



S&P Syndicate Public Company Limited



*Respect People  
Create Sustainable Value*

# Human Right Due Diligence Report 2025

“Human Rights” are the fundamental rights to which every individual is entitled, based on the principle of equality, regardless of nationality, religion, gender, race, or any other status. Global recognition of human rights emphasizes their significance as a cornerstone of business operations. However, business activities inevitably involve various individuals, both directly and indirectly, throughout all processes-including labor usage, management, and human coordination-to address diverse operational needs in procurement, manufacturing, logistics, or services.



In 2025, S&P Syndicate Public Company Limited conducted a comprehensive review of its Human Rights Due Diligence (HRDD) program. This review encompassed all operational processes to identify, prevent, and mitigate potential risks and negative impacts on human rights arising from business activities throughout the entire value chain.

S&P is committed to fostering engagement with stakeholders by actively listening to their needs, opinions, and suggestions. By prioritizing the issues most significant to stakeholders, S&P aims to enhance its operational efficiency for both current activities and future projects. This approach ensures a comprehensive reduction of human rights risks and the establishment of preventive measures to effectively address potential risks that may emerge in the future.

## Overview of Human Rights Due Diligence Process

1



### Policy Commitment

Develop Human Rights Policy and integrate the responsibility to respect human rights into its organizational culture, knowledge, and practices. Communicated to employees via internal emails and training session.

2



### Human Rights Risk Assessment

S&P conducts human rights risk assessments to identify both actual and potential risks and impacts. These assessments cover current operations as well as future projects, ensuring a comprehensive evaluation of the effects on stakeholders and business operations.

## 3



## Integration and Management

S&P incorporates the results of human rights risk assessments into collaborative consultations with relevant departments to implement corrective actions and improve operational processes. These efforts focus on identifying, preventing, and mitigating potential risks and adverse human rights impacts arising from S&P's business activities across the entire value chain. Furthermore, S&P identifies and evaluates its management approaches for these risks and impacts, ensuring that appropriate remediation is provided to affected rightsholders.

## 4



## Monitoring and Communication

- **Monitoring:** S&P conducts a comprehensive human rights risk and impact assessment every three years, supplemented by an annual review of human rights performance and impacts. This ensures that the S&P's approach remains current, as human rights issues related to business operations may evolve alongside changing activities and stakeholder groups.
- **Reporting:** S&P prepares human rights risk and impact assessment reports for the Corporate Governance and Sustainability Committee to keep them informed of current situations and future action plans. Furthermore, these human rights reports are publicly disclosed on S&P's website.

## 5



## Remediation

S&P recognizes that its business activities may contribute to or be linked to human rights violations against relevant stakeholders. Consequently, S&P is committed to mitigating risks and potential violations in alignment with its Human Rights Policy. In the event of a human rights violation, S&P maintains a fair investigation process and provides remedial measures to affected parties. This ensures appropriate and equitable relief or compensation from S&P, managed through administrative mechanisms and legal frameworks. Additionally, preventive measures are established to ensure such incidents do not recur in the future.

S&P's remediation guidelines are based on the following principles:



Direct apologies  
to affected parties

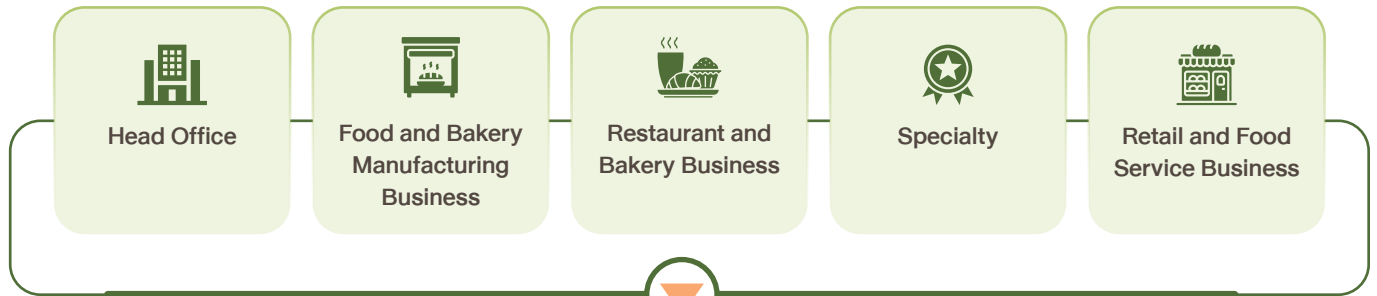


Financial  
compensation



Other forms of  
remedial assistance

# Identify Associated Activities throughout Value Chain



1



## Office/ Research & Product Development

Research and develop products and services consistently especially in terms of nutritional value and food safety while compliance with quality and food safety standards.

2



## Procurement and Raw Materials

Sourcing high quality raw materials directly from farmers while promoting sustainable farming practices. Selects reliable suppliers to minimize risks to consumer health and mitigate potential income losses and damages for stakeholders across the value chain.

3



## Manufacturing

Operate in compliance with standards including Good Hygiene Practices (GHPs) standards, Hazard Analysis and Critical Control Point (HACCP) standard, ISO 22000: 2018 and ISO 14001:2015.

4



## Warehouse & Logistics

Use eco-friendly packaging and distribute products to S&P outlets via the S&P distribution center.

5



## S&P Restaurant & Bakery Shop/1344 Delivery

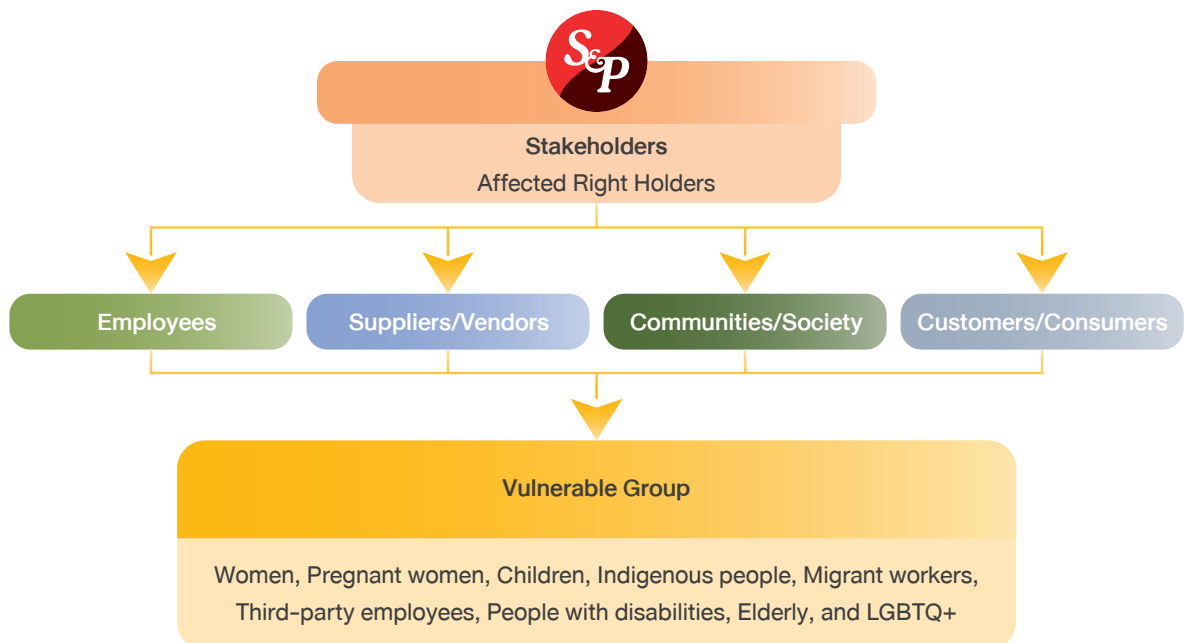
High quality and safe food, bakery, and beverages, ready to be served to consumers through multiple channels, including S&P Restaurants & Bakery Shops, 1344 Delivery, and various partners.

# Scope of Assessment

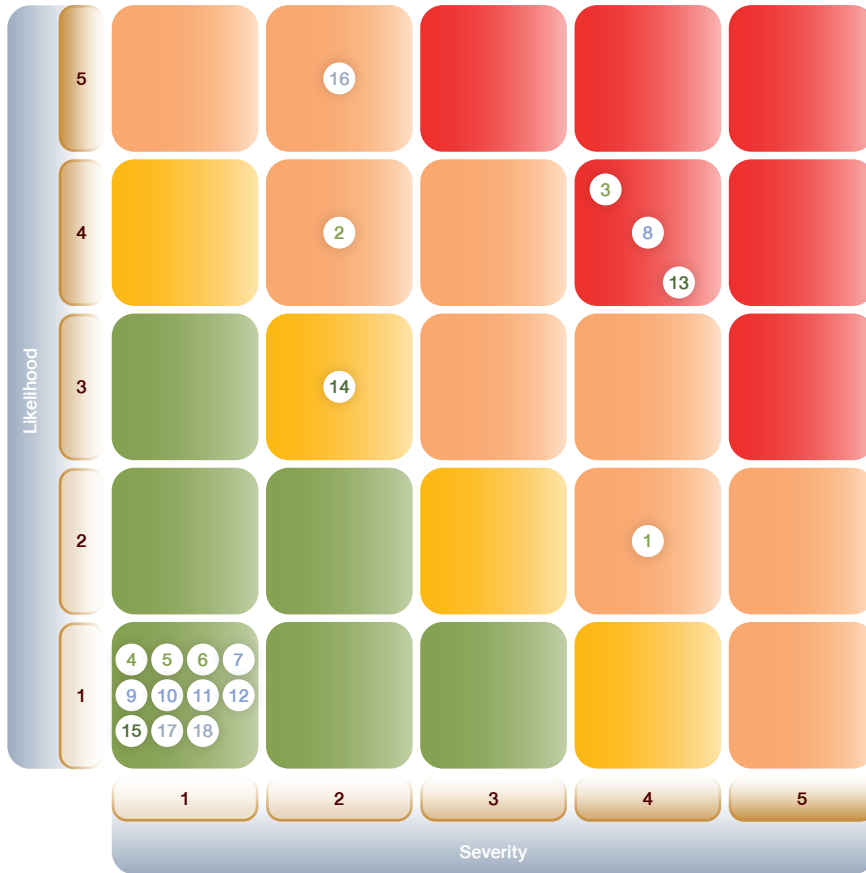


## Affected Right Holders

The scope of Human Rights Due Diligence and Human Rights Risk Assessment covered stakeholders and affected rights holders whose rights may be at risk of violation from S&P business activities, including:



# Results of 2025 Human Rights Risk Assessment



## Human Rights Issues



### Employee Practices

- 1 Working Condition
- 2 Discrimination and Harassment (Including Equal Remuneration)
- 3 Occupational Health and Safety
- 4 Freedom of Association and Right to Collective Bargaining
- 5 Illegal Labor
- 6 Data Privacy/Cybersecurity



### Supplier and Vendor Practices

- 10 Vender Discrimination
- 11 Illegal Labor
- 12 Data Privacy/Cybersecurity



### Community and Society Practices

- 13 Health and Safety
- 14 Standard of Living
- 15 Land Acquisition and Forced Resettlement



### Supplier and Vendor Practices

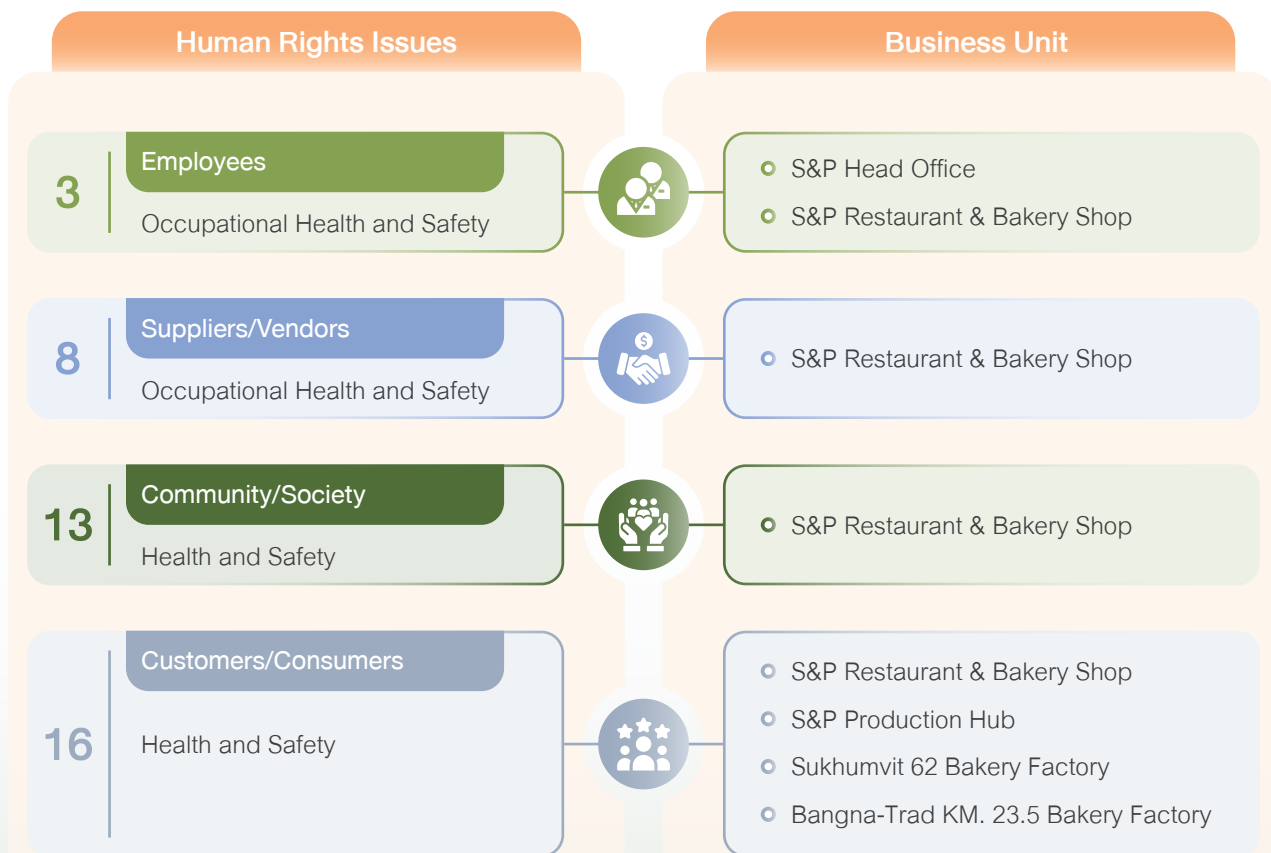
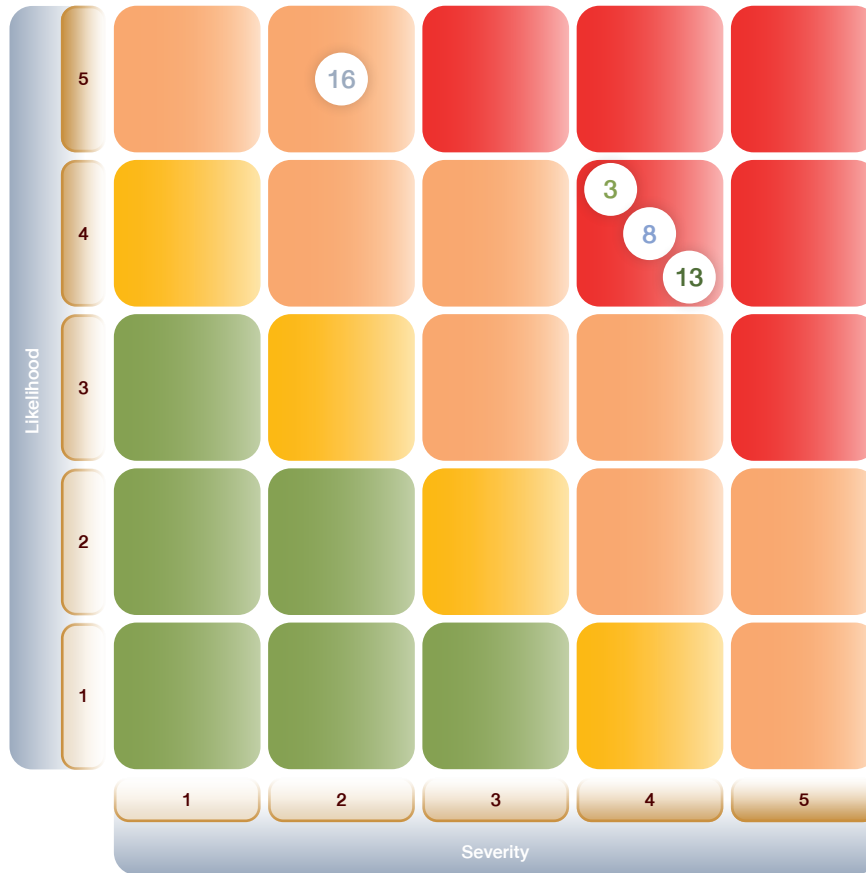
- 7 Working Condition
- 8 Occupational Health and Safety
- 9 Discrimination and Harassment (Including Equal Remuneration)



### Customers and Consumers Practices

- 16 Health and Safety
- 17 Discrimination and Harassment
- 18 Data Privacy/Cybersecurity

# Salient Issues



# 2025 Human Rights Risk Assessment

Full-time equivalent (FTE) as reporting basis



Remark: \* Human rights issues identified at high risk are Occupational Health and Safety of employees and suppliers/vendors and Health and Safety of community/society and customers/consumers in S&P Head Office, S&P Restaurant & Bakery Shop, S&P Production Hub, Sukhumvit 62 Bakery Factory and Bangna-Trad KM. 23.5 Bakery Factory.

# Human Rights Risk Assessment



## Occupational Health and Safety (Employees)



### Business Unit

- S&P Head Office
- S&P Restaurant & Bakery Shop

### Relevant human rights based on the international principles

- Right to life
- Right to enjoy just and favorable conditions of work including rest and leisure
- Right to health
- Right to access to effective remedies

## Actual and Potential Risks

- Overwork resulted in health issues
- Accident during working period:



Fire-related injuries  
or burns



Machinery-related  
accidents



Sharp object  
injuries



Slips and falls  
in the workplace

## Preventive and Mitigation Measures

### Head Office

- Good Corporate Governance Guidelines.
- Corporate Governance Policy.
- Human Rights and Labor Practices Policy.
- Sustainable Development Policy.
- Whistleblowing or Grievance Channels.
- S&P Code of Conduct for Directors, Executives, and Employees.
- Occupational Health and Safety Policy.
- Annual Workplace Inspection.
- Monitoring the Performance of Safety, Occupational Health, and Environmental Policies.
- S&P Risk Assessment Affecting Employees, Partners, and Contractors at S&P Premises.
- Stakeholder Engagement Policy.

## Preventive and Mitigation Measures

- “Safe & Happy Workplace” Project to promote and support improvements in the work environment, safe work practices, and the use of appropriate of Personal Protective Equipment (PPE).
- Employee Health and Safety Promotion Activities: Such as nutrition training for executives and employees for sustainable well-being, and after-work exercise programs.
- Annual Health Check-up.
- Employee Health and Safety Programs for Pandemic/Epidemic Situations (e.g., Influenza).
- All employees undergo “Occupational Safety, Health, and Working Environment” training before starting work to ensure a thorough understanding of safe work practices.

### S&P Restaurant & Bakery Shop

- Good Corporate Governance Guidelines.
- Corporate Governance Policy.
- Human Rights Policy.
- Sustainable Development Policy.
- Whistleblowing or Complaint Channels.
- Code of Conduct for Directors, Executives, and Employees.
- Stakeholder Engagement Policy.
- Occupational Health and Safety Policy.
- Annual Workplace Inspection.
- Monitoring the Effectiveness of Safety, Occupational Health, and Environmental Policy Compliance.
- Risk Assessment affecting employees, partners, and contractors at S&P premises.
- “Safe & Happy Workplace” Project to promote and support environment improvements, safe work practices, and the use of appropriate Personal Protective Equipment (PPE).
- Installation of warning signs in high-risk areas to prevent accidents.
- Regular maintenance of equipment and safety gear to ensure readiness; replacing damaged items promptly.
- Standard Operating Procedure (SOP) Manual.
- Quality, Service, and Cleanliness (QSC) audit conducted by the Central QSC Department to assess all S&P branches.
- Training programs for supervisors on consistent QSC audit guidelines.
- Regular review of kitchen procedures in accordance with the SOP manual.
- Employees involved in food handling must be certified through a Food Handler Training Course.
- All employees undergo pre-employment training in the “Occupational Safety, Health, and Working Environment Course” to ensure a clear understanding of safe work practices.
- Work assignment based on job nature and the health status of the employee.
- Safety Officers (SO) conduct site visits at incident locations to investigate and revise work procedures to prevent recurrence.
- Safety Officers (SO) define safety inspection and assessment guidelines for the QSC team, and establish additional measures to manage or prevent incidents.
- Annual health check-ups for general staff and risk-based health screenings for occupational diseases.
- Employee health and safety programs for pandemic/epidemic situations, such as Influenza.



## Occupational Health and Safety (Suppliers/Vendors)



### Business Unit

- S&P Restaurant & Bakery Shop

### Relevant human rights based on the international principles

- Right to life
- Right to enjoy just and favorable conditions of work including rest and leisure
- Right to health
- Right to access to effective remedies

### Actual and Potential Risks

Accident during working period:



Fire hazards  
and burns



Machinery-related  
accidents



Sharp object  
injuries



Road and traffic  
accidents



Accidents resulting from improper attire in operational areas due to negligence

### Preventive and Mitigation Measures for Suppliers/Vendors

- Good Corporate Governance Guidelines.
- Corporate Governance Policy.
- Human Rights and Labor Practices Policy.
- Sustainable Development Policy.
- Whistleblowing or Grievance Channels.
- S&P Code of Conduct for Business Partners.
- Stakeholder Engagement Policy.
- Supplier Management/Vendor Management.
- Criteria for Supplier Sourcing and Selection.
- Criteria for Supplier Identification and Selection for Audit.

## Preventive and Mitigation Measures for Suppliers/Vendors

- Human rights risk assessment for all Tier 1 suppliers and collaboration with other tiers to mitigate risks; covering occupational health and safety, age verification processes, work permits, and human rights violation protection policies.
- Occupational Health and Safety Policy.
- Annual Workplace Inspection.
- Monitoring the Effectiveness of Safety, Occupational Health, and Environmental Policy Compliance.
- Risk Assessment affecting employees, partners, and contractors at S&P premises.
- Standard Operating Procedure (SOP) Manual.
- Routine inspection of equipment to ensure readiness; replacing immediately if damaged.
- Integrating hydraulic hose inspections into the operational checklist.
- Increasing the frequency of forklift inspections conducted by company technicians.
- Increasing the frequency of hydraulic hose replacements and switching to Food Grade lubricants.
- Safe Driving training programs for logistics and delivery personnel.
- Establishing disciplinary measures for non-compliance with transportation regulations and guidelines, with a maximum penalty of termination.



## Health and Safety (Community/Society)



### Business Unit

- S&P Restaurant & Bakery Shop

### Relevant human rights based on the international principles

- Right to access to effective remedies
- Right to an adequate standard of living (housing, food, water and sanitation)
- Right to life
- Right to health

### Actual and Potential Risks



Road accident



Short circuit



Inadequate waste management



Poor hygiene and severe pest issues

### Preventive and Mitigation Measures for Community/Society

- Good Corporate Governance Guidelines.
- Corporate Governance Policy.
- Human Rights and Labor Practices Policy.
- Sustainable Development Policy.
- Whistleblowing or Grievance Channels.
- S&P Code of Conduct.
- Standard Operating Procedure (SOP) Manual.
- Quality, Service, and Cleanliness (QSC) Audit/Assessment.
- Operations in accordance with ISO 14001:2015 Environmental Management Systems.
- Communicating and disclosing company performance through the Annual Report with accuracy, comprehensiveness, and transparency.
- Occupational Health and Safety Policy.
- Annual Workplace Inspection.
- Monitoring the effectiveness of Safety, Occupational Health, and Environmental policy compliance.
- Risk assessment affecting employees, partners, and contractors at S&P premises.
- “Safe & Happy Workplace” Project to promote and support improvements in the work environment, safe work practices, and the use of appropriate of Personal Protective Equipment (PPE).
- Defining accident management procedures; supervisors and store managers must strictly follow the SOP manual.
- Risk assessment to prevent or mitigate impacts on the community, society, and the environment.
- Strict compliance with laws and regulations.
- Following waste segregation guidelines for proper disposal, including providing disposal points according to the Department of Health (DOH) and relevant regulations.
- Organization-wide training programs on waste segregation for employees.
- Proper waste disposal before store closing and coordinating with local authorities for daily waste collection.
- All S&P restaurants are equipped with grease traps and appropriate ventilation systems.
- Circular Economy initiatives, such as diverting used cooking oil to Sustainable Aviation Fuel (SAF) production and upcycling plastic bottles into employee uniforms.
- “S&P Food Rescue” Project: Distributing surplus bakery products to underprivileged communities and vulnerable groups. For non-participating branches, expired food must be disposed of in front of CCTV cameras.

### Preventive and Mitigation Measures for Community/Society

- Training on the proper use of Food Grade chemicals.
- Strict adherence to regulations to ensure readiness for random inspections by Ministry of Public Health officers.
- Regular employee training to ensure understanding of operational guidelines, including Safe Driving courses for food delivery staff.
- Pre-employment training for all employees in the “Occupational Safety, Health, and Working Environment Course” to ensure a thorough understanding of safe practices.
- Establishing disciplinary measures for non-compliance with transportation regulations and guidelines, with a maximum penalty of termination.
- Training and development for supervisors to uphold principles and criteria-based decision-making; supervisors who fail to comply with regulations will also face disciplinary action.
- Communicating regulations and operational guidelines to employees from their first day of work to mitigate risks of negative community impact.
- Development of employee handbooks and documents related to code of conduct and operational procedures.



### Health and Safety

(Customers/Consumers)



#### Business Unit

- S&P Restaurant & Bakery Shop
- S&P Production Hub

#### Relevant human rights based on the international principles

- Right to access to effective remedies
- Right to life
- Right to health

### Actual and Potential Risks



Foreign object  
in products



Food  
contamination



Equipment & facility  
hazards



Defective packaging  
& labeling

### Preventive and Mitigation Measures for Customers/Consumers

- Good Corporate Governance Guidelines.
- Corporate Governance Policy.
- Human Rights and Labor Practices Policy.
- Sustainable Development Policy.
- Whistleblowing or Grievance Channels.
- S&P Code of Conduct.
- Stakeholder Engagement Policy.
- Customer Satisfaction Survey Project.
- Standard Operating Procedure (SOP) Manual.
- Quality, Service, and Cleanliness (QSC) standard assessments: Weekly inspections by Store Managers, monthly inspections by Area Managers, and quarterly audits by the central QSC Department.
- “Service Master” Project: A 5-step service curriculum designed to build a culture of service excellence in both product quality and service, delivering the best possible experience to customers.
- All employees must undergo and pass the Food Handler Training Course.
- Product Traceability via 2D Barcode system to prevent the sale of expired goods and to track products back to their origin, including production date, source, and lot number.
- Monitoring of food preparation processes according to Standard Operating Procedures (SOP) Manual by Area Managers to prevent recurring issues.



#### Business Unit

- Sukhumvit 62 Bakery Factory
- Bangna-Trad KM. 23.5 Bakery Factory

#### Relevant human rights based on the international principles

- Right to access to effective remedies
- Right to life
- Right to health

### Actual and Potential Risks



Foreign object  
in products



Food  
contamination



Equipment & facility  
hazards



Defective packaging  
& labeling

### Preventive and Mitigation Measures for Customers/Consumers

- Good Corporate Governance Guidelines.
- Corporate Governance Policy.
- Human Rights and Labor Practices Policy.
- Sustainable Development Policy.
- Whistleblowing or Grievance Channels.
- S&P Code of Conduct.
- Stakeholder Engagement Policy.
- Operations in accordance with the following standards:
  - ▶ ISO 22000: 2018 Food Safety Management System.
  - ▶ Food Safety System Certification (FSSC) 22000 Control Measures.
  - ▶ ISO/IEC 17025: 2017 (General requirements for the competence of testing and calibration laboratories) for factory testing laboratories.
  - ▶ Quality and Safety Assurance System: Implementing Critical Control Points (CCP) to effectively prevent physical hazards and foreign objects.
  - ▶ Good Hygiene Practices (GHPs).
  - ▶ Hazard Analysis and Critical Control Point (HACCP) System.
  - ▶ Good Manufacturing Practices (GMP).
- Self-assessment through operational checklists conducted by production line staff.
- Working hours management to mitigate the risk of human error.
- Promoting supplier engagement through pre-delivery raw material inspection processes.
- Heightened awareness regarding contamination prevention and its impact on product quality.
- On the Job Training (OJT) regarding personal hygiene.
- Random personal hygiene inspections.
- Providing feedback to raw material suppliers to collaboratively develop corrective and preventive actions.
- The Quality Assurance (QA) department has increased the frequency of random raw material inspections upon receiving, ensuring strict compliance.
- Stringent contamination control measures prior to entering the production line, including: wearing hairnets and additional protective gear; hair rolling before entry; and re-rolling every two hours during production. Employees are also required to wear arm covers to prevent hair shedding.
- Segregating the packaging removal area from raw materials before entering the cake batter mixing room.
- Enhanced visual control measures to detect foreign objects prior to ingredient mixing.
- Enhanced visual control measures during the raw material preparation stage prior to usage.

# Remediation & Grievance Mechanisms

S&P has designated the Sustainability Development Department, in collaboration with the Human Resources Department and other human rights-related functions across the value chain including Procurement, Production, and Information Technology to collectively analyze and assess potential human rights risks. Together, they develop preventive and remedial measures, which include the announcement and review of Human Rights Management Policies. These policies serve as operational guidelines for employees in their interactions with colleagues and stakeholders throughout the value chain. The Internal Audit Department consistently monitors and reviews reports on a daily basis to ensure that organizational activities do not violate human rights.

Furthermore, S&P integrates risk management practices into its operations by communicating them through the S&P Code of Conduct for directors, executives, and employees, as well as the Code of Conduct for Business Partners. S&P also establishes human rights training plans applicable to S&P Syndicate Public Company Limited and its subsidiaries, while encouraging business partners to adopt these practices and promoting stakeholder engagement in respecting human rights.

Progress is reported to the Corporate Governance and Sustainability Development Committee, which is responsible for policy-setting, oversight, and the promotion of Corporate Governance and Sustainable Development (ESG). This oversight covers human rights, health, and occupational safety of stakeholders to create long-term value for the business and all parties involved.

## 1 Policy Announcement and Principles

S&P communicates its commitment to human rights through policies adapted from fundamental international standards. This ensures that employees and business partners possess the knowledge, understanding, and awareness of the importance of respecting human rights.



## 2 Comprehensive Human Rights Due Diligence (HRDD)

S&P conducts assessments to identify salient human rights risks both actual and potential while reviewing operations to mitigate negative impacts on all stakeholder groups.



## 3 Integration of Assessment Results

Results from assessments are integrated into internal management to plan preventive measures and define guidelines for remediation and correction in cases of human rights violations or unfair labor practices, tailored to the organizational context.



## 4 Grievance Mechanism

S&P provides grievance channels for employees and stakeholders to report human rights concerns. A formal investigation process is in place to provide appropriate remediation. Findings are used to improve operations and prevent recurrence. Through the website's reporting channels, the Internal Audit Department will consult with relevant units to resolve and remediate issues within 30 days.



### Communication Channels



Telephone

: 089-204-5542 or 0-2785-4000 ext. 386



Email

: [crm@snpfood.com](mailto:crm@snpfood.com)

: For product quality and customer service complaints.

[whistleline@snpfood.com](mailto:whistleline@snpfood.com) : For whistleblowing on corruption, legal non-compliance, or violations of company regulations and the Code of Conduct.



Suggestion Boxes

: Available at the Head Office, regional offices, and S&P food and bakery factories.



Sealed Letter

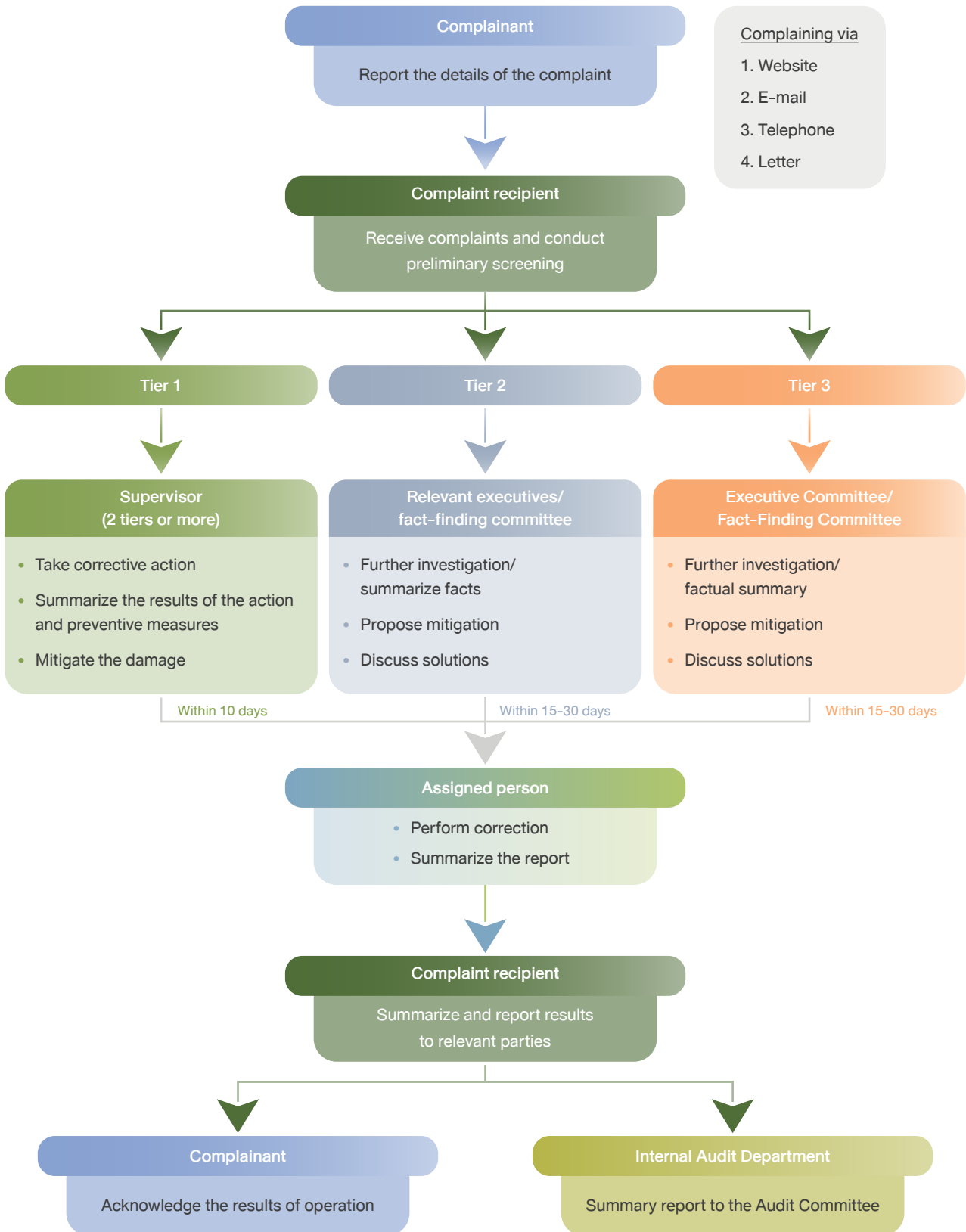
: Internal Audit Department, S&P Syndicate Public Company Limited (Head Office), 2034/100-103 Italthai Tower, 23<sup>rd</sup> Floor, New Petchburi Road, Bang Kapi, Huai Khwang, Bangkok 10310.

## 5 Monitoring and Disclosure

S&P monitors and verifies actual impacts to continuously improve operational efficiency. Performance results are disclosed transparently and are subject to audit.



# Grievance Management Mechanism





**Head Office: S&P Syndicate Public Company Limited**

No. 2034/100-103, Italthai Tower, 23 Floor.,  
New Petchburi Rd., Bangkapi, Huaykwang,  
Bangkok 10310

Office of Sustainability Development and Corporate Communications: [sd@snpfood.com](mailto:sd@snpfood.com)



[snpfood](#)



[snpfood](#)



[snpfood](#)



[www.snpfood.com](http://www.snpfood.com)