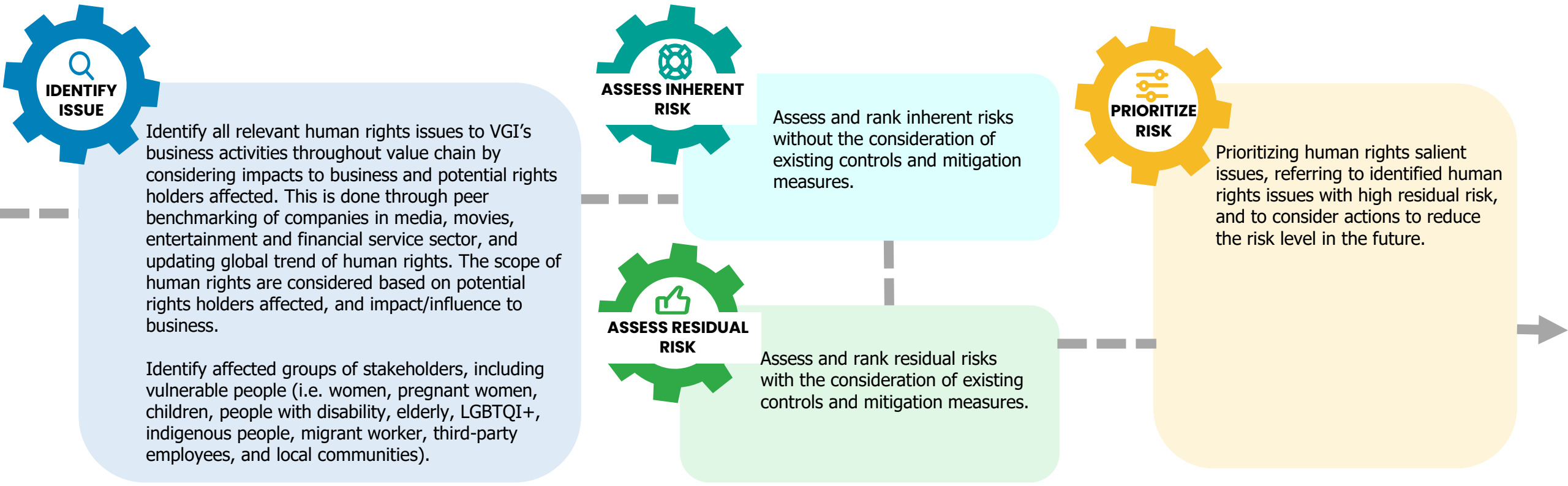
**Reporting and Disclosure:** VGI commits to disclose the Company's human rights commitment and performance in the annual Sustainability Report and the Company's website.

Reference: [VGI Human Rights Policy](#)

# Human Rights Risk Assessment




As part of the HRDD, VGI has conducted a Human Rights Risk Assessment (HRRRA) to identify human rights issues associated with the Company's business operations and value chain activities. The HRRRA covered 100% of VGI's own operations (i.e. products or services), subsidiaries, tier 1 Suppliers and joint ventures. The risk identification process will also cover new business relations (i.e. mergers, and acquisitions).

The objectives of the HRRRA are to identify, prevent and mitigate human rights risks and issues that are present in VGI's own business operations, associated activities and throughout the value chain. The risk assessment methodology are outlined below:



# VGI Ecosystem

The scope and coverage of human rights risk assessment is throughout the Company's Offline-to-Online ("O2O") Marketing Solutions provision. VGI assesses human rights risks over businesses that the Company has management control and were operated for over 3 years, comprising of 1) Advertising Business, 2) Digital Services Business and 3) Distribution Services Business.

 <p>Advertising Business</p>	<ul style="list-style-type: none"> <li>• Media Space Rental</li> <li>• Merchandising Space Rental</li> <li>• Office Media</li> <li>• Residential Media</li> </ul>
 <p>Digital Services Business</p>	<ul style="list-style-type: none"> <li>• Rabbit Card</li> <li>• Rabbit Line Pay</li> <li>• Digital Media</li> <li>• Media Agency</li> <li>• Health and Life Insurance</li> <li>• Auto Insurance</li> <li>• Rabbit Selection</li> <li>• Co-branded Cards</li> <li>• Digital Lending</li> </ul>
 <p>Distribution Services Business</p>	<ul style="list-style-type: none"> <li>• Retail business</li> <li>• Leasing business</li> <li>• Publishing business</li> <li>• Retail sale via the internet</li> </ul>

Please see [Annual Report FY2023/24](#) on Section 2 for more details of VGI Ecosystem

# Human Rights Issues

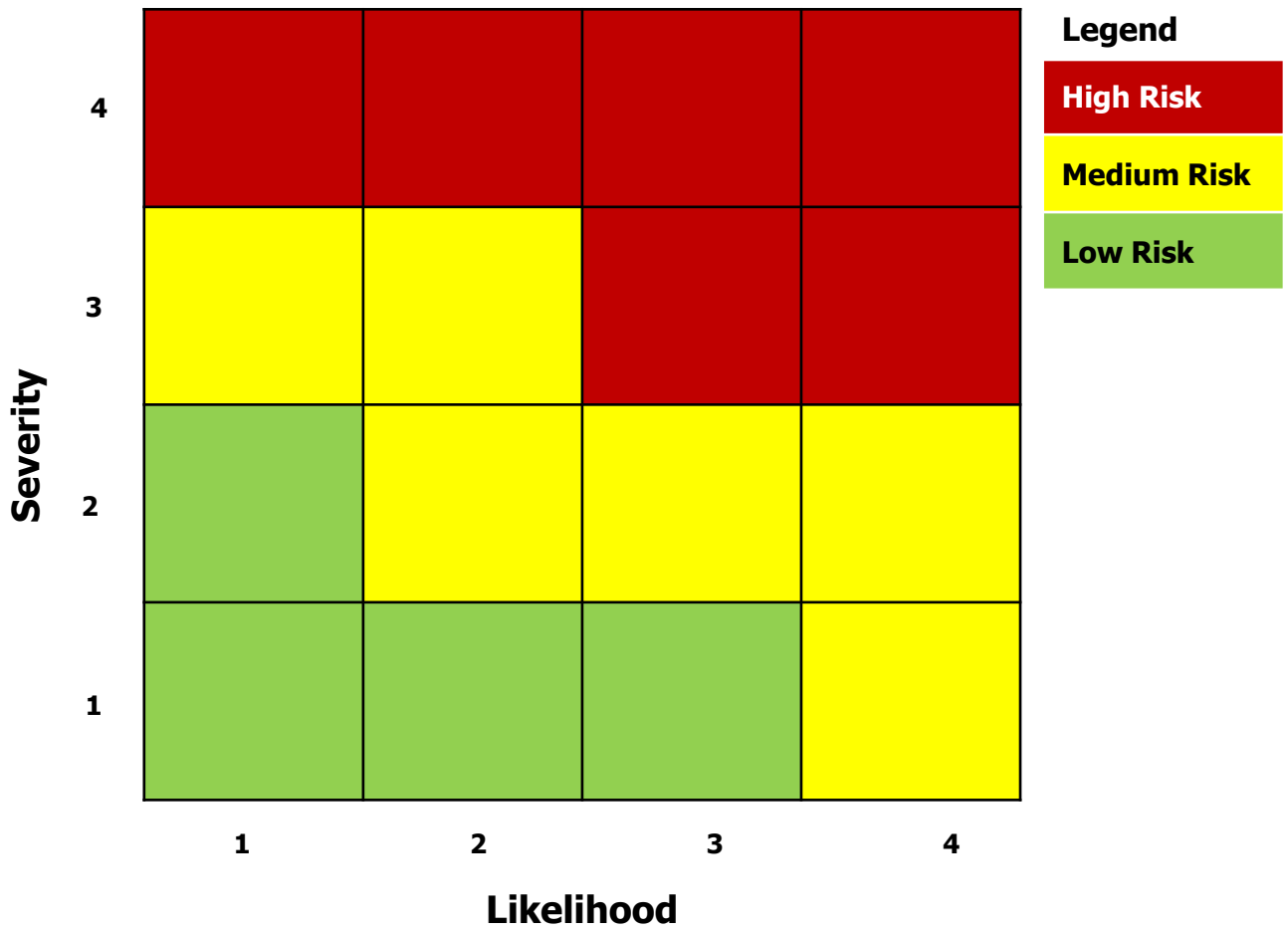
Rights Holders	Employee	Community <sup>1</sup>	Customer <sup>2</sup>	Supplier/Contractor
Human Rights Issues Assessed	Working Condition	Health and Safety	Health and Safety	Occupational Health and Safety (of suppliers/contractors working in VGI's operations)
	Occupational Health and Safety	Standard of Living*	Discrimination	Working Condition (of suppliers/contractors working in VGI's operations)
	Discrimination & Harassment (including Equal Remuneration)	Discrimination & Harassment	Cybersecurity/ Information Security/ Data Privacy	Discrimination & Harassment (of suppliers/contractors working in VGI's operations)
	Freedom of association and Right to collective bargaining			Discrimination (in procurement process)
	Illegal forms of labor (e.g. child labor, forced labor, human trafficking)			Cybersecurity/ Information Security/ Data Privacy
	Cybersecurity/ Information Security/ Data Privacy			
	<b>Security Forces/ Security Management</b>			

<sup>1</sup> Community includes 1) general public.

<sup>2</sup> Customer includes 1) media agency and 2) direct customer of VGI's product and service offerings.

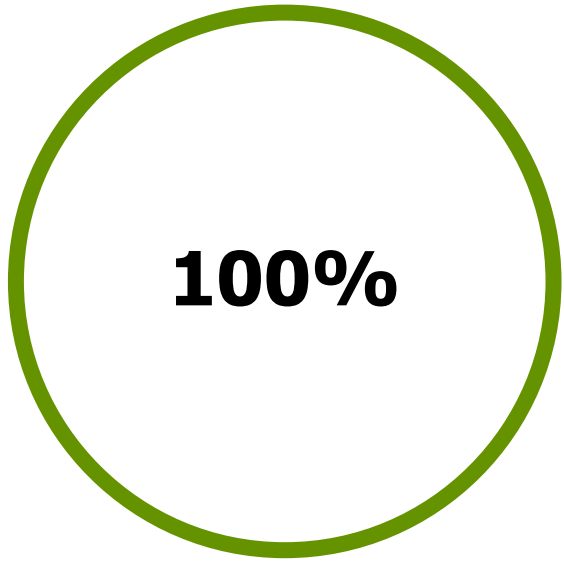
\* Standard of living refers to everyone has the right to a standard of living adequate for himself/herself and his/her family, this provision sets out some of the elements of this right: a) food; b) clothing; c) housing; d) medical care; and e) necessary social services.

# Human Rights Risk Matrix

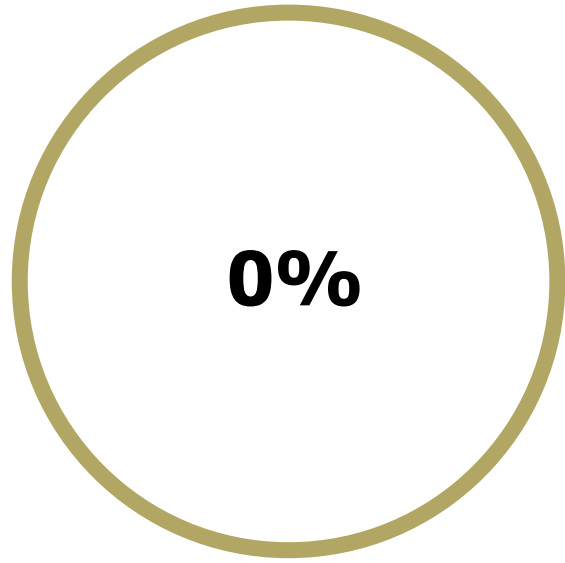


- ❖ The human rights risk assessment will be conducted using the risk matrix, as demonstrated. The matrix is used to determine the significance of the human rights risks through 2 dimensions: **Severity X Likelihood**.
  - ❖ **The level of significance** allows VGI to prioritize and manage human rights issues in relation to their risk level.
  - ❖ **Salient Issues** are issues with risk ranking at **"High"**.
- Remark: Human rights salient issues are issues with high risk that the Company will prioritize to manage and address in order to reduce its severity and/or likelihood.

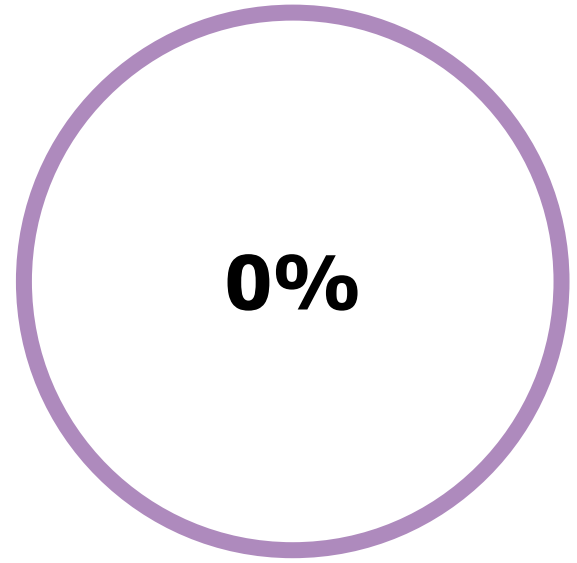
# VGI Human Rights Salient Issues (2023/2024): Own Operation



- ❖ **100%** of VGI's products and services provisions were assessed on human rights risks.



- ❖ **0%** of VGI's products and services assessed were identified on human rights with high risks.



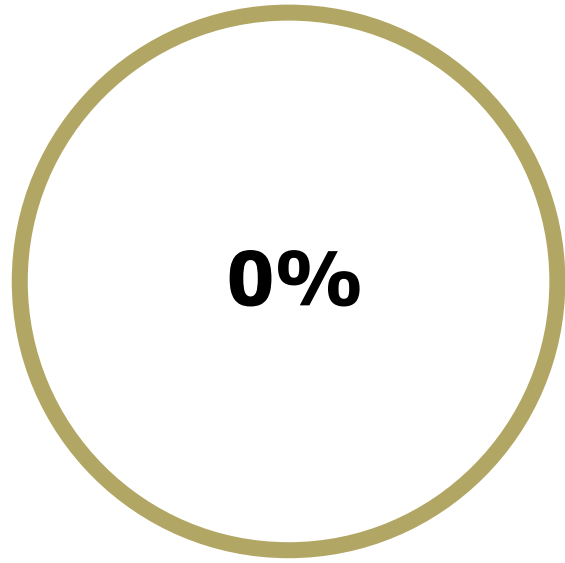
- ❖ **0%** of VGI's products and services, identified on human rights with high risks, have mitigation actions taken.
- ❖ Although, there are none VGI's products and services were assessed on human rights with "High Risks". The company has implemented mitigation measure taking in placed in order to prevent and control potential human rights risk to occur in the future.



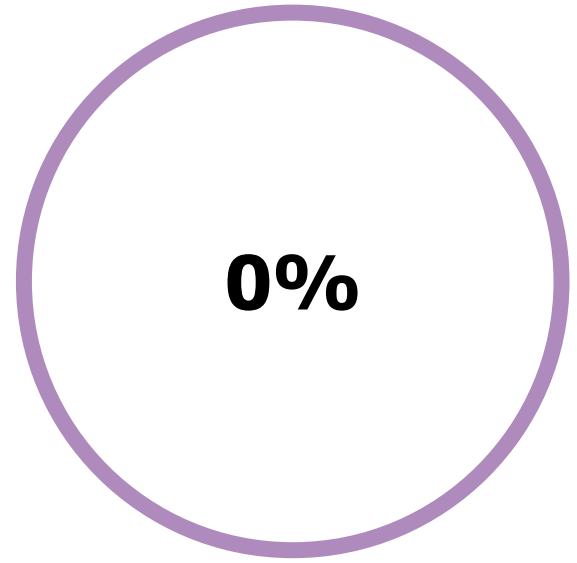
# VGI Human Rights Salient Issues (2023/2024): Tier 1 Suppliers\*



❖ **100%** of VGI's tier 1 suppliers assessed were identified with human rights risks.



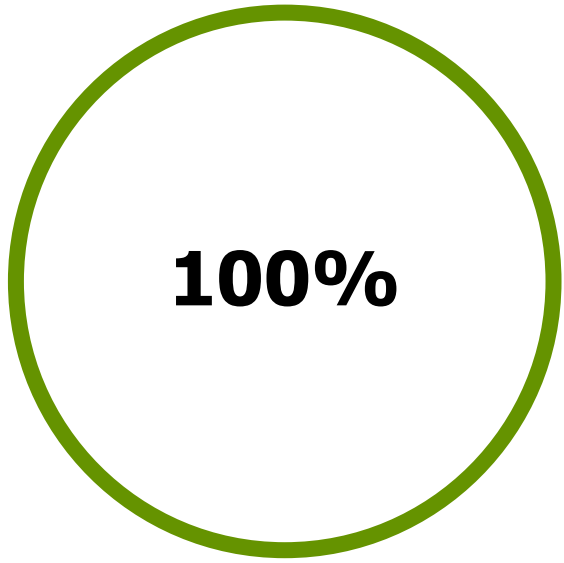
❖ **0%** of VGI's tier 1 suppliers were assessed with human rights risks.



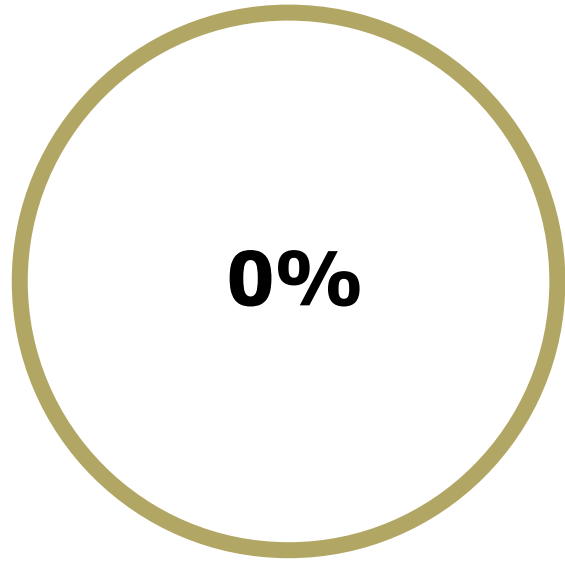
❖ **0%** of VGI's tier 1 suppliers, identified with human rights risks, have mitigation actions taken.

\*Total of 193 tier 1 suppliers were assessed on human rights risks in FY2023/24

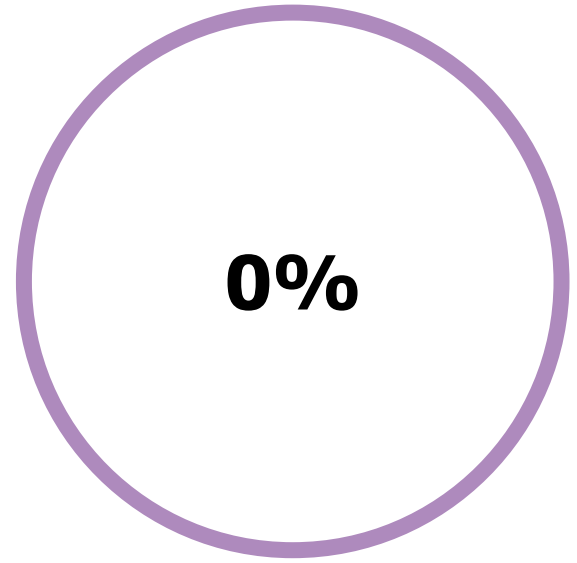
# VGI Human Rights Salient Issues (2023/2024): Joint Ventures\*



❖ **100%** of VGI's joint ventures were assessed on human rights risks.



❖ **0%** of VGI's joint ventures assessed were identified with human rights risks.



❖ **0%** of VGI's joint ventures, identified with human rights risks, have mitigation actions taken.

\* Refers [Annual Report 2023/24](#) in Section 5.2 for joint ventures at stakes above 10% and without management control.

# Integrating Findings and Taking Actions

The findings and results from the human rights risk assessment, including the identification of high human rights risks (salient issues) are used to assess and improve VGI's existing mitigation measures, actions and controls to ensure that it is effective in addressing the human rights issues that are present in the Company's own operations and throughout the value chain, and will be used as part of the development of additional measures, moving forward.



**Human Right Risks  
and Impacts**

# Tracking and Communication

In accordance with VGI's Human Rights Policy, the Company is committed to respect human rights for all stakeholders and vulnerable groups, as well as to prevent the occurrence of human rights issues and human rights violations that might have directly and indirectly caused by VGI's own operation, value chain activities, supply chain and new business relations.

With the aforementioned commitment, VGI has also established various communication/complaint channels for all rights holders and vulnerable groups to raise concerns and/or report any human rights issues and violations related to VGI's business operations, and value chain activities. The data collected from this channel has enabled the Company to monitor VGI's human rights performance, and conduct stringent human rights issue investigation and human rights due diligence process which are the crucial factors for developing mitigation measures/ actions and remediation actions.

Additionally, VGI has regularly communicated human rights performance, such as human rights initiatives, human rights issues, human rights risks, human rights violations, mitigation measures/ actions and remediation actions, to stakeholders and vulnerable groups via VGI's Sustainability Report and Human Rights Disclosure.

## Communication Channels

<p><b>Internal Intranet</b></p>	<p><b>Doitright@vgi.co.th</b></p>	<p><b>Company Secretary Division</b>  VGI Public Company Limited  21 TST Tower, 9<sup>th</sup> Floor, Vibhavadi-Rangsit Road, Chomphon, Chatuchak, Bangkok 10900, Thailand  Tel: 0-2273-8884 ext.391  Email: companysecretary@vgi.co.th</p>
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# Remediation

VGI is committed to conducting human rights risk assessment within an appropriate timeframe 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. In case of human rights violations, VGI will take appropriate remediation actions involving compensation and other forms of remedy that shall amend the harm caused. These outcomes can be in any forms such as apologies, restitution, rehabilitation, financial or non-financial compensation, punitive sanctions and the prevention of harm.

**Nonetheless, in 2023/2024, there was no human rights violation case. Thus, there were no forms of remediation actions taken nor necessary. This was as a result of our rigorous human rights risks mitigations process in place.**



**Zero**

Incident of discrimination and harassment



**Zero**

Human rights violations case