



Labour and Human Rights Policy

Chiva-Som International Health Resort is committed to managing our business operations in a way that complies with nationally and internationally recognised labour standards and human rights.

We understand our responsibility to respect and protect these rights in our relationships with employees, guests, suppliers, local community members, and other business stakeholders, and to maintain adequate compliance at every level within our operations.

We will not tolerate any form of harassment or discrimination, including discrimination based on gender, age, nationality, skin colour, sexual orientation or freedom of expression.

We ensure that fair labour practices and human rights in general are upheld, promoted and supported by:

1. Incorporating the ten principles of the UN Global Compact into our policies and procedures.
2. Regularly assessing potential adverse impacts on human rights due to our business activities. We will engage with affected stakeholders in resolving or implementing proactive measures to overcome such impacts.
3. We give preference to local and regional suppliers and partners who share our values in promoting sustainability, wellness, fair trade, and human rights.
4. Regularly training our employees on labour standards and human rights-related issues and their role to help support our goals.
5. Having a fair and transparent recruitment policy which is based on diversity, equality and inclusion.
6. Conducting annual performance and salary reviews and wherever possible offering our employees promotion opportunities within the company.
7. Communicating grievance and disciplinary procedures to all our employees at the beginning of their employment.
8. Offering training opportunities to all our employees for personal and professional development.
9. Conducting Professional Behaviour assessments biannually, and yearly Employee Satisfaction Surveys and using the outcome of these surveys to improve professional development and well-being in the workplace.
10. Refraining from hiring employees less than 18 years of age for any level of operations.
11. Committing to maintaining a sound and safe work environment for all our employees and meeting the needs of differently-abled individuals when required.

We will continually improve our status related to labour standards and human rights and this policy will be reviewed and updated as needed. This policy is communicated internally and externally via staff handbooks, noticeboards, supplier contracts and our website.

Vaipanya Kongkwanyuen
General Manager

Chiva-Som International Health Resorts Co., Ltd