



# HUMAN RIGHTS DUE DILIGENCE AND RESULT

SUMMARY REPORT 2022

TISCO Financial Group Public Company Limited

Our Human Rights Guidelines has adopted United Nations Guiding Principles on Business and Human Rights (UNGPs) to guide the organizational management and practices.

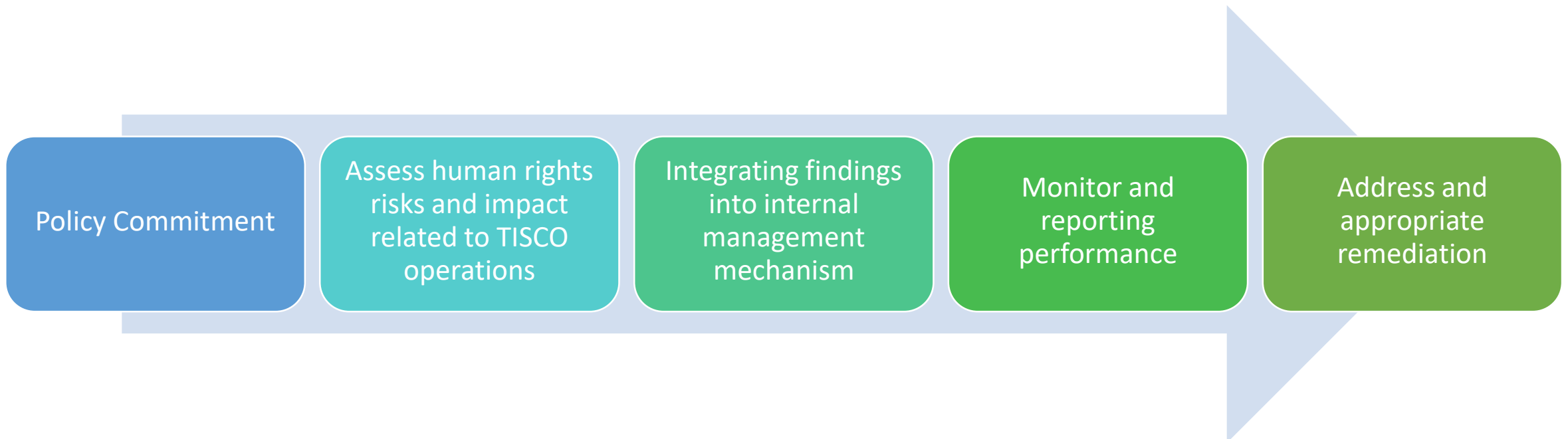
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# 1. Human Rights Due Diligence Overview

Human rights due diligence has been developed in accordance with the UN Guiding Principles on Business and Human Rights (UNGPR). TISCO group undertakes the human rights due diligence process to identify, prevent and mitigate adverse human rights impacts as a result of its activities throughout our value chain. Human rights guidelines apply to all subsidiaries of TISCO Group associated activities within the value chain, and relevant stakeholders such as customers, employees and suppliers.

**The due diligence comprises the following components:**



## 2. Policy Commitment

TISCO Group emphasizes conducting business under good corporate governance principles along with social and environmental development to serve stakeholder's satisfaction in all dimensions equally. The social policy for sustainable development is established regarding the guidelines of the ISO 26000 Social Responsibility Guidelines, the Corporate Social Responsibility Institute, and the office of the Securities and Exchange Commission that concern with Human Rights for all stakeholders. Meanwhile, TISCO establish a framework and guidelines for business operations with an intention to take into account human rights issues to support sustainable development. Human rights management process encompasses 4 key areas:

### 1. Customer rights

- Discrimination against customers
- Customer privacy and data protection
- Market conduct practices

### 2. Labor rights

- Discrimination in workplace
- Working conditions
- Occupational health and safety in workplace
- Employee privacy

### 3. Human rights in relation to business practices

- Environmental issues
- Labor rights
- Community health, safety and security

### 4. Human rights in the supply chain

- Health and safety in workplace
- Working conditions
- Data and information leaks and breaches

## 3. Human Rights Risk Assessment

Methodology to assess our human rights risk and impacts as follows:

### **SCOPING**

Scope out the most relevant human rights issues to TISCO's business activities by reviewing peers' benchmarking, risks within the geography of operation, and industry's human rights issues from civil society organizations and NGOs

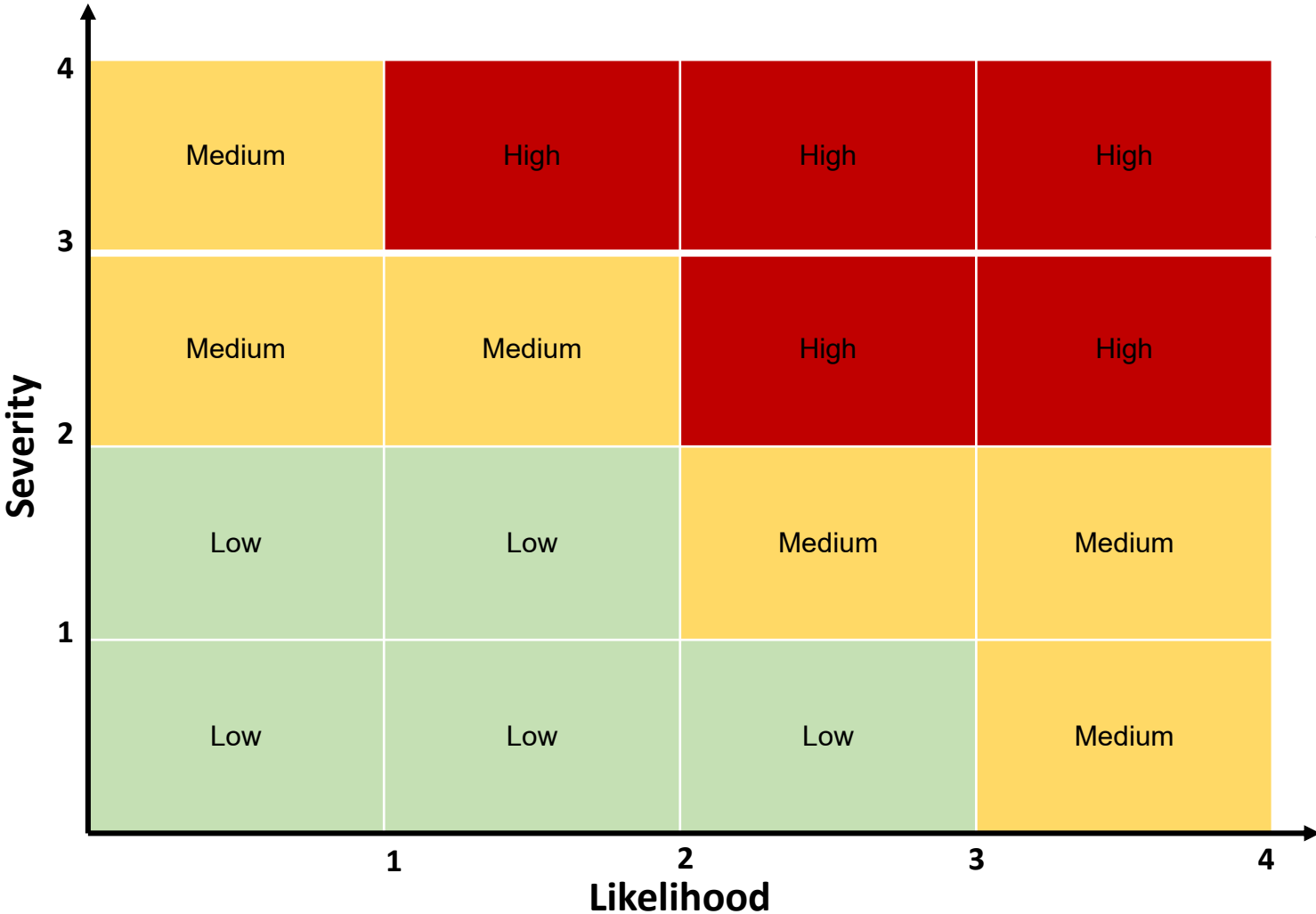
### **IDENTIFICATION**

Through tabletop review and studies potential and actual human rights risks associated with our business activities based on the human rights issues identified from the scoping activity.

### **PRIORITIZATION**

Determines the level of severity and likelihood by using a 4x4 matrix. Prioritize human rights salient issues and develop additional mitigation actions needed

# Human Rights Risk Assessment Matrix



### Risk level:

**High risks** are salient human rights risks that need to be addressed with additional prevention/mitigation measures.

**Medium risks** are human rights salient issues that are mitigated to some extent but need additional mitigation measures.

**Low risks** are human rights risks that are appropriately mitigated and should be monitored regularly for changes.

The assessment of human rights (inherent and residual) risk level will be conducted using a matrix to determine the significance of the human rights, where the Axis-X is the level of likelihood and Axis-Y is the level of severity. (See Page 7 - 8)

## Human Rights Risk Assessment Criteria: Severity

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

For severity, it will be considered based on the scale, scope and irremediable of the risk or impact from the perspective of affected stakeholders. Severity is not an absolute value, but is relative to the other human rights risks and impacts that have been identified (UN Guiding Principle 14).

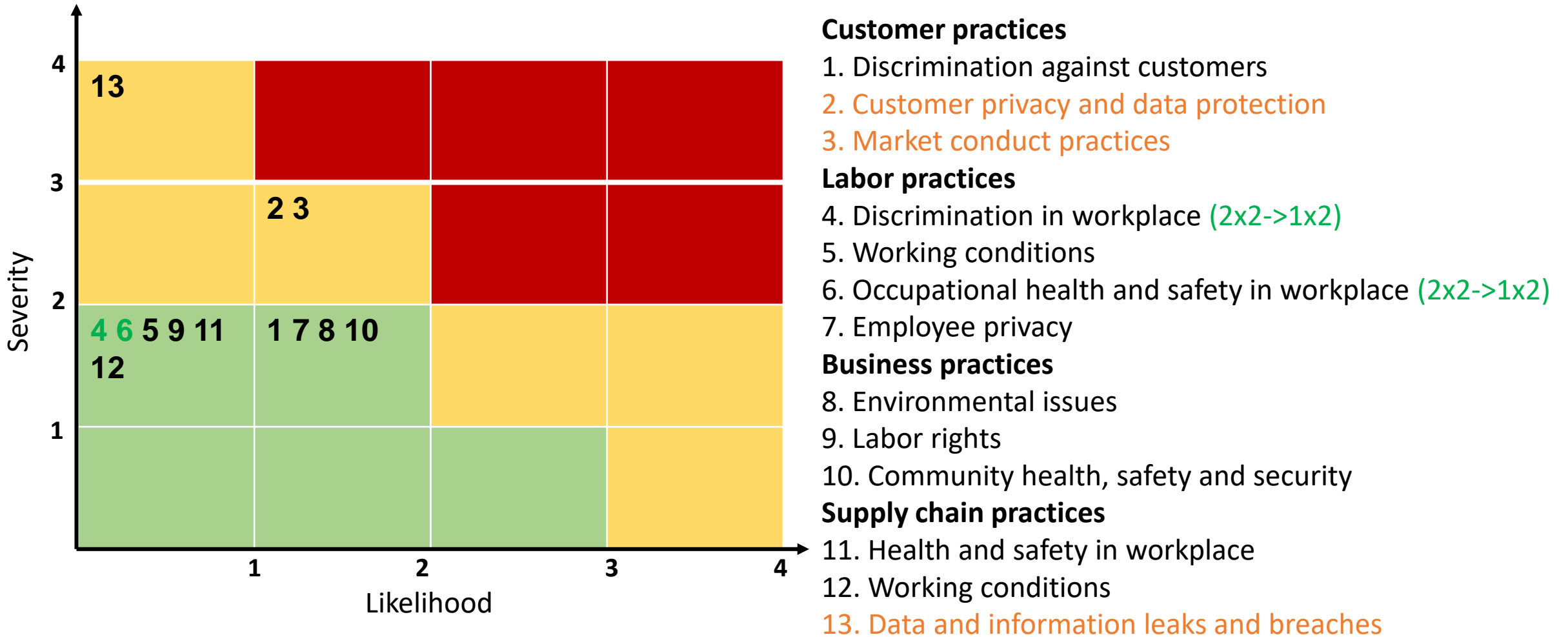
## Human Rights Risk Assessment Criteria: Likelihood

Likelihood Level	Likelihood	Example
Very likely (4)	Occurs all the time	Such human rights issues have occurred consistently from the past until present.
Likely (3)	Occurs very often	Such human rights issues have happened in the past and also occurred very often at the present.
Unlikely (2)	Occurs rarely	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)	Almost never	Such human rights issue have never occurred in our business operation but have occurred in the industry of the operation.



### 3. Human Rights Risk Assessment - Result

TISCO identified 13 human rights issues related to its operations and throughout our value chain, where human right issues that were ranked at **high and medium level** are considered as salient issues.



Remark: Assessed by ORM-SD for the year ended 2022

2. Customer privacy and data protection

3. Market conduct practices

13. Data and information leaks and breaches

## 2. Customer Privacy and Data Protection, 13. Data and Information Leaks and Breaches

### **Rights Holder Impacted:**

Our customers and supply chain practices

### **Description:**

Collection, use, and disclosure of customer information without proper basis and market practice which may lead to privacy issues. This also includes data leakage and breaches due to insufficient security systems and implementation.

### **Mitigation Actions**

#### **Data Governance:**

- Data Governance Policy and Guidelines
- Personal Data Protection Guidelines
- Data Breach Response Plan
- Data Classification and Data Control Guidelines

#### **Information Technology:**

- Information Security Policy and Guidelines
- IT Risk Management Guidelines
- IT Acceptable Use Guidelines
- Access Management Guidelines
- Audit Log Guidelines
- BCP Cyber Attack and Incident Response Playbook

#### **Business Practice:**

- Human Rights Guidelines
- Market Conduct Policy
- Nonfinancial & Business Partner Policy and Guidelines
- Incident and Customer Complaint Management Guidelines

### 3. Market Conduct Practices

**Rights Holder Impacted:**

Our customers

**Description:**

Deliberate or negligent sale of products or services in circumstances where the contract is either unsuitable or misrepresented the customer's needs such as misleading about product features, forced selling, mis-selling, and enrolling without customers' consent.

**Mitigation Actions****Business Practice:**

- Human Rights Guidelines
- Market Conduct Policy
- Personal Data Protection Guidelines
- Compliance Manual
- Employee's Securities Trading Guidelines
- Conflict of Interest Prevention Guidelines
- Anti-Corruption Policy and Guidelines
- Incident and Customer Complaint Management Guidelines
- Whistleblowing Policy

## 5. Performance Report and Remediation Actions Taken

In 2022, with the implementation of mitigation measures, there were **no case of human rights violations**. Thus, there were no remediation actions necessary and taken.

In case of unexpected event, TISCO willing to be responsible for actual damages in any cases such as publicly official apologies and financial or nonfinancial compensation

Note: In case of incident, the process includes:

- Report through HR Helpline or Complaint Channels,
- Consult with management and related persons on the approach for remedying affected persons when human rights adverse impacts occur and affect persons,
- Take remediation actions and notify remediation taken to affected persons, and
- Summary report to related management