

HUMAN RIGHTS POLICY

1. INTRODUCTION

SEM and its subsidiaries (collectively referred to as “SEM Group”) focuses on integrating sustainable practices throughout our business operations and value chain. We are committed to respecting and promoting human rights of our stakeholders, including employees, business partners, suppliers, customers and communities, in accordance with the applicable laws and regulations, and including internationally recognized standards. In order to achieve this and as an extension of our commitment to promote good workplace culture and practices, we have developed and implemented this Policy, which is guided by the principles expressed in the Universal Declaration of Human Rights.

An electronic version of this Policy is available on 7-Eleven Malaysia’s website.

2. PRINCIPLES

At SEM Group, we are committed to ensuring the implementation of the following principles across our workplace, operations and value chain.

2.1 Equality and Non-Discrimination

We value and promote the diversity and inclusion of people with whom we work. We are committed to eliminating any form of discrimination on grounds of race, gender, age, ethnicity, religion, marital status, pregnancy, disability, political opinion, nationality or social origin, and to providing equal career opportunities and fair treatment to all employees. The access to employment, development, training, compensation and rewards are assessed and justified based on merits qualifications, performance, skills and experience.

2.2 Fair Employment Conditions

We work to ensure full compliance with the applicable laws and regulations in relation to work hours, overtime hours, holiday and leave entitlements, minimum wages, and legally mandated benefits. We uphold our stand of ‘equal pay for equal work’ and fairly compensate employees based on qualifications, skills and experiences relevant to the work performance expectations, which commensurate with the existing industry standard or, at a minimum, national minimum standard. We forbid deductions of wages as a disciplinary measure and do not make any deductions from wages in violation of the applicable laws.

(i) Employee Performance And Review

We have introduced a robust Employee Performance Review Plan that facilitates the strategic setting of corporate and personal Key Performance Indicators (KPIs) and a corresponding reward scheme. This plan instils and rewards the right behaviours and work ethic and increases employee engagement. It also identifies training needs and promotion opportunities while strengthening relationships across the Group.

(1) Plan & Align	(4) Measure Results
(2) Set Expectation	(5) Rewards
(3) Coaching & Feedback	

2.3 Safe and Healthy Workplace

We provide a safe, healthy and adequate workplace environment, with ample mitigating measures that safeguard workplace risks and hazards for employees in accordance with the applicable laws and regulations. We also work to create and maintain mutually respectful workplace environment that promote healthy work-life balance and improve employee well-being, e.g.:

- (i) holding several sports and recreational activities, engagement, dialogue and festive celebrations throughout the year;
- (ii) offering gym subsidy to eligible employees;
- (iii) offering staggered or flexible working hours to eligible employees;
- (iv) providing health insurance policy to eligible employees; and
- (v) providing training and resources for eligible employees.

2.4 Prohibition of Harassment

We work to provide a workplace that is free from verbal, physical, emotional, sexual or other harassments or abuse or threats, and to ensure that employees are treated with dignity and respect. To this end, we have established our Sexual Harassment Policy and reporting channels whereby employees can lodge their grievance when facing harassment, abuse, threat or inhumane treatment in workplace:

- (i) Grievance Procedure:
 - Email: industrial.relations@7eleven.com.my ;
 - Mail: Department IR
7-Eleven Malaysia Sdn Bhd
08-66, Level 8, Berjaya Times Square,
No.1, Jalan Imbi, 55100 Kuala Lumpur;
- (ii) Whistleblowing Channel:
 - Email: whistleblower@7eleven.com.my;
 - Mail: Head of Internal Audit
7-Eleven Malaysia Sdn Bhd
08-66, Level 8, Berjaya Times Square,
No.1, Jalan Imbi, 55100 Kuala Lumpur.

2.5 Freedom of Association and Collective Bargaining

We adopt an open attitude and respect employees' rights to freedom of association and collective bargaining.

2.6 Prohibition of Forced Labour, Human Trafficking or Child Labour

We are intolerant of and prohibit any kind of slavery, forced and involuntary labour, human trafficking and child labour.

2.7 Privacy/Data Protection

We respect the privacy/confidentiality of personal data of all our employees and stakeholders and treat all personal data with integrity in compliance with the applicable laws and regulations.

2.8 Operating Responsibility and Ethical Marketing and Advertising Activities

We believe that the quality and safety of our products and services are of paramount importance. We strive to ensure that the quality and safety standards set by each type of product are maintained in compliance with the local laws and internationally recognized standards throughout the products life cycle. We also strive to responsibly market our products and services, and not to incite or promote any form of discrimination in our marketing and advertising activities.

2.9 Responsible Procurement

We are committed to sourcing goods and services responsibly. We expect our suppliers to comply with our Vendor Code of Conduct (which is available on 7-Eleven Malaysia's website), in particular respecting human rights and fair labour practices and operating in a lawful, ethical and socially responsible manner.

3. RAISING CONCERNS AND REPORTING

We encourage our employees to raise their grievances through the Human Resources Department accessible through this link: <https://form.jotform.com/red7eleven1/e-grievance-form> as well as encouraging all our stakeholders to report potential or actual ethics, human rights, legal or regulatory violations in confidence through whistleblowing channel, as set out in Section 2.4 of this Policy.

We continuously review, and strive to improve and strengthen our human rights-based approaches, commitments and efforts. We track and report to the public such approaches, commitments and efforts on annual basis as part our Sustainability Statement in our Annual Report.

4. REVIEW AND AMENDMENT

This Policy merely outlines the general principles and guidance, and shall not constitute a ground for any stakeholders or parties to claim against SEM Group for any liability. SEM Group reserves the right to continuously review and amend this Policy at any time, as and when needed.