

# Sustainability Report 2023

# PLUS

for  
**SUSTAINABLE  
GROWTH**



**ROYAL PLUS**

ROYAL PLUS PUBLIC COMPANY LIMITED

# Contents

<b>03</b>	<b>Message from the Managing Director</b>
<b>05</b>	<b>Sustainability Award of Pride of the year 2023</b>
<b>06</b>	<b>About the Sustainability Report</b>
<b>07</b>	<b>Business Operation Structure</b>
<b>14</b>	<b>Organization Structure</b>
<b>15</b>	<b>Driving Business towards Sustainability</b>
<b>19</b>	<b>Business Value Chain</b>
<b>24</b>	<b>Establish Excellent Environmental</b>
<b>36</b>	<b>Social Sustainability Management</b>
<b>58</b>	<b>Good Corporate Governance</b>
<b>69</b>	<b>GRI Content Index</b>





# Message from the Managing Director

Throughout its 25-year business journey, the Company has remained dedicated to developing products and innovations that align with its vision, aimed at satisfying the needs of consumers worldwide. This commitment includes conducting business responsibly, adhering to the principles of good corporate governance and ethics, as well as implementing appropriate risk management practices and prioritizing the needs of all stakeholders. The Company holds a strong belief that its growth on a solid foundation, guided by the principle of “**PLUS for Sustainable Growth**,” will not only ensure organizational success and sustainable growth but also position it as a key contributor to the country's sustainability goals.

In 2023, the Company operated in various areas encompassing environmental, social, and governance dimensions to achieve its main mission of reducing the corporate carbon footprint and meeting stakeholder expectations throughout the value chain. The Board of Directors also recognizes the importance of defining and planning the Company's strategy according to sustainable development guidelines. In the past year, the Board approved the establishment of a "Corporate Governance and Sustainability Committee" to oversee policies, strategies, and operations related to sustainable development, ensuring alignment with the organization's long-term goals. Last year, the Company successfully implemented activities within the sustainability framework across all dimensions, as outlined below:

## **Environmental Dimension - Establishing excellence in environmental management.**

In 2023, the Company successfully installed a solar power generation system, known as the “Solar rooftop,” at the main production building in Amphawa District. Additionally, the Company reduced the use of glass for packaging and implemented efficient waste management in the organization. As a result, in 2023, the Company achieved an 18% reduction in total greenhouse gas emissions compared to the previous year. Furthermore, the Company is certified for its Environmental Management System under ISO 14001 and ISO 14064-1:2018 for Greenhouse Gases Verification.

## **Social Dimension - Committed to caring for society and communities, fostering sustainable growth together.**

In 2023, the Company carried out various activities to support society and communities, including offering scholarships, providing school and sports equipment, contributing to marathon activities through donations of our milk tea product “MABU BOBA,” and organizing employee volunteer projects. These efforts resulted in the Company receiving a 91% satisfaction rating from the community surrounding the factory. Additionally, the Company is committed to taking care of its employees, promoting a Happy Workplace and ensuring safety at work, while also supporting the continuous development of personnel potential.

## **Governance Dimension - Conducting business with fairness, transparency, and adherence to principles of good corporate governance.**

Reflecting the Company's success in maintaining good corporate governance, it received a 5-star rating or “Excellent” level in the Corporate Governance Scoring Report of Thai Listed Companies 2023 from the Thai Institute of Directors Association (IOD). Additionally, it scored 97 points as “Very Good” on the quality assessment of the



2023 Annual General Meeting of Shareholders (AGM Checklist) by the Thai Investors Association (TIA). Furthermore, the Company declared its intention to join the Thai Private Sector Collective Action against Corruption (CAC) on August 11, 2023, demonstrating its commitment to combat all forms of fraud and corruption.

Royal Plus Public Company Limited extends its sincere gratitude to all supporters and believers in its business operations. The Company is dedicated to maximizing its potential within the framework of sustainable development, guided by principles of good governance, and remains committed to caring for society and the environment. By integrating sustainability concepts into its operations, the Company aims to create value and benefit stakeholders, fostering sustainable growth collectively.

(Mr. Phonsaeng Saebe)  
Managing Director



# Sustainability Awards of Pride of the year 2023

## Internationally-Renowned Standards

The Company is certified for the ISO 14064-1:2018 Greenhouse Gases Verification Statement, which specifies principles and requirements at the organization level for the quantification and reporting of greenhouse gas (GHG) emissions and removals by the BUREAU VERITAS Certification.



ISO 14064-1:2018

The Company is certified for the ISO 14001:2015 Environmental Management System, an internationally recognized standard that specifies requirements for an environmental management system.



ISO 14001:2015

## Nationally-Renowned Standards

Received the Carbon Footprint for Organization: CFO 2023 certificate from the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO.



CFO 2023

Received the Corporate Governance Scoring Report of Thai Listed Companies 2023, achieving a 5 stars rating or "Excellent" level from Thai Institute of Directors Association (IOD).



CGR 2023

Received 97 scores, rated as "Very Good", on the quality assessment of the 2023 Annual General Meeting of Shareholders (AGM Checklist) by the Thai Investors Association (TIA)



AGM Checklist

Declared its intention to join the Thai Private Sector Collective Action against Corruption (CAC)



CAC Declared



# About the Sustainability Report

This sustainability report aims to present the progress and operations of Royal Plus Public Company Limited related to economic, governance, social, and environmental aspects for the year 2023.

## Report Guidance

Royal Plus Public Company Limited has prepared this report to communicate its corporate sustainability performance, focusing on economic, governance, social, and environmental aspects for the period from January 1 to December 31, 2023. The report is prepared in accordance with the Global Reporting Initiative (GRI Standard), covering indicators related to material sustainability issues and key concerns for stakeholders, which are included at the end of the report. The scope of the report encompasses the company's policies, processes, and activities for sustainable development.

The Company's selection of material sustainability issues and key issues significant to the Company and stakeholders is based on the expected impacts on economic, social, and environmental aspects. These issues are identified through engagement with all stakeholders.

For any further information or suggestions, please contact

### Investor Relations

Royal Plus Public Company Limited

84/3-7 Rama 2 Soi 69, Samae Dam Sub-district,

Bang Khun Thian District, Bangkok 10150

Tel. 02 416 9209 Ext. 108

Email: [ir@royalpus.co.th](mailto:ir@royalpus.co.th)

Website : [www.royalpus.co.th](http://www.royalpus.co.th)



# Business Operation Structure

Royal Plus Public Company Limited (hereinafter referred to as “The Company” or “PLUS”) was founded by Mr. Phonsaeng Saebe on March 24, 1998 to sell electronic goods imported from China. However, because of the highly competitive nature of electronic market and the changing consumers’ behavior. Mr. Phonsaeng acknowledged the business opportunity in producing and selling fruit juice, coconut juice and milk, which were very popular abroad. Therefore, in 2011, PLUS entered the coconut juice production for export business to capitalize on the growing popularity and demand for the product. At present, PLUS has expanded its operation, with its coconut juice products being marketed under “COCO ROYAL,” its basil-seed fruit juice products under “Nita,” its milk tea products under “MABU,” In 2023, the Company developed new products for the PET Aseptic production line, namely coconut jelly mixed fruit juice under the brand name “MABU COCO” and 100% coconut juice under the brand name “COCO ROYAL,” packaged in PET plastic bottles, to enhance growth. In additional, PLUS is confident in the taste of its products. Its coconut, planted in Thailand is renewed both in Thailand and abroad. PLUS remains committed to its social and environmental responsibilities, both inside and outside the Company. PLUS also seeks to give back to the society, as exemplified in their “PLUS” principles, as follows;



The Company mainly sources its products in Thailand in order to support Thai farmers and create added values with a view to be the leader in the healthy drinks production and distribution business that has environment-friendly and internationally-accepted production process. At present, PLUS is one of the leading producers of fruit juice in Thailand, with its products being categorized into 2 main groups, as follows;

## Fruit Juice Group

## General Beverage Group

- 1) Coconut Juice
- 2) Fruit-flavored Drinks
- 3) Other Fruit Juice


- 1) Milk Tea

The Company produces and exports its beverage products to numerous countries in many continents, with the revenue of 2021, 2022 and 2023 being 98.5%, 97.7% and 97.7%, respectively. Its main revenue comes from exports, which mainly go to the Americas, Asia and Europe. PLUS's operations consist solely of beverage production and sales, generating income from both its Original Design Manufacturer (ODM) and Company Brand (OBM) businesses. PLUS is certified by many international standards including ISO 22000, FSSC 22000, GMP, HACCP, FDA Standard and ISO 9001.

In 2023, the Company received ISO 14064-1:2018 (Greenhouse Gases Verification Statement) and GMP (Good Manufacturing Practice) certification and ISO 14001:2015 Environmental Management System as standard for corporate environmental management systems. These certifications aim to improve environmental performance within the organization and ensure environmental sustainability.

The Board of Directors of the Royal Plus Public Company Limited approves the vision, mission, strategy, goal and budget of the Company, as suggested by the Executive Committee. The Board of Directors is required to hold regular meetings to follow up on the Company's operation and important decisions, as well as to ensure that proper monitoring and evaluation procedures are in place with the goal to succeed the Company's short-term, medium-term and long-term goals.

## Vision, Mission, Business Goals and Values



**Vision**

To create quality beverages with continuous innovation by serving great customer experiences worldwide and sustainably enhancing the quality of life.





## Core Value

The Concept Royal "PLUS" consists of **4 Core Values** as follows



To cultivate culture and create unity of employees.

# Sustainability Performance Highlights 2023

## Economic Dimension



**Total Revenue**  
**1,436.6** Million Baht  
Domestic **2.3%**  
Export **97.7%**



**Sales Revenue**  
**1,407.8** Million Baht  
ODM **90.8%**  
OBM **9.2%**



**Net Profit**  
**188** Million Baht

**EBITDA Margin**  
**20.7%**

**Gross Profit Margin**  
**28.3%**

**Net Profit Margin**  
**13.1%**

**Total Assets**  
**1,684.6** Million Baht

**Total Liabilities**  
**330.0** Million Baht

**Shareholders' Equity**  
**1,354.6** Million Baht

**Total Amount  
of Dividend Paid**  
**80.4** Million Baht

**Dividend Ratio to  
Net Profit (%)**  
**42.75%**

**Earnings per share**  
**0.281** Baht

## Environmental Dimension



Total energy consumption  
from solar cells in 2023

**1,142,409** kWh



Reduce Greenhouse Gasses  
in 2023

**18%** from last year



Reducing the Use of Glass for Packaging  
from **185 grams**  
to **170 grams**



The general waste was reduced to  
**187,380** kg.



The hazardous waste was reduced to  
**1,931** kg.



The recyclable waste was reduced to  
**351,620** kg.

Number of environmental complaints  
from neighboring communities

**0** case



## Social Dimension



Total number of employees  
**712** person

Complaint from employee  
**0** case

Employee with disability  
**2** person

Employee Engagement  
**85%**

Average training hour  
**1.54 Hour/person**  
/year

Employee Accidents  
**0** time (Zero Accident)

Total amount spent on  
training and capacity building  
**995,189** Baht

has been spent on  
community support projects  
**400,550** Baht

Communities satisfactory  
toward the Company  
**91%**

Customer satisfaction rate  
**89%**

Compliance with product  
safety standards  
**100%**



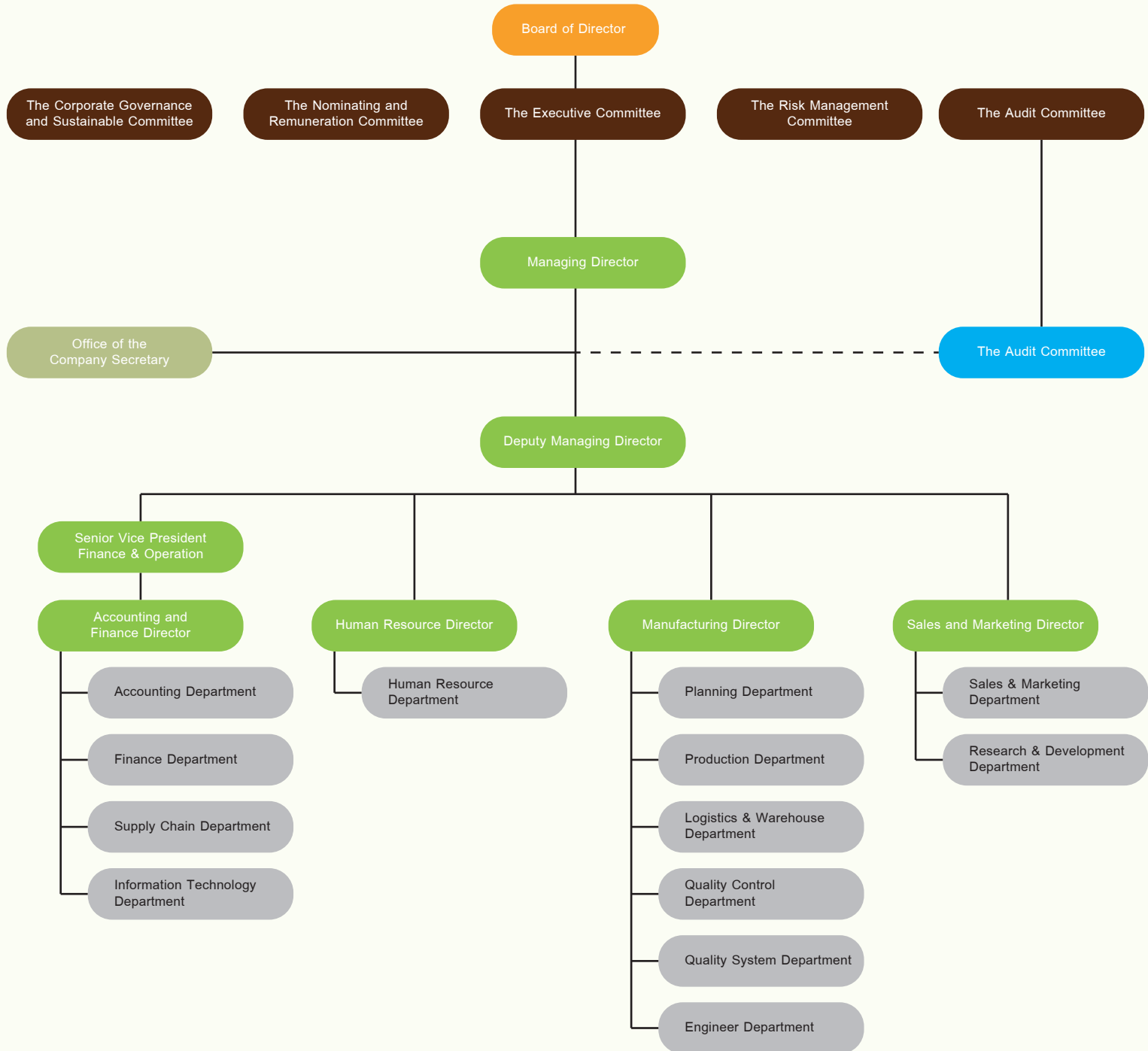
## Governance Dimension



<p><b>Zero</b></p> <p>dispute and complaint from stakeholders.</p>	<p>The Company received the Corporate Governance Scoring Report for Thai Listed Companies 2023, achieving</p> <p><b>5-star rating or 'Excellent'</b></p> <p>from the Thai Institute of Directors Association (IOD).</p>	<p>The Company received</p> <p><b>97 scores as "Very Good"</b></p> <p>on the quality assessment of the 2023 Annual General Meeting of Shareholders (AGM Checklist) by the Thai Investors Association (TIA).</p>
<p><b>The Company had declared the intention to join the Thai Private Sector Collective Action against Corruption (CAC)</b></p> <p>on August 11, 2023.</p>	<p>Communicated the anti-corruption policy to internal employees</p> <p><b>100%</b></p>	<p><b>Zero</b></p> <p>case of occurred within the organization.</p>
<p>Employees completed the anti-corruption knowledge test with a</p> <p><b>100%</b> pass rate</p>	<p>Employees completed the Code of Conduct test with</p> <p><b>100%</b> pass rate</p>	<p>Number of new suppliers</p> <p><b>142</b></p>
<p>Over <b>90%</b></p> <p>of business partners were informed about the company's policy against corporate corruption</p>		<p><b>Zero</b></p> <p>case of cyber theft and data leak</p>



# Organization Structure





# Driving Business towards Sustainability

Royal Plus Public Company Limited is a leading company in the production and distribution of beverages made from raw materials sourced in Thailand, known for their international value and quality. It started as a small company and has grown into a large, steadily expanding business with a production capacity of more than 200 million bottles per year. The Company's products are recognized worldwide in more than 106 countries, making it a top exporter of fruit juice in Thailand.

The Company continuously strives to develop products while adhering to the vision of 'Creating quality beverages through continuous innovation to provide a great customer experience worldwide and enhance the quality of life sustainably.' As such, the Company recognizes the importance of efficient business operations, aiming to grow together with society in a sustainable manner and benefit all stakeholders, including employees, investors, shareholders, and other stakeholders. Society and the environment are major pillars under the themes of integrity, fairness, transparency, and accountability to all stakeholders.

## Sustainability Management Policies and Goals

From the Company's Vision, recognizes its roles, duties and responsibilities in setting objectives, goals, and social responsibility policies to create a sustainable shared value for the Company. It encourages employees to be conscious of the importance and support of the creation of innovations that bring value to the business along with creating benefits to all stakeholders. It will monitor and ensure that the management operates its business with social and environmental responsibility and is reflected in the operational plan. This would ensure that all parties of the organization have acted in accordance with the Company's objectives, main goals, and strategies, as well as the role of stakeholders are considered too. In addition, the Board of Directors will monitor and ensure that management allocates and manages resources effectively and efficiently by considering the impact and development of resources throughout the Value Chain to achieve the main objectives and goals sustainably.

The Company has disseminate "Corporate Sustainability Policy" on website ([www.royalplus.co.th](http://www.royalplus.co.th) / Investor Relation / Corporate Governance / CG Policies & Compliance / Corporate Sustainability Policy)

In 2023, the Company appointed the Corporate Governance and Sustainability Committee to oversee sustainable development. The committee reviews and communicates its policies through the company's Sustainability Team, planning strategies and directions to operate its Sustainable Development Goals (UN Sustainable Development Goals: SDGs).

**In 2023, the Company set ambitious sustainable goals. More details are as follows:**

Target of Economic and Governance Dimension		Target of Social Dimension		Target of Environmental Dimension
NPD at least <b>20</b> SKUs per year	Sales Growth <b>4,000</b> MB. within year 2026	Employee Engagement more than <b>80%</b>	Turn Over of monthly employees Less Than <b>10%</b>	Reduce Greenhouse Gases <b>30% – 40%</b> within year 2030
AGM Checklist within year 2024 <b>100</b> Full Scores		Community Satisfaction of around Factory More Than <b>&gt; 80%</b>		Carbon Neutrality within year 2050  <b>Zero Emission</b> within year 2065
CGR Checklist within year 2024 <b>5</b> stars  received CAC certificate within year 2025				



## Royal Plus Sustainability Strategy



### Establish Excellent Environmental

- GHG Emission & Climate Strategy
- Energy Efficiency
- Water Management



### Social Sustainable Success

- Community Development
- Consumer Health and safety
- Employee Engagement and Development
- Occupational Health and Safety



### Growth Good Governance

- Anti-Corruption
- Corporate Governance/ Business Ethics
- Cyber Security and Data Privacy
- Innovation Management
- Supply Chain Management

Policy & Process  
Sustainable Development Policy  
Procedures / Integrated system  
Cross-functional team

People  
Executive management  
Sustainability working team  
Subject-matter-expert (SMEs)

2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND







16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIP FOR THE GOALS



	Strategic Direction	Operational Targets	Supporting the Sustainable Development Goals
 <p><b>Economic and Governance Dimension</b></p>	<p>Conducting business correctly, transparently, and fairly, while considering the public interest of All stakeholders by improving operational efficiency and building cooperation between the company and stakeholders.</p>	<ul style="list-style-type: none"> <li>• No legal lawsuits of any kind, especially those related to corruption</li> <li>• Free from serious cyber theft</li> <li>• Effectively maintain data privacy</li> <li>• The rise of innovation to create operational efficiency</li> <li>• Drive and enhance the operations of sustainability partners</li> </ul>	
 <p><b>Social Dimension</b></p>	<p>Raise awareness of work safety and promote employee well-being. Respect human rights throughout the value chain as well as expand talented employees through a culture of learning to drive the organization towards a sustainable future.</p>	<ul style="list-style-type: none"> <li>• Employee Engagement more than 80%</li> <li>• Community Satisfaction more than 80%</li> <li>• Turnover rate of monthly employees less than 10%</li> <li>• Free from complaints from the community and enhance community satisfaction rate</li> <li>• No complaints from customers about the safety and quality of goods</li> <li>• Enhance customer satisfaction</li> <li>• Maintain and enhance employee knowledge and abilities</li> <li>• Encourage employees to have a quality of life and well-being at work</li> <li>• Reduce accidents and work-related deaths</li> </ul>	

Strategic Direction	Operational Targets	Supporting the Sustainable Development Goals
<div data-bbox="252 376 347 488"> </div> <p data-bbox="229 528 370 595">Environment Dimension</p> <p data-bbox="443 376 692 846">Reduce greenhouse gas (GHG) emissions, improve energy and water efficiency management, and enhance business efficiency in reducing environmental impact throughout the beverage production process and value chain.</p>	<ul style="list-style-type: none"> <li>Carbon Neutrality by 2050</li> <li>Reduce greenhouse gas emissions 30% - 40% by 2030</li> <li>Achieve net zero emissions by 2065</li> <li>Reduce energy consumption</li> <li>Use renewable energy in business operations</li> <li>Reduce water consumption</li> <li>Ensure that the amount of water returned to nature meets the standards required by law</li> </ul>	<div data-bbox="1187 488 1394 694"> </div>





# Management of Impacts on Stakeholders in the Value Chain

## Value Chain of Business

From the Company's vision, the Board of Directors recognizes its role, duties, and responsibilities in determining its objectives, goals and corporate social responsibility policies to create sustainable value for the Company by focusing on all employees to realize the importance and support the creation of innovations that bring value to the business along with create benefits for all stakeholders involved and to be socially and environmentally responsible, and to monitor the management to conduct business responsible to social and environment, and it is reflected in the operational plan to ensure that all parties of the organization have acted in accordance with the objectives. The company's main goals and strategies and take into account its role of stakeholders. In addition, the Board of Directors will monitor and ensure that management allocates and manages resources efficiently and efficiently by considering the impact and development of resources throughout the value chain in order to achieve the main objectives and goals sustainably.

In 2023, the Company is committed to being a leader in beverage production and export, with a mission to enhance stakeholder confidence and sustainability. The Company plans to formulate its sustainability strategy and direction in alignment with the UN Sustainable Development Goals (SDGs) to strengthen its position as a leader in beverage production and export. The key points of this strategy are as follows:

- Designing production processes and procedures that promote efficiency while having no negative impacts on communities or the environmental
- Considering human right, occupational health and safety and fairness to workers
- Monitoring the behavioral trends of target customers closely to provide advice on products that are in current market demand.
- Creating marketing plan and utilizing appropriate marketing media



- Procuring quality raw materials from multiple sources to reduce the risk of over-reliance on a singular supplier of raw materials.
- Storing raw materials appropriately to maintain their quality in a long time and in a state of readiness for use.
- Managing raw material quantity in accordance with production plan
- Storing products in proper area without negatively affecting product quality.
- Arrange products in trucks by utilizing space efficiently and reducing the risk of product damage.
- Delivery products on time
- Responding to customer demand
- Provide advice and assist to solve the occurring problems.
- Provide prompt and efficient post-purchase service including receiving feedbacks and recommendations

## Stakeholder Analysis in the Business Value Chain

The stakeholder management across the business value chain is considered as something that the Company pays great attention. This management covers those who are affected or may be affected by business operations. This is to ensure that stakeholders are treated equally according to the Company's mission, which has the commitment to create sustainable value together with society by taking care of the fair interests of all groups of the Company's stakeholders.

As the commitment in product and service development and investment in diversified innovation to response to the demands of all sectors, hence, the Company has considered activities and operational processes throughout the value chain to identify internal and external stakeholder groups. Additionally, feedbacks have been obtained through a variety of channels, both online and offline, to analyze and respond appropriately to those opinions and expectations of stakeholders. In 2023, the Company has identified seven groups of stakeholders: shareholders, investors, and analysts; customers; suppliers; employees; society and communities; government agencies and educational institutions; and competitors.



Moreover, in 2023, the Company conducted stakeholder engagement to build relationships with stakeholder representatives in accordance with the AA1000 Stakeholder Engagement Standard (AA1000SES) and Global Reporting Initiative Standards (GRI). Suggestions and comments from stakeholders during the engagement will be considered when selecting materiality topics important to the Company. Additionally, in the future, the Company will use suggestions and comments from stakeholders to develop an action plan aimed at building strong relationships with stakeholders to improve, develop, and modify business operations for greater efficiency.



## Stakeholder Engagement

Stakeholder	Channel and frequency of fostering relationships with stakeholders	Demands and Expectations	Response to expectations
Shareholders/ Investors/ Analysts	<ul style="list-style-type: none"> <li>Annual Shareholder Meeting 1 time</li> <li>Financial performance presentation quarterly</li> <li>Analyst Meetings 3 time</li> <li>Company Visit activity 4 times</li> </ul>	<ul style="list-style-type: none"> <li>Good return on investment</li> <li>Effective Corporate Governance</li> <li>Stability and continuous business growth</li> <li>Accurate and comprehensive information disclosure with up-to-date and transparency</li> <li>Risk Management System with efficient monitoring and control</li> </ul>	<ul style="list-style-type: none"> <li>Corporate governance with transparency, fairness, and verifiability</li> <li>Appropriate dividend payment</li> <li>Information disclosure transparently</li> <li>Establishment of strategic business plans</li> <li>Risk management thoughtfully</li> </ul>
Customers	<ul style="list-style-type: none"> <li>Meeting customers regularly, including market surveys and meeting with customers online</li> <li>Coordinate closely with customers in all steps</li> <li>Customer Satisfaction survey 2 times per year</li> <li>Permit customers to visit the manufacturing process up to 10 - 15 occasions</li> <li>Encourage to co-marketing with clients through advertising media of the Company's products</li> </ul>	<ul style="list-style-type: none"> <li>Obtaining accurate information of products and services</li> <li>Products with reasonable prices</li> <li>Price competition is transparent</li> <li>Obtaining quality products and services</li> <li>Ability to solve problems promptly as feasible</li> <li>Confidentiality of customer information</li> </ul>	<ul style="list-style-type: none"> <li>Corporate governance with transparent, fair and verifiable</li> <li>Providing anti-corruption policy</li> <li>Managing quality according to international standards</li> <li>Adhere in ethics of maintaining the confidentiality of customer information</li> <li>Customer's invitation to visit the production line process</li> <li>Developing quality products which able to meet the customer demands</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>Annual raw material quality inspection plan, which covers suppliers for more than 20% of each type of raw material</li> <li>Supplier Satisfaction Assessment 1 time per year</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with regulations and requirements of Company's procurement</li> <li>Conduct business together with transparency, fairness and equality</li> <li>Confidentiality of supplier information</li> </ul>	<ul style="list-style-type: none"> <li>Increasing the efficiency of operational processes related to procurement</li> <li>Confidentiality of supplier information</li> </ul>

Stakeholder	Channel and frequency of fostering relationships with stakeholders	Demands and Expectations	Response to expectations
Employees	<ul style="list-style-type: none"> <li>Communicating relevant information through communication channels with appropriate frequency</li> <li>Employee of Engagement Assessment 1 time</li> <li>Listening to opinions and suggestions through various channels that the Company provided, such as the comment box, Morning Talk activities</li> </ul>	<ul style="list-style-type: none"> <li>Good remuneration with the opportunity in career path and stability of the Company Working</li> <li>Environment and area are suitable for work with sufficient equipment, including welfare and safety in operations</li> <li>This includes well-being and safety for operation</li> </ul>	<ul style="list-style-type: none"> <li>Advocating employees to continuously develop their skills and knowledge</li> <li>Determining regulations and guidelines for occupational health and safety in the operation and promoting good health of employees</li> <li>Establishing Succession Plan to plan for career growth in key positions</li> </ul>
Society and Communities	<ul style="list-style-type: none"> <li>Operating business with consideration of potential impacts on society and communities as well as being accountable to the surrounding community</li> <li>The listening to opinions and suggestions through various channels that the Company provided of 1 time</li> <li>Community Satisfaction of surrounding factory of 1 time per year</li> </ul>	<ul style="list-style-type: none"> <li>Reducing the environmental impact on surrounding communities</li> <li>Adhering safety in production according to the safety standards</li> <li>Participating in community development, generating careers and income to build stability for people in the surrounding communities</li> </ul>	<ul style="list-style-type: none"> <li>Operation in accordance with occupational health and safety practices</li> <li>Increasing resource efficiency and reducing the impact of greenhouse gas emissions</li> </ul>
Government Agencies & Educational Institutions	<ul style="list-style-type: none"> <li>Meetings, attending seminars, emails and contacts regularly</li> </ul>	<ul style="list-style-type: none"> <li>Participating in new government policies and projects</li> <li>Sharing of operational knowledge and skills</li> <li>Supporting and complying to measures or activities of local and national governments</li> </ul>	<ul style="list-style-type: none"> <li>Exchanging knowledge on operational methods</li> <li>Appropriately complying and participating in government measures and activities</li> </ul>
Competitors	<ul style="list-style-type: none"> <li>Behaving toward competitors in accordance with international standards</li> </ul>	<ul style="list-style-type: none"> <li>Behaving toward commercial competitors under good manners and fair competition rules</li> </ul>	<ul style="list-style-type: none"> <li>Not seeking confidential information of commercial competitors</li> <li>Not destroying commercial competitor's reputations</li> </ul>

## The Practices of Competitors According to International Standards

### Materiality assessment for sustainable development

The Company has determined materiality assessment process for sustainable development in accordance with sustainability reporting standards of Global Reporting Initiative (GRI Standards) to reflect the materiality topics that are significant to the Company's economic, social, and environmental impacts and influence on the assessment and decision-making of stakeholders across the value chain of the business. The assessment is conducted to review changes in materiality topics of the organization and its stakeholders, which can impact the management effectively. The materiality assessment process consists of 3 steps as following:

#### 1. Identification of Materiality to the Organization and Stakeholders

The Company considers and analyzes materiality topics related to business, which cover economic, social, and environmental dimensions, by considering relevant international standards, regulations, and guidelines. This is consistent with the context and actions of the organization's sustainability and stakeholder's expectations. The Company has defined the boundary of materiality topics according to the impacts of operations along the value chain, which covers both internal and external the organization.

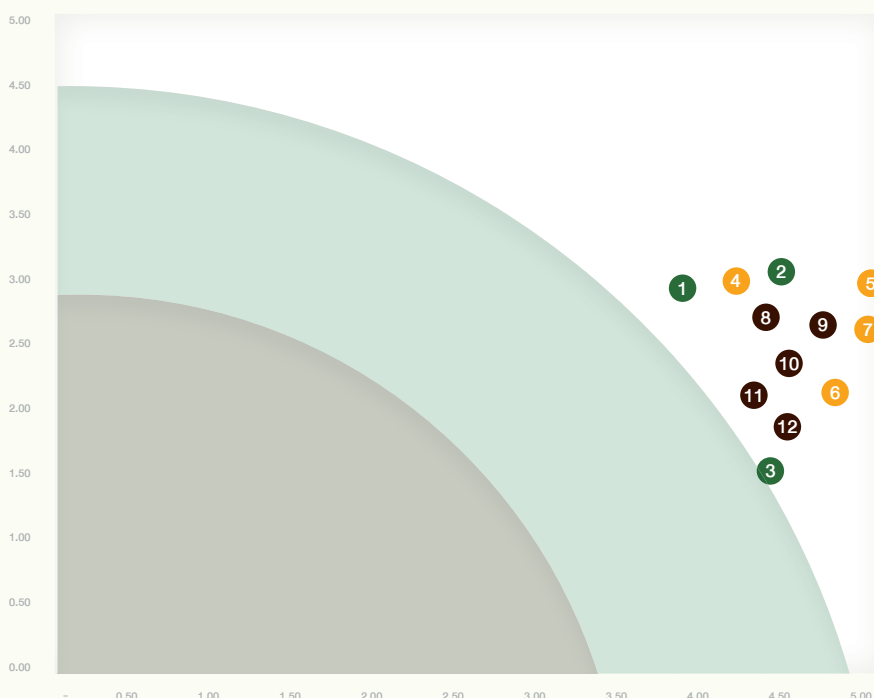
#### 2. Prioritization

Prioritization of materiality topics is considered from the opportunity and impact on the value creation of the Company, which covers economic, social and environmental dimensions, including the level of interest, impact and importance to stakeholders.

#### 3. Validation and Endorsement

The result of prioritization will be considered in term of accuracy and comprehensiveness by working team before presenting it to the executives to consider, review and approve materiality topics of the Company.

### The Result of Materiality Assessment



#### ● Economic & Governance Dimension

- Anti-Corruption
- Corporate Governance/ Business Ethics
- Cyber Security and Data Privacy
- Innovation Management
- Supply Chain Management

#### ● Environmental Dimension

- GHG Emission & Climate Strategy
- Energy Efficiency
- Water Management

#### ● Social Dimension

- Community Development and Participate
- Consumer Health and Safety
- Employee Participate and Development
- Occupational Health and Safety

## Establish Excellent Environmental

### Establish Excellent Environmental Position

Nowadays, the awareness of managing environmental issues has become a global concern. The world is currently facing various environmental problems, including the loss of biodiversity, climate change, global warming, and high levels of particles with diameters smaller than 2.5 micrometers (PM2.5). These challenges are compounded by population growth, resulting in increased resource consumption. Additionally, industries' worsening air pollution and the surge in improperly disposed garbage adversely impact the ecosystem, environment, economy, society, and health. Across every sector, there is an increasing awareness of the urgent need for environmental problem management. This awareness was particularly highlighted in 2023 during the 28th meeting of states parties to the United Nations Framework Convention on Climate Change (UNFCCC) or 'COP28.' The focus of this conference was on discussing measures to limit global temperature increase to 1.5 degrees Celsius above pre-industrial levels by promoting the reduction of greenhouse gas emissions and urging the world to accelerate the production of renewable energy. This involves transitioning away from the use of fossil fuels. Such efforts are crucial in addressing the impacts of climate change and global warming. Therefore, the environmental movement advocates for more robust changes in environmental legislation to effectively tackle the world's environmental problems.

## Environmental Policy

The Company is committed to manage the material topics of the environment by adhering to the sustainable development policy, particularly the organization's environmental aspect. In the development of Environmental Policy, the Company has analyzed internal operations and external factors to review and revise for the organization's policy to comply with the law, enhance excellent environmental management, and conserve the environment sustainably. The detail of the policy as follows:


## Environmental Management Targets

The Company established the Company's Key Performance Indicators (KPI) for green industry and governance to align with the mission of Heart + Love; the indicators are shown as below:

**Heart +  
Love**

**“The Company places importance on the practice of laws and regulations related to the environment and Occupational Health and Safety at the local, national, and regional levels. Additionally, it encourages organizational personnel to use resources efficiently for maximum benefit and implements measures to minimize potential impacts on surrounding communities”**



	Mission	Performance Indicators	2022 Targets	2023 Targets
<b>Heart + Love</b> 	Green industry and governance	Solar rooftop installation by 2022 to generate electricity and for renewable energy use purposes	1 MW	Considering Installation of Solar Rooftop for Phase 2
		Total energy consumption from solar cell (kWh)	-	1,425,000
		Total electricity consumption rate (Unit/ton)	≤103	≤103
		Total Palm Kernel shell fuel consumption	85%	85%
		Total water consumption rate (Q/ton)	5.8	5.8
	Sharing and growing together with local communities and social creation for sustainability	Environmental complaints from local communities	0	0

## Environmental Management Plans



- Review the environmental policy to comply with the Company's internal and external factors
- The Company included in the "Solar Orchestra" scheme of the Import-Export Bank of Thailand (EXIM Bank) cooperation with leading organizations to encourage investment in solar rooftop installation
- Laying the plans of embracing packaging in the types of aerated glass and plastic packaging to replace the previous type of glass packaging, emitting high greenhouse gas emissions in production
- Establishing the Company's greenhouse gas emissions (GHG emissions) account refers to the ISO 14064-1:2018 standard for the calculation approach
- Certified the ISO 14001 on Environmental Management System (EMS)
- Certified the ISO 14064-1:2018, an international standard for the verification, measurement, and reporting of greenhouse gas emissions and reductions at the organization level



- Specify the organization's energy management indicators to minimize the electricity and fuel consumption per unit produced
- The Company has carried out the solar rooftop scheme with the aim of producing electricity from the renewable energy source. The project was completed and started generating energy in 2023



- Determine water management indicators to mitigate the Company's water consumption per unit produced



- There are no complaints, cases, and penalties of non-compliance with environmental laws.





## Climate Change and Greenhouse Gas Emissions



**The Company is dedicated to energy conservation, achieved through efficient resource utilization, promotion of alternative energy usage, and the implementing technology in the production process and business operations to increase efficiency in reducing greenhouse gas emissions**



### Climate Change and Greenhouse Gas Emissions

In 2023, many countries globally faced the most devastating natural disasters on record, including inclement weather events such as the El Niño phenomenon and extreme drought. The United States has experienced an unprecedented number of extreme weather disasters this year, ranging from wildfires to severe storms. In addition, temperatures in multiple European countries surged to 40 degrees Celsius. These highlighted natural disasters are all stemmed from the impact of climate change. Furthermore, Thailand was ranked among the top 10 countries most susceptible to severe natural disaster crises, facing the likelihood of experiencing extreme weather events. These events encompass heavy rainfall fluctuations, prolonged droughts, rising sea levels, and various other manifestations of natural disasters arising from the impacts of climate change. With the aftermaths of climate change earlier, it can affect the Company's operations, leading to issues in scarcity of agricultural raw ingredients, water scarcity, food security concerns, and employee illnesses caused by climate change.

The Company recognizes the significance of GHG quantity and ecological changes. Accordingly, the Company has cooperated with governmental agencies and policies that target decreasing national GHG emissions in order to establish guidance for the Company's GHG management. In 2021, the Company conducted the organization's GHG emission account, and the calculation manner referred to ISO 14064-1:2018 Standard. The GHG calculation was initiated at the company's head office and expanded to the factory in 2022, as well as the GHG emission was regularly reported and monitored.

In 2023, the Company achieved ISO 14001:2015 certification for its Environmental Management System, reinforcing its commitment to enhancing environmental performance and promoting sustainability. Additionally, the Company obtained ISO 14064-1:2018 certification, affirming its dedication to adhering to guidelines for reducing greenhouse gas emissions. This certification underscores the company's active participation in addressing global warming and climate change challenges.



## Performance Targets

Total Palm Kernel shell fuel consumption in the manufacturing

**2022 Targets 85%** | **2023 Targets 85%**

## Climate Change and Greenhouse Gas Emissions Management Plans

In 2023, the Company set the indicators for efficient resource consumption and lowered the impact on the environment in relation to the Company's operations as well as monitored and enhanced the efficiency of the performance.





Indicators	Measurement Criteria	Reporting Frequencies
<b>Lessen the cost of fuel</b> 	The cost of fuel (furnace oil and Palm Kernel shell), consumed per month or 1 ton of products	Monthly
<b>Better the rate of fuel consumption</b> 	Increase the rate of Palm Kernel shell fuel by 85% of total fuel consumption	Monthly

## The installation of a solar power generation system

Aligned with our commitment to promote the use of renewable energy in accordance with circular economy principles and the organization's sustainable development guidelines, the company achieved a significant milestone in 2023. A rooftop solar capacity of 984.96 KWP was successfully installed at the main production building in Amphawa District, Samut Songkhram Province. This initiative serves as an alternative source of electrical energy for the production process, contributing to a substantial annual reduction of 666 tons of CO<sub>2</sub> greenhouse gas emissions. Moreover, it plays a pivotal role in decreasing overall electricity consumption, resulting in a positive impact on energy costs. The project has been officially registered as a carbon dioxide reduction initiative with the Thailand Greenhouse Gas Management Organization (Public Organization) or TAO and has successfully reached completion.

## Reducing the use of glass for packaging

The Company is environmentally conscious and has a sustainability management policy that aligns with its business direction and strategy. In 2023, the Company reduced the thickness of glass for bottle packaging, decreasing the amount of glass used from 185 grams to 170 grams while maintaining product quality. The Company also focused on applying technology and innovation in modern production processes to reduce the environmental impact caused by its packaging production.

<b>Total GHG emissions Scope 1</b> was equal to <b>2,297</b> tons of CO <sub>2</sub> equivalent		<b>Total GHG emissions Scope 3</b> was equal to <b>25,565</b> tons of CO <sub>2</sub> equivalent	
<b>Total GHG emissions Scope 2</b> was equal to <b>3,043</b> tons of CO <sub>2</sub> equivalent		<b>Total GHG emissions intensity</b> was equal to <b>0.973</b> m <sup>3</sup> of CO <sub>2</sub> equivalent per unit produced (Unit: Ton)	

The Company developed its GHG emissions report in 2023, and the GHG emissions inventory was verified and certified for its carbon footprint according to the ISO 14064-1:2018 Standard. The verification process was conducted by Bureau Veritas Certification (Thailand) Company Limited. Additionally, the company proceeded with the carbon footprint label registry for the Carbon Footprint of Organization (CFO) through the Thailand Greenhouse Gas Management Organization (TGO).



## Energy Management

“

**The Company emphasizes the reduction of electricity consumption from fossil fuel sources by increasing the utilization of electricity from renewable sources. This initiative aims to minimize pollution and mitigate the effects of climate change**

”

### Energy Management

The contemporary surge in population directly correlates with an escalating demand for resource consumption, particularly as the energy efficiency of these resources continues to diminish progressively each day. Therefore, food and beverage production is one of the significant industries in terms of providing needs on nourishment for human lives. Moreover, according to the World Population Data Sheet 2023, the global population is projected to reach 9.8 billion by 2050. This anticipated population growth underscores the imperative for the food and beverage industry to be vigilant in responding to the escalating demand for food and beverage production.

Producing food results in a large amount of energy being used for production since the food and beverage industry consumes energy across the production line, accounting for 30 percent of global energy. Consequently, the Company needs to manage energy consumption efficiently. Improving energy efficiency does not solely mitigate the adverse impacts on the environment, but it also lessens the production cost of the organization as well as abates the challenge risk of the future's energy price inflation. Therefore, the Company has continuously considered the importance of energy efficiency; the Company set indicators in the organization's green industry and governance. Additionally, the Company developed energy conservation policies as guidelines for everyone to follow.

## Energy Conservation Policies

1. The Company will develop an energy management system appropriately by embracing energy conservation as a part of the Company's operations in accordance with law and other related regulations.
2. The Company will continuously improve energy efficiency, which aligns with business operations, technology adoption, and good practice guidance.
3. The Company will lay out the plan and energy conservation targets annually and communicate to all employees to enhance understanding and practice precisely.
4. The Company will hold that the energy conservation is the responsibility of the business owner, executives, and employees across the levels to cooperate in the Company's energy management measures, monitor, and report to the Energy Management Committee.
5. The Company will uphold necessary resources, including human resources, budget, operational time, training, and listening to feedback for further improvements in energy management.
6. The executives and Energy Management Committee will revise and improve on energy targets and plans annually.

## Performance Targets

### Decrease total energy consumption

2022	2023
<b>≤103</b> unit/ton production	<b>≤103</b> unit/ton production

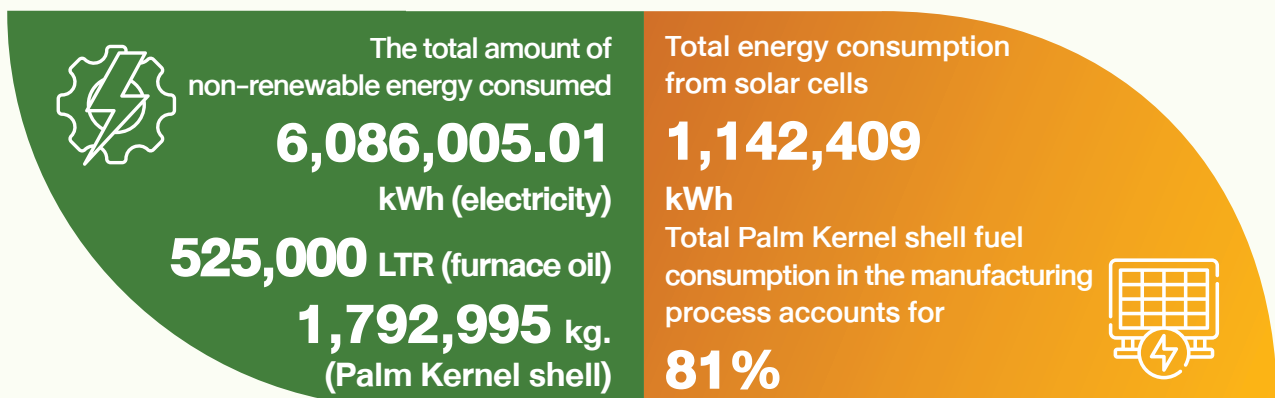
### Total energy consumption from solar cell

2022	2023
— (kWh)	<b>1,425,000</b> (kWh)

## Energy Management Plans

1. The replacement of lighting devices with more energy-efficient ones across the organization.
2. The replacement of the previous fixed speed air compressor with a variable speed drive (VSD) air compressor helps to control production output to match demand.
3. The installation of exterior lighting by using devices primarily powered by solar energy

## Key Performance







## Water Management



**The Company recognizes the importance of sustainable water resource management and is committed to reducing water consumption. This commitment involves the construction of water storage facilities, the implementation of efficient wastewater treatment systems as mandated by law, and the establishment of targets to maximize the benefits of water usage.**



### Water Management

Droughts have been declared annually in numerous countries, with climate change emerging as a primary culprit, leading to the manifestation of the El Niño phenomenon in 2023. The reduced rainfall during the rainy season, compared to the previous year, has contributed to a substantial decline in water levels in both natural water sources and reservoirs, posing a severe threat to the agricultural sector. Furthermore, the extensive impact of droughts extends to livelihoods, underscoring the critical role of water as an indispensable resource for life on Earth.

According to the pivot product of the Company "Beverage," it is undeniable that the production process consumes a large amount of water. As a leading beverage company, the Company recognizes and places importance on efficient water management. Moreover, the Company is conscious of the water shortage situation, which can threaten the business in the future. Therefore, the Company strictly complies with regulations and related laws. Additionally, our commitment extends to proactive water management practices aimed at optimizing efficiency, reducing water consumption, and minimizing environmental and societal impact.

### Performance Targets 2022



Reduce total water consumption

**5.8 m<sup>3</sup>/ton production**

Reduce water costs by using a water softener system instead of a high-pressure reverse osmosis (R.O.) system

**30%**

### 2023

**5.8 m<sup>3</sup>/ton production**

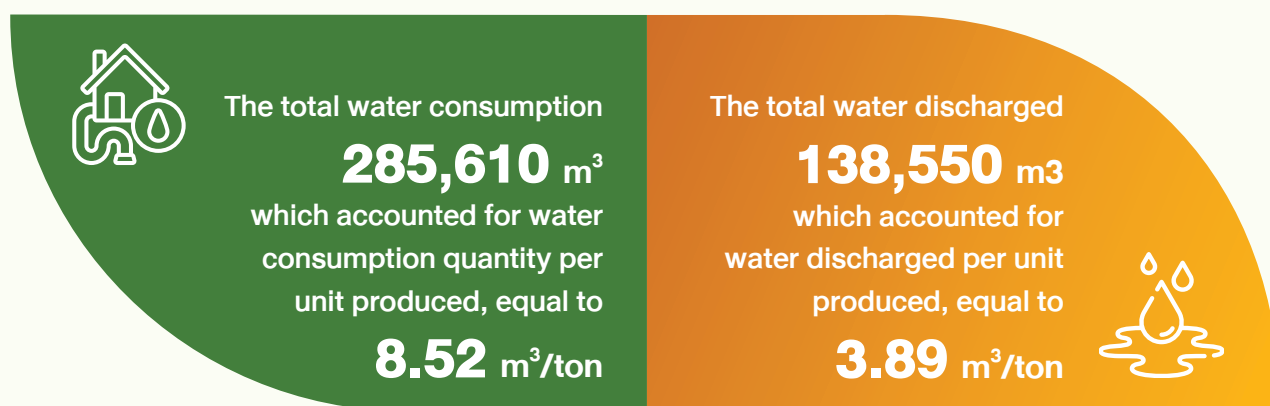
**30%**



## Water Management Plans

For water management in the production process, the Company will first check for water scarcity problems in the public canal area around the factory before drawing surface water to storage in the Company's dug wells. The water will then be used in high-pressure water production (Reverse Osmosis - R.O.). After the production process completed, the water treatment process began. The wastewater discharged from the production process will be delivered to a treatment process to meet the controlled standard before being discharged into the environment. The water quality will be checked before being released into the public canal. In an emergency, the Company has designated a responsible person to control the quality of water used in the factory and create guidelines for wastewater management practices. Additionally, the Company conducts annual inspections following organizational measures. Based on the inspection results, the water management meets the standards, and there are no complaints from the nearby community and water scarcity problems in the area.

## Key Performance

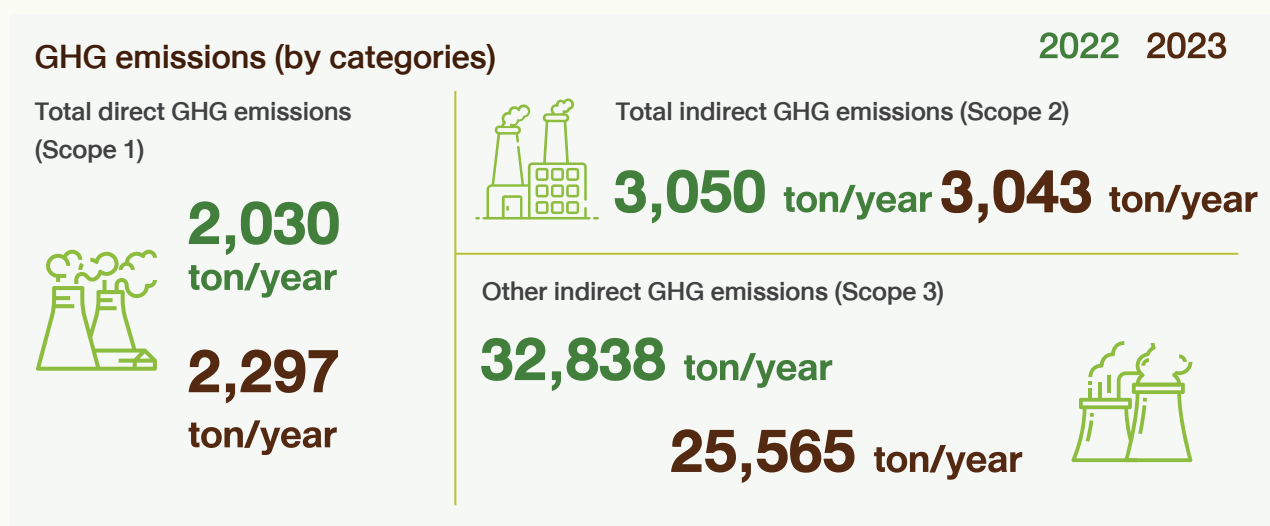


## Water Management Projects

1. The Company installed a water circulation system for the water used in the production process.
2. Improve the efficiency of the R.O. water production system to maximize water-generating capability.

## Appendix

### Total GHG emissions Scope 1-3



## GHG emissions intensity

2022 2023

Compare to the total revenue (million baht)


**26.016** baht **21.512** baht

Compare to the total unit produced

**1.221** ton**0.973** ton

Compare to the total employees

**59.526** person**43.406** person

## The number of non-compliance with environmental law

The number of cases  
resulting from  
non-compliance with  
environmental laws  
and regulations

**0** case**0** case

2022 2023

## Water consumption quantity

Total water consumption (m<sup>3</sup>)

2022 2023

Surface water

**245,294** m<sup>3</sup>**330,341** m<sup>3</sup>**116,484** (m<sup>3</sup>)**138,550** (m<sup>3</sup>)

Surface water source



## Waste and Pollution Management



**The Company focuses on the management of waste encompassing hazardous and non-hazardous waste, adhering to the 3Rs principle to minimize environmental impacts associated with waste disposal, and actively strives to achieve the objective of reducing the volume of waste destined for landfills.**



### Waste and Pollution Management

The Company prioritizes waste management, including industrial waste, by adhering to the principle of maximizing resource utilization based on the 3Rs (Reduce, Reuse, Recycle). Emphasizing the significance of minimizing waste in the production process, the company advocates for efficient waste management, encompassing the reuse of raw materials and waste throughout the supply chain, detailed in the following measures:

1. The Company has consistently advanced and enhanced operational processes in both production and production support activities. The primary objective is to minimize waste generation, and when waste does occur, the company meticulously manages each type based on its potential for reuse or recycling. This approach aims to minimize the volume of waste requiring disposal in landfills.
2. The Company ensures environmentally responsible disposal of non-recyclable industrial waste, following strict compliance with legal requirements and Department of Industrial Works guidelines. This involves efficient waste sorting by type, and subsequent transportation and disposal in accordance with established standards.
3. The Company prioritizes strict adherence to air pollution control laws to ensure occupational health and safety while minimizing environmental impact. Recognizing potential pollution effects on nearby communities, the Company proactively collaborates with them to implement measures and establishes a mechanism for community feedback or complaints on environmental issues caused by factory activities.
4. The Company will assess the effectiveness of the factory's waste management system, analyzing the root causes of any inefficiencies or deviations from its objectives. This evaluation will encompass continuous improvement and the ongoing development of waste management activities within the factory, guided by the principles of 3Rs.

The Company has determined that employees at all levels within the organization, including staff, directors, and executives of Royal Plus Public Company Limited, are obligated to endorse, advocate, and align their actions with the prescribed environmental policy. The Company is committed to collaborating, supporting, and actively participating in initiatives led by various entities, both public and private, aimed at advancing environmental practices and ongoing energy conservation.



## Performance Targets



2022

Reduce the volume of general waste



**500,000** (kg)

Reduce the volume of recyclable waste



**500,000** (kg)

Reduce the volume of hazardous waste



**4,000** (kg)

Separate waste into designated containers



**(%) —**

Number of hazardous chemicals



**80** type

The number of complaints filed regarding environmental



**0** case

2023

**500,000** (kg)

**500,000** (kg)

**4,000** (kg)

**90%**

**80** type

**0** case

## Key Performance



The general waste was reduced to

**187,380** kg.  
from the target of  
**500,000** kg.

The recyclable waste was reduced to

**351,620** kg.  
from the target of  
**500,000** kg.





Type of waste	Quantity (kg.)	Waste management
General waste	187,380	Delivered to the contractor for landfill disposal
Recyclable waste collection		
 Plastic bottles	7,387	Sold for recycling purposes
 Glass bottles	106,036	Sold for recycling purposes
 Plastic baskets	1,175	Sold for recycling purposes
 Aluminum tanks	43	Sold for recycling purposes
 Cardboard boxes	168,833	Sold for recycling purposes
 Cans	145	Sold for recycling purposes
 Other plastics, such as soiled bags and film scraps.	63,344	Sold for recycling purposes
 Plastic strap	3,675	Sold for recycling purposes
 Wooden pallet	2,200	Sold for recycling purposes



## Social Sustainability Management

### Social Sustainable Success

The Company believes that the foundation of our business is important and can drive the organization to grow efficiently with sustainable society in order to face many challenges, bringing risks and opportunities. Therefore, the Company emphasizes the importance of a strong social foundation, which contributes to the development and enhancement of sustainable management systems, as well as good corporate governance, social responsibility, and environmental stewardship.

The staff are the cornerstone for driving organizations to grow efficiently and collaborating with external societies (communities and stakeholders) to promote sustainable development. This collaboration leads to excellent results, innovation, social care, business ethics, and confidence. This aligns with the company's goal of growing alongside society and consumers in a sustainable manner.

## Social Practice Policy

### Human Rights



The Company recognizes the importance of human rights. In 2023, it continued its commitment to respect human rights in its operations, comply with labor standards and domestic labor regulations in the countries where it operates, and adhere to client requirements, which include:

- Civil and political rights: Encouraging diversity and promoting equality.
- Economic, social, and cultural rights: Allowing employees to practice their cultural, traditional, and religious activities without restriction.
- Child labor: Prohibiting the use and endorsement of illegal child labor.

- Forced labor: Refraining from any form of forced labor, including coercion, punishment, physical or sexual harassment, detention, debt bondage, withholding wages, restricting freedom of movement, isolation, and illegal retention of personal documents.
- Non-Discrimination: Recruiting employees based on qualifications and without discrimination based on age, gender, race, nationality, disability, or religion.
- Wages, salaries, compensation, and benefits: Paying wages, salaries, compensation, and benefits in compliance with labor laws, on time, without deductions, and equally for male and female employees performing the same work.
- Employee development: Providing equal opportunities for employee development based on qualifications and career paths.
- Freedom of association and collective bargaining: Respecting freedom of association and legal collective bargaining as fundamental rights that protect other rights and promote sustainable development.
- Personal data protection: Respecting employees' rights, freedom, and equality, and protecting their personal information by collecting and safeguarding it only as necessary or as required by law, and implementing measures to protect it from unauthorized access, use, or disclosure.
- Occupational health and safety: Encouraging employees to adhere to company standards for sanitation and safety, and comply with rules, discipline, and operational processes set by the company.
- Training: Providing opportunities for employees at all levels to learn and acquire knowledge and skills to keep up with evolving business needs.

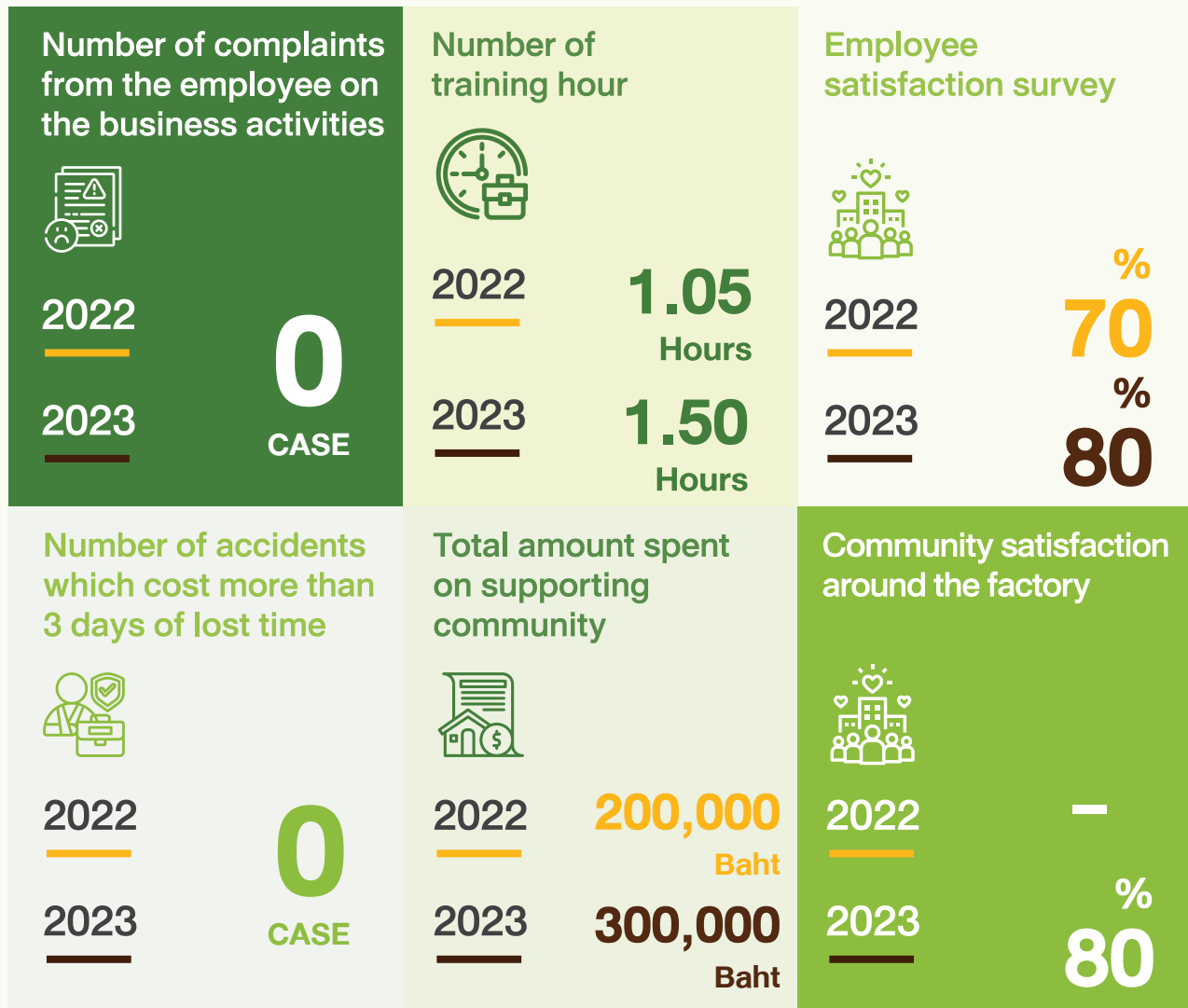
The Board of Directors and Management are responsible for monitoring and ensuring that there are no human rights violations in business operations, and they strictly comply with policies and practices. Additionally, employees have the right to appeal or report any inappropriate actions or violations of their rights to their supervisor or the Human Resources Department at any time.

As a result, the company has had no labor disputes in the past three years.

## Overall goal on social dimension

"The Company is committed to moving toward a sustainable future by focusing on building awareness of occupational health and safety, promoting the well-being of employees, and enhancing employee performance through a culture of learning. Additionally, the company is committed to respecting human rights across its value chain and collaborating with communities and society to improve quality of life and livelihoods."

## Targets



## Operational Plan



### Human Resource Management and Development

- Reviewing operational structure, value, and corporate culture to create effective change.
- Creating and maintaining employee satisfaction rate.
- Planning strategy, organization, and employee development constantly.
- Planning workforce appropriately.
- Retaining employee.
- Supervising and developing employees to work effectively while having work-life balance.
- Improving employee's evaluation to be fair and accepted by all.
- Reviewing employee development and training plan regularly.
- Increasing the total average number of training hour.



## Occupational Health and Safety

- Train employee on safety protocol before start working.
- Encouraging safe working condition.
- Taking into account and paying attention to employee's safety.
- Increase safe working conditions by providing safety equipment to employee.
- Assessing operational risk regularly.
- Plan, analyze, and fix any flaw in the operational process to reduce accident.



## Participation in Community Development

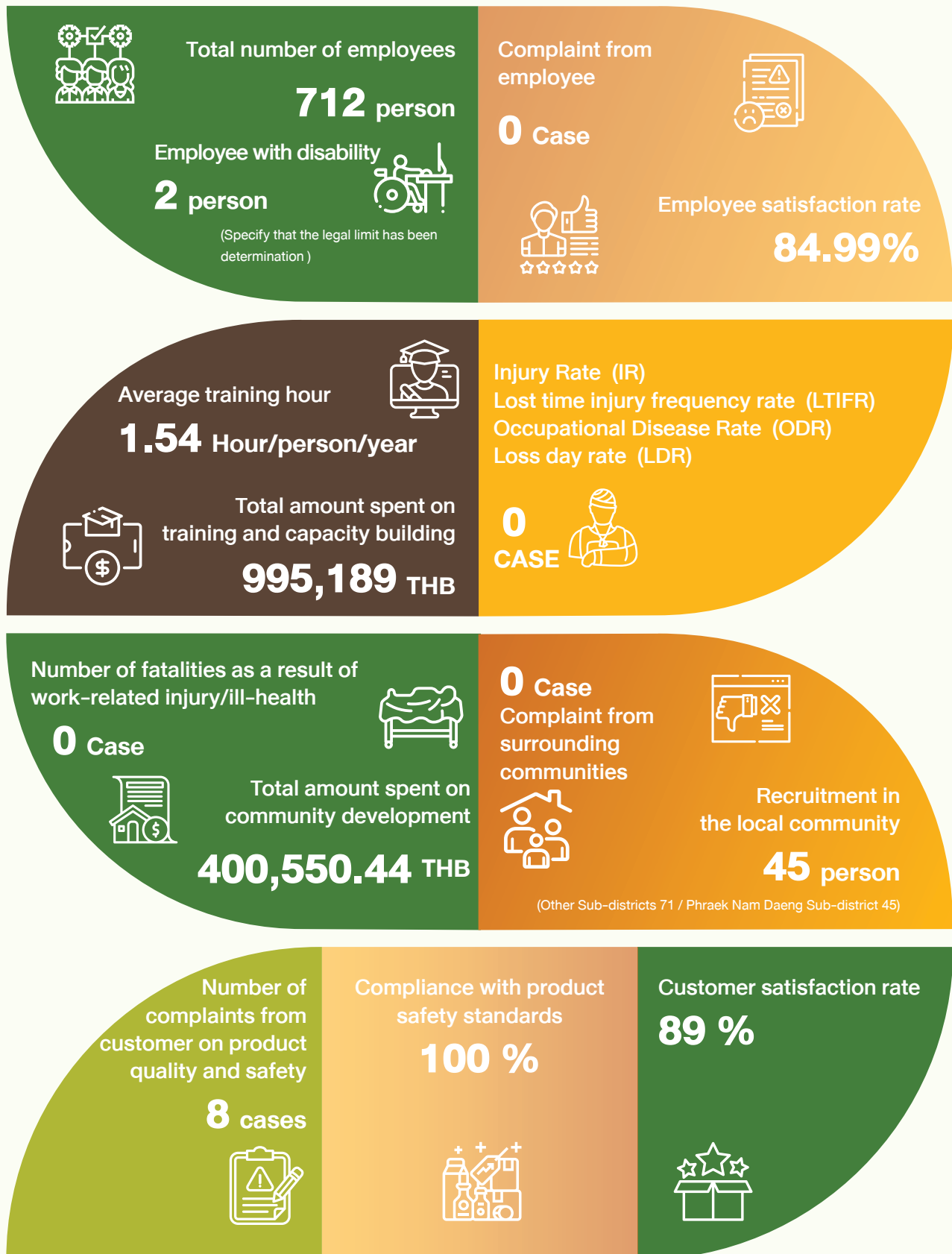
- Continue to support community engagement.
- Creating a good relationship with the community.
- Taking responsibility and support community and society appropriately with regard to local culture, custom, and tradition.
- Encouraging local employment.
- Promoting volunteering activity to improve community and society.
- Assessing the risks which the community may be impacted by business operation.
- Nurture responsibility to community and society in employee of all level, business partner, and all stakeholder.



## Customer Health and Safety

- Prioritizing customer health and safety.
- Developing product to serve customer's needs and lifestyle.
- Maintaining operation to meeting international standards.

## Overall Performance





The Company recognizes the importance of operating business with social responsibility which adhere to rules, transparency, considering benefits and impacts on all stakeholders. In 2023, the Company committed to operating its business with social responsibility, which includes upholding human rights, adhering to labor practices, promoting good governance, ensuring safety and good working conditions, and focusing on product development to deliver quality products to customers. This commitment aligns with the Responsible Business Conduct Guidelines of the Stock Exchange of Thailand.



## Policy for Promoting Jobs Opportunity for Persons with Disabilities

The Company is committed to sustainable development and upholding human rights by implementing a policy to recruit and provide job opportunities for persons with disabilities. This policy includes strengthening their skills and training them to be ready for available job positions. The goal is to build their trust and confidence in their ability to work, participate, and be equal with other employees. The aim is to improve the livelihoods of persons with disabilities, enabling them to live proudly in society and achieve stable self-sustainability.

In 2023, the Company hired a total of 2 persons with disabilities in its establishment and donated 718,320 baht to the Department of Empowerment of Persons with Disabilities Fund to help with the livelihoods of 5 persons with disabilities.



## Employee Engagement and Development



**Employees are key stakeholders and the workforce for our business operations. The Company continues to encourage employee engagement in its activities and to build the capacity of our employees**



### Employee Engagement and Development

Employees are the key workforce for our business operations. The Company strongly believes that employee engagement and development can contribute to achieving the Company's goals. This engagement fosters a good relationship between employees and the company, leading to reduced expenses and opportunities lost due to employee turnover. It also plays a part in attracting talent to work for the Company.

### Operational Goals



- Review operational structure, value, and corporate culture to facilitate effective change.
- Reduce and solve employee complaints regarding business operations.
- Develop workforce plans to appropriately respond to changes.
- Retain talented employee and increase employee satisfaction rates.
- Enhance employee performance evaluations
- Increase average training hours.
- Regularly review employee development and training plans.
- Enhance Performance Management to improve work results in both the short and long term. This improvement aims to promote the development of employees' skills, knowledge, and abilities, enabling them to efficiently reach their performance goals.
- Ensure Work-Life Balance to reduce employee Burnout.
- Clearly define the career path for each position to create a sense of stability within the organization for employees.
- Foster communication among employees to enhance workflow and performance, promoting smooth operations and increased efficiency. This includes facilitating open dialogue for sharing feelings and needs, ensuring a better understanding and more direct development of each employee's potential.

## Operational Plan

### Sourcing and recruiting employee

The Company recognizes and acknowledges that “employee” is the key force to drive our business operations to achieve business goals and generate growth in this current situation, as well as support sustainable development. Therefore, the Company has committed and has given importance to efficient sourcing and recruiting employee, by complying with the related law, regulations, orders, and standards, so that the human resource management would create a great value to the Company.

In this regard, the Company has a recruitment plan which starts from planning the recruitment to fill out the vacancy by clearly set a time frame for recruitment process and qualification for each position, then start the recruitment process, both internally and externally. There is an evaluation before the selection process to ensure the most suitable employee to work with the Company.

### Talent Attraction and Retention

The Company has committed to analyze employee capacity by using the in-depth information from the performance evaluation to elevate employee’s well-being, attract new talent and retain the existing talent, so that the employee would support in driving business to grow and advance, and create competitive advantage with other businesses. Therefore, the Company has developed the strategy, plan of action, and guideline by taking into account all welfare, compensation, benefit, equal treatment, recreational activities for employee, and encouraging collective bargaining.

In addition, the Company has established criteria to measure employee success and a system to evaluate employee performance in terms of both ability and potential. This approach aims to enhance company success and create fairness for employees, ultimately attracting and retaining current employees.

1. Create incentives and offer rewards for employees who meet or exceed performance standards.
2. Maintain fairness in salary management, compensation, and personnel management.
3. Use evaluation as a tool to teach and develop new employees, as it is a part of the process for developing employees at all levels.
4. Help employees understand their knowledge and abilities in the eyes of their supervisors, colleagues, and other relevant parties.
5. Assist in analyzing organizational issues, such as determining the goals of employee training, which may include improving employee knowledge, abilities, or skills.
6. Serve as information to prevent issues related to unfair employee assessment and management.



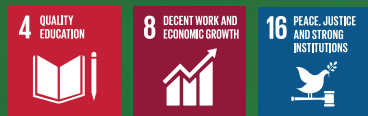
## Training and Capacity Building

The Company has committed to employee development including capacity building through trainings, workshops, fieldtrips, and knowledge sharing activities. The Company sees the benefits of skilled employee who has a good attitude towards the Company, which would help the Company to efficiently achieve the goals and development.

In addition, the Company always reviews work plans and structures to collect, improve, and enhance workflows. The Company has developed the evaluation system which identify efficiency level of organization and each function and review the nature of the job to be aligned with business plan which led to complete and comprehensive employee development systems and take the result for next year employee development planning. This would enhance employee capacity in response to business operation in the future.

## Overall Performance





## Occupational Health and Safety



**The Company aims to eliminate all work-related injuries for anyone engaged in or having activities in the Company's facilities, as occupational health and safety is our top priority**



### Occupational Health and Safety

Occupational health and safety are crucial aspects of business operations. Accidents and other related risks can significantly impact operations, leading to expenses for remediation or mitigation. The company's occupational health and safety practices encompass the health and well-being of employees and contractors engaged in activities on the premises, as well as ensuring safe and conducive working conditions.

### Operational Goals



- Commit to reduce work-related accident which led to death to zero case.
- No record on work-related illness in 2023
- Provide occupational health and safety training prior to onboarding.
- Strictly adhere to the Occupational Health and Safety Policy in accordance with ministerial regulations and related laws.

### Operational Plan

The Company has established the Committee on Occupational Health and Safety and Working Conditions which comply with Occupational Safety, Health and Environmental Act, and Labor Relation Act which require the composition of the Committee to include the representatives from both employer and employee, members of the Committee, the Secretariat, and the Occupational Health and Safety Officer. The regulations require the Committee to conduct the meeting monthly to discuss on the policy and plan of action regarding occupational safety, to prevent and reduce the accident to employee, contractor, as well as others who has an activity in the facility. The Committee has a responsibility to provide safety training as well.



### Structure of the Occupational Health and Safety Committee

Name – Surname	Position
1. Ms. Phatraporn Kaweesuttikul	Committee / Employer representatives
2. Ms. Supattiya singhapoom	Committee / Commanding Level
3. Mrs. Bangon chuchuea	Committee / Commanding Level
4. Mr. Teerayut Khuantha	Committee / Commanding Level
5. Mr. Bandit charoensap	Committee / Commanding Level
6. Mr. Surat phantong	Committee / Commanding Level
7. Ms. Kanrapa Phuangsook	Committee / Commanding Level
8. Mr. Phaisran Sittijad	Committee / Operational Level

### Structure of the Occupational Health and Safety Committee

Name – Surname	Position
9. Mr. Pradit Rungjaroen	Committee / Operational Level
10. Mrs. Naruemol Dussadee	Committee / Operational Level
11. Ms. Siriporn Srimongkhon	Committee / Operational Level
12. Mr. Surat Manthong	Committee / Operational Level
13. Ms. Thongsook Sayan	Committee / Operational Level
14. Ms. Yupa Chawudon	Committee / Operational Level
15. Mr. Thiraphat Bunyaem	Committee / Secretary

Moreover, the Company has developed Occupational Health and Safety and Working Conditions Policy which is a guideline for preventing accident and other incidents and protecting life and property of employee, customer, and others who have an activity in the facility. Head of each unit will be responsible for implementing the policy continuously and efficiently. Employee, customer, and others who have an activity in the facility need to comply with these occupational health and safety law and regulations which the Company has complied with as follows.

1. Create active culture on occupational health and safety through visions of Board of Directors and engagement with all employees.
2. Ensure occupational health and safety, as it is everyone's responsibility.
3. Commit to develop management system to efficiently reduce work-related injury/ill-health until there is no case, as well as identify sustainable prevention measures
4. Commit to encourage contractor who come to the facility to acknowledged the occupational health and safety rules.
5. Encourage engagement in occupational health and safety activities and continuously improve and develop measures.
6. Raise the awareness among employee in the occupational health and safety.
7. Strictly comply with the related occupational health and safety and working conditions standards, regulations, and law.
8. All employees should prioritize their own and others safety at all time during working.
9. All employees participate in safety activities and can suggest on the improvement of safety and working conditions.
10. Assess the risks of working condition, provide mitigation and prevention measure to eliminate, reduce, and control hazardous. Encourage and support employee to provide suggestion, decline high hazardous task which risk has not been assessed or does not have sufficient safety measures.

## Overall Performance.



The performance on occupational health and safety can be categorized in 3 aspects as follow.

### 1. Safety

The Company has arranged a number of safety trainings for employees. These trainings prepare and enhance employees' skills to handle crises such as fire or workplace injuries. The following are the trainings conducted by the Company in 2023:

#### Fundamental Fire Drill

The Company organizes 2 fire drills per year. These fire drill to raise awareness of fire evacuation and extinguishing procedures, as well as to prepare employees to handle such situations. At least 40% of our employees are required to be able to use fire extinguishing equipment correctly and know how to extinguish fires, which helps prevent loss of life and property.



### Fundamental first aid and life-saving training

This first aid and life-saving training aims to enable our employees to save their own life and others in the time of crisis. This training provides fundamental first aid and life-saving skills, such as hemostasis, defibrillation, resuscitation, and first aid for all types of wounds, as well as safety practice in transferring patient.



### Safety in the Workplace Training

All employees must be trained on safety at work. New employee will be trained on safety in the workplace during the staff orientation. This training would enable the employee to understand more on safety at work and raise the awareness on the prevention of work-related injury.



## 2. Occupational Health

The Company complies with the related Occupational Health and Safety standards to ensure safety to our employee and prevent any accident which may impact the health of our employee and others who presence in the Company's facility. The Company has provided Personal Protective Equipment (PPE) such as, earmuff, metal gloves, face mask, etc. to employee who work in the area where requires such equipment. The employee in such area need to wear PPE at all times while working in the area.

Moreover, the Company has provided medical check up to the current employee and new employee and specific medical checkup, apart from annual medical checkup. This specific checkup will be provided for workers who are exposed to risk at work, the specific medical checkup includes liver function test, urine test for Toluene, Acetone, and Ketone, blood test for lead, hearing test, and pulmonary function test, to find any impact which may related to work. For the prevention measures for work related ill-health, the new employee in 2022 will have a medical checkup within 30 days from date of on boarding.

In addition to those activities mentioned above, the Company has recorded the work-related accidents in the past 3 years which the accident rate in 2023 is still in the same rate as previous year. Most of the accidents are minor accidents inwhich the lost time are less than 3 days. Moreover, the Company still commits to ensure no fatality rate related to work.



### 3. Working Conditions

The Company conducts annual working conditions inspection which includes light, noise, heat, dust, wastewater, and chemical, to ensure the safety working conditions. The result of inspection of all aspect meets the standards. The result will be included in the prevention and mitigation measures as well, to ensure safe working conditions and no risks of work-related ill-health.

#### Work Related Injury

Severity	Case or headcount/year	
	2022	2023
Minor injury, no lost time (Case)	9	0
Serious case cause less than 3 days lost time (Case)	0	0
Serious case cause more than 3 days lost time (Case)	0	0
Number of fatalities as a result of work-related injury/ill-health (Case)	0	0
<b>Total number of accident (Case)</b>	<b>9</b>	<b>0</b>

Number of incidents segregated by injured body part	Case/year	
	2022	2023
Head	1	0
Eye, eyebrow	1	0
Hand	-	0
Finger	3	0
Arm	-	0
Body, hip	1	0
Leg	1	0
Foot	2	0





## Community Development



**The Company firmly believes that the sustainable growth can be achieved with community engagement, as it is one of our key stakeholders**



### Community Development

In 2023, the Company recognized the significance of community development, considering it a key stakeholder. The Company has developed a policy to build a strong relationship and create value with the community, particularly with the surrounding communities. This aims to establish trust and increase brand awareness within the community. These efforts are expected to create significant value for the company and foster a stronger bond between the company and its employees.

### Operational Goals



- Run business alongside with community engagement, from the surrounding communities then expand further to the outer communities.
- Establish relationships with the community and promote livelihood improvement activities between the community and the company.
- Be responsible and support community and society appropriately with regard to local culture, custom, and tradition.
- Encourage local employment to decrease unemployment and address labor shortages.
- Plan to assess the impact of business operation to the community.
- Foster a sense of responsibility to the community and society among employees at all levels, business partners, and stakeholders.
- Donating 300,000 THB to support the communities.
- Recruit 86 employees from local communities, including 53 employees from other sub-districts and 33 employees from Phraek Nam Daeng Sub-district.
- Continue to conduct CSR activities to support, promote, and develop the quality of life in the community.
- Conduct community satisfaction survey, which includes mitigating risks and remediating complaints from the community.

## Operational Plan

The Company has planned to engage with the communities by responding to their needs and creating a relationship with the communities through supporting in various activities/projects in the community as well as creating a relationship with the local authorities. Community development is also a great way for the Company to engage employee in every activity.

Moreover, the Company is aware of creating job opportunity to the local community which would create incomes and create bond with the surrounding communities. This local recruitment starts in the Company located at Phraek Nam Daeng Sub-district, which is the community located near the Company's factory site.

## Overall Performance



## Community Development Activities

In 2023, Royal Plus Company Limited has taken into account its responsibility for actions that create positive effects for society in various aspects. This includes all stakeholders such as the company itself, its employees, customers, business partners, competitors, citizens, society, environment, agencies, and organizations. All parties need to consider the impact of their actions on every aspect of social, economic, and environmental sustainability to coexist effectively in society.

The Company has established relationships with multiple community agencies to enhance credibility. In 2023, the Company partnered with the following agencies:





The Company organized a sport competition event (Futsal) on 8-12 April 2023 for Baan Prak Nham Dang School, located in Amphawa District, Samut Songkhram Province. The event had a total cost of 5,000 baht. The purpose of the event was to encourage youth to maintain their health through exercise, promote productive use of time, participate in social activities, avoid addictive substances and unlawful assemblies, and nurture harmony in the community.



The Company presented 10 scholarships, each worth 1,000 baht, totaling 10,000 baht, to students of Amphawa Community College, located in Amphawa District, Samut Songkhram Province. These scholarships aim to support students who demonstrate good conduct, diligence, enthusiasm, persistence, and good grades but lack funding.

The Company contributed a vehicle equipped with a parade sound system, valued at 8,500 baht, to support the tradition of Buddhist Lent Day on 31 July 2023 at Charoen Rattanaram Temple, located in Amphawa District, Samut Songkhram Province. The event aims to support religion and local culture, as well as preserve local art, tradition, and knowledge. Additionally, the company made offerings of ropes and other necessities to the monks.



The Company offered budget support for the trophy, totaling 24,200 baht, for The Developing School Network Group's student sport competition, the 29th Khlong Sombun Games. Baan Khlong Sombun School, located in Amphawa District, Samut Songkhram Province, was selected to host the event on 3-9 October 2023 at its sport field. The purpose of the multi-school competition is to improve students' physical fitness and nurture sportsmanship.



The Company provided budget support in the amount of 25,000 baht for the collection and disposal of water hyacinth and weeds in Khlong Thap Thiam, Village No. 4, Phraek Nam Daeng Subdistrict. The work will be carried out from the overflow weir area to Wat Pradu Canal, covering a total distance of approximately 800 meters. The area is heavily infested with water hyacinths and weeds, which can cause flooding problems and distress to the people living in the area.

The company provided budget support of 10,000 baht to purchase sports shirts and sports equipment for Ban Phraek Nam Dang School, located in Amphawa District, Samut Songkhram Province. The school lacks equipment and budget to develop youth sports, physical, emotional, mental, and social skills. This support also aims to keep youth away from drugs and develop their abilities to become professional athletes in the future.



The Company supported the budget for purchasing 10 lawn mowers, priced at 1,800 THB each, totaling 18,000 THB. These lawn mowers will be used in the central area of the Phraek Nam Dang Subdistrict's Administrative Department for cutting grass along the roads in the community.



Additionally, the Company organized activities to encourage participation from nearby communities at the provincial level by supporting the organization of the following activities:





Supported the organization of “The 7<sup>th</sup> Amphawa Floating Market Mini Marathon (Amphawa Det Chet Sarathi)” held on Sunday, 7<sup>th</sup> May 2023, with 3,000 participants. The Company provided MABU BOBA milk tea product drinks, totaling 4,000 bottles, distributed to runners and participants at Phraya Yat (Pak Ngam), Amphawa District, Samut Songkhram Province.

Supported the event “Pla Tu Mini-Half Marathon No. 7” on Sunday, 24<sup>th</sup> December 2023. There were a total of 5,000 participants, with the company providing MABU BOBA milk tea products, totaling 4,000 bottles, distributed to runners and all participants at the Samut Songkhram City Hall area, Samut Songkhram Province.



In 2023, the Company recognized the value of youth, who will become important members of the country in the future. Therefore, the Company supported the budget for purchasing computers and teaching media for Mueang Samut Songkhram School, located in Mueang Samut Songkhram District, Samut Songkhram Province. The computers currently in use are old and damaged in large numbers, making them insufficient for use by teachers and students in organizing teaching and learning. To facilitate effective teaching and learning, students should have access to modern teaching media to enhance learning management. To improve the quality of education, the school sought to allocate a budget to support the purchase of computers and teaching media for students. The company decided to support the budget by purchasing 3 computers, priced at 12,000 baht each, totaling 36,000 baht.

In 2023, Royal Plus Public Company Limited promoted the “Volunteer Project” with the objective of supporting CSR volunteer activities under the company’s policy, which recognizes the importance of taking responsibility and participating in community and social development. By supporting activities that improve the quality of life in the community, the Company aims to promote volunteer operations related to community and social development continuously. This effort instills a sense of responsibility towards the community, society, and environment among employees at all levels, while promoting the corporate image and public communications of the company. The Company encourages various volunteer groups established by its employees to carry out activities in line with the company’s goals and objectives.

Such activities had received attention from the volunteer group of the company's employees, who thus applied to join the project, total of 4 groups. Details are as follows:

#### Group 1 “PLUS volunteer Aun Ai Jai Roi Jai”

provided the Company's beverage, school supplies, and lunch to students of Ban Phu Khem School, Kaeng Krachan Subdistrict, Kaeng Krachan District, Phetchaburi Province.



#### Group 2 “อาสา PLUS ปลูก – Plus for a Better

World” provided the Company's beverage, school supplies, and lunch to students of Wat Mai Si Muen School, Si Muen Subdistrict, Damnoen Saduak District, Ratchaburi Province.

#### Group 3 “Bang Pan Roy Yim Phuer Nong”

provided the Company's beverage, school supplies, and lunch to students of Don Thong Rat Withthaya School, Polad Kao Subdistrict, Tha Wung District, Lopburi Province.



#### Group 4 “Khon Baan Kum”

provided the Company's beverage, equipment, clothing, and lunch for children and villagers in the Karen community in the highlands Bang Wang Kho Village, Suan Phueng District Ratchaburi Province.

The Company is committed to carrying out various project activities and encouraging employees to participate more in community and social activities in 2024. By prioritizing organizational development and fostering good relationships with the community and society, the Company ensures that its operations do not cause any distress to the surrounding community and society. The Company also cooperates with communities and society to promote development, while providing the community with opportunities to voice complaints or request assistance, and exchanging opinions. All of these efforts aim to help and develop the community and society for the better in a sustainable way





## Customer Health and Safety



**The company places great importance on customer health and safety. Strict compliance with health standards and product hygiene are top priorities in our production process because we strongly believe that it is our duty and responsibility to deliver safe products to our customers**



### Customer Health and Safety

The Company is a leading beverage producer, and our products are mainly for consumption. Therefore, it is undeniable that our production needs to prioritize customer health and safety. The Company firmly believes that it is the Company's duty and responsibility to deliver safe product to the customer. This mindset leads to the improvement in production processes and facilities to meet international standards, as well as our product development primarily considers customer health and safety and international standards.

## Operational Goals



The Company has operational goals, both short-term goals (3 - 5 years) and long-term goals (more than 5 years), regarding customer health and safety standards, which are.

- **Short-Term Goals:** The Company commits to develop and enhance its capacity to offer variety of products and respond to the customer needs and trends. In this regard, the Company commits to develop product with healthy and nutritious benefits as well as sustainable product and stay in the market for a long time and popular among customer of all ages.
- **Long-Term Goals:** The Company aims to be a beverages producer and distributor with a quality and health benefit. The Company commits to Innovation Plus Creativity Principles in creating and development of the product to meet international standards. The Company aims to differentiate our product by focusing on quality and health benefits which expand throughout domestic and international market.



## Operational Plan

Since plant-based food and beverage are trending all over the world, the Company sees the potential to grow and the importance to adapt to this future consuming trend, this leads to the development on plant-based products which aims to increase our sales in 2023.

The Company plans to produce healthy beverages by considering health benefit when developing our products with a taste and meet the safety and other international standards. The Company has been assessed by many regulators to improve and develop our products and facilities to meet such standards and obtain new standards in the future.

Moreover, the Company identifies mitigation and remediation measures from the feedbacks of our business partners and customers by verifying that information and mitigating such impact. The Company usually receives complaints and feedbacks from our customer relations and sales office.

## Overall Performance



## Good Corporate Governance

The conducting a good governance in business is a key mechanism for driving the country's economy in terms of income generation, employment, as well as contributing to social and environmental responsibility. To narrow a focus to the private sector, employees or workers play a crucial role in promoting good corporate governance practice to boost sustainable value for its company and society. This requires an establishment of efficient structures and systems for corporate governance practice, and monitoring and evaluation process to ensure that all parties follow the same principles/procedures of good business governance.

In addition, it is important to create benefit for each stakeholder to maintain balance in a relationship between company and its stakeholders. The Company, therefore, should not only understand the needs and expectations of each stakeholder but should also identify a clear role and responsibility of each group altogether with the Company's corporate governance principle, and should also be defined with integrity and in accordance with laws and good governance practices, while developing and driving organizational performance in sustainable ways.

### The targets of the Corporate Governance Dimension

The company has set target of the Corporate Governance Dimension as follows;

- **Target to achieve a perfect score of 100 on the AGM Checklist by 2024**  
The Company received 97 scores as "Very Good" on the quality assessment of the 2023 Annual General Meeting of Shareholders (AGM Checklist) by the Thai Investors Association (TIA).
- **Target to achieve a 5-star rating on the CGR (Corporate Governance Report) Checklist by 2024**  
The Company received the Corporate Governance Scoring Report for Thai Listed Companies 2023, achieving a 5-star rating or 'Excellent' level from the Thai Institute of Directors Association (IOD).
- **Target to achieve CAC (Certify) certification by 2025**  
The Company was declaration of intention to join the Thai Private Sector Collective Action against Corruption (CAC) on August 11, 2023.

Target	2022	2023
Disputes arising between the Company and stakeholders (number of cases)	0	0
Complaint received from stakeholders (number of cases)	0	0
Corruption cases (number of cases)	0	0
Data breach or cyber-attack (frequency)	0	0

### Action Plan



- Planning to receive the results of the survey project and monitor the development of corporate governance of listed companies in Thailand. The Corporate Governance Report (CGR) is score level "Excellent" the second consecutive.
- Planning to receive the results of the AGM Checklist with a 100 full score



- Planning to be certified as a member of the Thai Private Sector Collective Action Against Corruption (CAC) project.
- Review anti-corruption policy and guideline to be more practical, and in consistence with business operations



- Adjust the procurement plan alongside with partners to cover all aspects of business operations
- Conduct training to the business partners to improve the operational efficiently
- The company has Green Procurement Policy



- Improve operating system to be more stable and efficient
- Skill-up technology for internal employees
- Implement the system to prevent data leaks
- Review and improve the personal data protection act policy



- Creatively apply product innovation and services
- Apply technology for production processes to reduce costs and increase productivity

## Overall Governance Performance



- Zero disputes and complaints from stakeholders.
- The Company received 97 scores as “Very Good” on the quality assessment of the 2023 Annual General Meeting of Shareholders (AGM Checklist) by the Thai Investors Association (TIA).
- The Company received the Corporate Governance Scoring Report for Thai Listed Companies 2023, achieving a 5-star rating or ‘Excellent’ level from the Thai Institute of Directors Association (IOD).



- Zero case of occurred within the organization.
- The Company was declaration of intention to join the Thai Private Sector Collective Action against Corruption (CAC) on August 11, 2023.



- Communicated the anti-corruption policy to internal employees.
- Increased number of business partners - new 142 business partners.
- Conducted the annual supplier assessment according to the Quality Control Department's Plan.



- Zero cases of cyber theft and data leak.

## Good Corporate Governance / Business Ethics

The Board of Directors has established a policy for corporate governance under the principles of good corporate governance, rules and regulations of the Stock Exchange of Thailand, and the Office of the Securities and Exchange Commission, to be used as a guideline for business operations.

The Company firmly believes that a good corporate governance will significantly enhance the business operations in the long run, and it is a crucial factor that leads to the ultimate success and achievement of the Company's highest goals. Besides, the Company's practices in corporate governance will help ensure that all business operations are transparent, ethical, and comply with the laws strictly.

## Operational Targets

- No disputes arising in operational process
- No disputes from the stakeholders'
- Received the results of the survey project and monitor the development of corporate governance of Corporate Governance Report of Thai Listed Companies (CGR) is score level "Excellent" within the year 2024
- Received the results of the Annual General Meeting Checklist (AGM Checklist) is 100 full score within the year 2024
- Received the certified as a member of the Thai Private Sector Collective Action Against Corruption (CAC) project within 2025

## Action Plan

The Company has developed a corporate governance policy by utilizing the Principles of a Good Corporate Governance for Thai Listed Companies of year 2017, which covers the structure of good corporate governance, roles and responsibilities of the Board of Directors, as well as principles of transparency and management practices that can be audited. This serves as a guideline for effective management procedure to ensure that all operations of the Company are conducted with fairness, trustworthiness, and for the benefit of a sustainable growth. Further information in Royal PLUS Policy / Guidelines for a good corporate governance can be found in Section 2 of the 56-1 One Report 2023, under the topic of "Corporate Governance".

## Good Corporate Governance / Business Ethics Performance



- Zero complaints arising from a failure to comply with the principles of good corporate governance



- Zero legal disputes

## Anti-corruption

The Company has a process for auditing, monitoring, and assessing the risk of corruption. A prevention plan for such risk has been developed, and the Head of Internal Audit is responsible for auditing and presenting to the Audit Committee to verify the internal control system and monitor the results of internal audits.

The Company is committed to conduct business with integrity and transparency. It adheres to the principles of a good governance, altogether with the socially responsible, and building trust with stakeholders to enable business operational efficiently. The Company has demonstrated its attitude and determination towards anti-corruption in all forms by establishing policies to combat corrupt practices and providing guidelines for the Board of Directors, Executives, and employees to follow strictly.

## Operational Targets

- No corruption at any of our operations
- Establishing an anti-corruption policy that align with the business operations
- Raising anti-corruption awareness among employees at all levels and all operational divisions
- Received the certified as a member of the Thai Private Sector Collective Action Against Corruption (CAC) project within 2025

## Action Plan

The Company has established an anti-corruption policy and procedures as a guideline for preventing and fighting all forms of corruption. The policy aims to create a 'culture of compliance' where everyone is aware of the drawbacks of corruption, promotes the right values, and builds confidence in all stakeholders. Failure to comply with this policy will result in disciplinary action, and legal action may also be taken. In addition, appropriate roles, responsibilities, and accountability have been defined to ensure adequate protection to prevent corporate corruption that may occur within the Company's operations.

The Company focuses on the importance of implementing anti-corruption policy as follows:

1. To promote a sense of ethics and morality among employees to perform their duties with integrity, as well as to conduct themselves in accordance with moral and ethical standards
2. To ensure transparency and accountability in employee operations that can be monitored and audited
3. To create motivation for behavioral change by prioritizing the benefits of the Company and the collective
4. To foster a culture of collaboration in preventing corrupt and unethical behavior among employees
5. To establish mechanisms for preventing and combating corruption

The details of the Company's anti-corruption policy can be found at the [www.royalplus.co.th](http://www.royalplus.co.th) under the heading "Corporate Governance - Corporate Governance Policy".

Besides, the Company has a process for investigating, monitoring, and assessing the corruption risks by implementing corruption safeguarding plan, performed by the Manager of Internal Audit Control Department. The corruption prevention plan includes auditing, verifying, and tracking of internal control results. In case of any instances of corruption are discovered, the Internal Control Department will report directly to the Internal Audit Committee, who will in turn report to the Company's Board of Directors.

In 2023, the Company disseminated knowledge about anti-corruption via the Company's intranet channel to ensure that employees are aware of the risks of corruption.

The Company also published information about corruption to employees during executive meetings and town hall meetings every quarter in 2023, as well as through the Company's intranet channel. These efforts aimed to ensure that employees are aware of the potential risks of corruption and methods for preventing it, including the whistleblowing channels for reporting.



## Whistleblowing Channels

The Company has developed a comprehensive and systematic anti-corruption and misconduct prevention plan, starting from the review of external data, reporting of non-corrupt complaints, and defining the scope of complaints or reports of misconduct, parties involved, procedures for handling complaints, and protective measures for whistleblowers. Details are as follows:

The Company provides channels for stakeholders to report clues and complaints in case of inspecting misconduct in the Company's operations, internal control deficiencies, violations of law and company regulations, corruption or involve in bribery or any dishonest actions, violations of the human rights, unfair treatment, or witnessing any wrongful activities via channels as follows:

1. In person or in writing, addressed to the person receiving the complaint:

- **Company Secretary**  
Tel. 0-2416-9209 ext. 108
- **Legal Manager**  
Tel. 0-2416-9209 ext. 810

2. E-mail: [chairman.ac@royalplus.co.th](mailto:chairman.ac@royalplus.co.th)

3. Website: <https://www.royalplus.co.th>

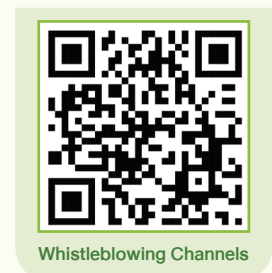
4. Suggestion Box

5. Post: Royal Plus Co., Ltd. (Head Office)

No. 84/3-7 Rama II Soi 69, Samae Dam Sub-district, Bang Khun Thian District, Bangkok 10150

6. In case the complainant chooses not to disclose their name, they must provide sufficient details of the facts or clear evidence to show that there is a reasonable cause to believe that there has been involvement in giving or receiving bribes or corruption.

The Company will keep the reported information confidential and prioritize the safety of the complainant or witnesses, except in cases where disclosure is required by law.



## Anti-Corruption Investigation Procedure

1. Upon receiving a complaint, the recipient of will investigate and gather all related information / facts or will appoint a trusted person or investigation committee to determine and investigate the facts.
2. The appointed person or investigation committee may invite the alleged person to provide information or request the submission of the relevant documents for fact-checking.
3. If the alleged person has been proven committing the wrongful activities against the Company's Anti-Corruption Policy and code of business, the Company will process as follows:
  - 3.1 In cases where the complaint involves violations of laws, regulations, policies, or ethical standards of the Company, the recipient of the complaint will propose the matter along with their opinions and suggested actions to be taken to the authorized persons, the Audit Committee, or the Board of Directors for consideration.
  - 3.2 In case of significant issues, such as those that affect the reputation, image, or financial status of the Company, or are in conflict against the policies or related to the senior executive's position, the recipient of the complaint will propose the matter to the Internal Audit Committee or the Board of Directors for consideration.
  - 3.3 In case where the complaint has caused damages to any parties, the recipient of the complaint will provide their opinions and suggested guideline for mitigation appropriately and fairness to the alleged parties, the recipient of the complaint will propose the matter to the authorized persons, the Audit Committee, or the Board of Directors for consideration.
4. If the investigation reveals that the information or evidence found is reliable and trustworthy that the accused party has committed wrongful activities, the Company will provide the alleged party with the right to know the charges, and to prove themselves by finding additional information or evidence that shows that they are not involved in the fraudulent activity that they are accused of.



5. If the alleged person has committed the fraudulent act, such fraudulent act is deemed violation against the Company's Anti-Corruption Policy and code of business conduct, the disciplinary actions shall be determined according to the Company's delegations. If such fraudulent activity is illegal, the wrongdoer shall be given legal punishment.
6. The Company will only inform the complainant who has disclosed their name, address, telephone number, and email through the contact channels provided, of the progress and results of the investigation regarding the complaint, misconduct, or fraudulent activity. Alternatively, the complainant can follow the investigation status through the channels provided by the Company. However, if it is necessary to protect personal information and maintain confidentiality, the Company may not be able to provide details about the investigation or disciplinary action taken.

## Measures of Whistleblower Protection

1. The Company will fully protect the complainant and the informant as possible, without disclosing any information that could identify the informant, and will keep the information confidential by limiting access to the information to only those responsible for investigating the complaint. Only these individuals will have access to the relevant information.
2. The Company will disclose information to the extent necessary, considering the rights of individuals, the safety of the informant, the source of the information, and the individuals involved.
3. The complainant, information provider, data source, and related individuals have the right to receive compensation and relief for damages through appropriate and fair protection processes.
4. The recipient of the complaint information and those involved in the process of investigating will have a duty to keep confidential all details of the complaint, including all relevant evidence. It is strictly prohibited to disclose information to any unauthorized persons unless required by law.

## Anti-corruption Performance



- Performed risk assessment regarding corporate corruption internal the organization



- No incidents of corporate corruption were found within the organization



- Employees completed the anti-corruption knowledge test with a 100% pass rate
- Over 90% of business partners were informed about the company's policy against corporate corruption
- Employees completed the Code of Conduct test with 100% pass rate



- New employees received training on anti-corruption during orientation, and current employees were informed about the policy against corruption

## Supply Chain Management



The Company treats its business partners with equality, fairness, and respect, while considering mutual benefits in all business dealings. It has set guidelines for selecting partners in the supply chain in accordance with legal standards for occupational health and safety, as well as environmental-friendly standards. The Company values the development of its partners' potential for sustainable growth, using the ISO 9001:2015 - Quality Management Systems Standard as a guide for selecting partners and the procurement of goods. It also adheres to Green Procurement (ISO14001:2015) standards for standard operating procedures, procurement procedures, contract award procedures, legal personality, and performance evaluation. This approach ensures an efficient procurement process from partners, while considering environmental impact and maximizing efficiency and value.

### Operational Targets

- 100% of new vendors or service providers qualified the supply-chain selection criteria
- Increasing number of suppliers for the main raw materials such as coconut water and coconut meat to reduce a shortage of main raw materials during off-season
- Providing annual training on quality and safety to vendors

### Action Plan

The Company has established a code of conduct for its partners with the objective of ensuring fairness and honesty, maintaining mutual benefits with integrity and ethics. Moreover, the Company and business partners will not engage in any unethical practices, such as receiving or providing any benefits that are illegitimate. The Company will also strictly adhere to the terms and conditions of the agreements and work together to find solutions to any issues that may arise. In case of any breach of the agreement, the Company will report the business partner in advance and work towards finding a resolution.

## Supply-chain Selection Criteria

The criteria for supply-chain selection include the following: 1) Production Group, including Main Raw Material and Main Packaging, and 2) Service & Maintenance Group. The Company will evaluate the new prospect suppliers (only for those in the Production Group) via the Evaluation Assessment Form submitted by the suppliers or service providers. The assessment will be performed only for agricultural raw materials. For suppliers who do not meet the criteria, they will need to make corrections as specified by the Company. Once they have passed the evaluation and verification process, they can then register as a supplier with the Company.

## Supply-chain Management Performance



## Supplier evaluation and assessment

The Company conducts an annual audit for suppliers according to the Audit Supplier Plan of the Quality Control Department and the Supply Chain Management Department. The objective is to inspect and improve the standard operating procedures of suppliers to comply with the Company's standards. In 2023, there were 1,086 main suppliers, representing 57.43% of the main suppliers evaluated. Over 90% of these suppliers were able to improve and adjust their operations to comply with the standards set by the company.

Additionally, the Company provides communication channels to suppliers through telephone, email, and online platforms such as Line and WeChat. It also performs onsite visits to inspect the suppliers' operations.

## Cyber Security and Personal Data Privacy

The Company recognizes and values cyber threats and data privacy. Results are closely monitored and measured and there are plans to optimize it in order to reduce the risk level of such threats and their ongoing impacts.

The importance of maintaining cybersecurity cannot be overstated for companies, as their business operations rely heavily on collecting, storing, and processing large amounts of data on computers and other devices. This data may include sensitive information such as intellectual property, financial data, and personal information that can be accessed or disclosed without authorization by others, potentially having negative impacts on the Company. Therefore, companies place great importance on protecting and preserving their data, especially in an era where technology and cyberattacks are becoming increasingly complex.



The Company has established a process for controlling the security of its information technology systems for framework emphasizes on maintaining confidentiality, integrity, and availability of data. The Information Technology Security Policy is a guideline for developing information security management systems. In addition, the Company complies with the Personal Data Protection Act (PDPA) of 2019 by implementing a Personal Data Protection Policy that is applicable to personal data. It is essential for the Company to have the PDPA in place for both its present and future operations. The company participated in the Cyber Security Measurement Project jointly with AC INFOTEC Co., Ltd. The purpose of the event is to inform the company of cyber security level and plan its activities. The result of the participation was that most of the company's cybersecurity regulations were implemented. It is planned to establish clear policies and procedures, have a complete Infrastructure, and have sufficient staff and administrative resources to manage risk, while also establishing control measures in line with established policies and procedures.

### Operational Targets

- Improving the operational system to increase stability and implementing multi-factor authentication (MFA) for general users to enhance identity verification
- Preventing data leakage of the beneficiaries

## Action Plan

### Cyber Security

The Company prioritizes the standardization and efficiency of managing, controlling, and securing information technology operations. Therefore, the Company has developed guidelines for controlling operations and maintaining information technology security, and analyzing risks related to information technology, to ensure that the Company can effectively prevent and manage information technology risks effectively. Moreover, the Company follows the operational control and information technology security standards as a procedure for conducting business, in term of building a sustainable organization. The policy covers the following topics:

1. Information System Security Policy
2. Information Technology Security Policy
3. Information Technology Risk Management Policy
4. Data Classification & Information System Policy
5. Firewall Security Policy
6. Intrusion Prevention System Policy
7. Access Control Policy
8. Backup Data Policy
9. Standard Software Usage and Software Copyright Policy
10. Corporate Usage E-mail Policy
11. Internet Usage and Security Policy
12. Internal Wireless Network Usage Policy
13. Unusual Incident Reporting Policy

### Personal Data Privacy

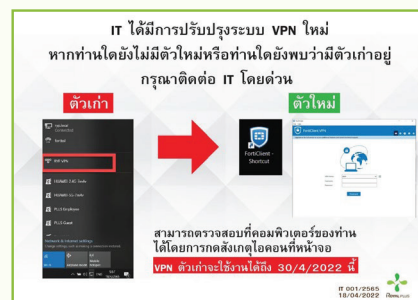
The Company has established a Personal Data Protection Policy in compliance with the Personal Data Protection Act 2019 and other related laws. This policy specifies the details of collecting, using, and disclosing personal data to ensure that relevant departments and employees of the Company operate in strict compliance. The policy aims to minimize the risk of personal data breaches, enhance the security of personal data, and build trust to the public.

In addition, the Company has appointed responsible persons to oversee and provide guidance on the data collection, data usage, and personal data disclosure. The person in charge will ensure that relevant units and employees of the Company comply with the Personal Data Protection Policy, with the aim of reducing the risk of personal data breaches, enhancing the security of personal data, and building trust in the Company. The Company also coordinates and cooperates with the Office of the Personal Data Protection Commission and implements appropriate technical and managerial measures to secure personal data throughout encryption for data transmitted over the Internet network, both in document and electronic formats. Further details of the Personal Data Protection Policy can be found on the Company's website at [www.royalplus.co.th](http://www.royalplus.co.th).

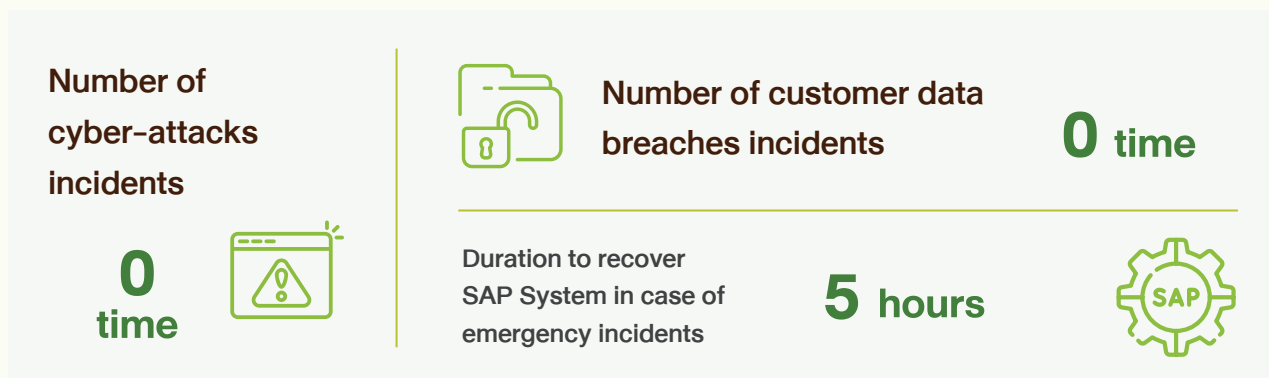


## Cyber Security Awareness & Personal Data Privacy

The Company has developed communication channels, including internal intranet system and Line@ Application for sending instant message, news, or information to raise awareness and understanding regarding cybersecurity and data privacy. Additionally, the Company conducts training sessions to provide knowledge on data security to new employees.



## Personal Data Protection Performance



## Network Security System

The Company has adjusted the network to increase independence and improve security when connecting to VPN Systems and logs. Additionally, the Company has implemented multi-factor authentication (MFA) for identity verification in the admin section to enhance security.

## Preparation for Recovery of Critical Organizational Systems

The Information Technology Department has performed a recovery test for critical systems of the organization to ensure business operations continuity in the event of an emergency. The Company has also conducted simulations of computer security threats and has been able to recover the system in about 5 hours, restoring it to its normal state.



# GRI content index 2023

**Statement of use** Royal Plus Public Company Limited has reported the information cited in this GRI content index for the period 1 January to 31 December 2023 with reference to the GRI Standards.

**GRI 1 used** GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	SD Report (Page Number)	Form 56-1 One Report (Page Number)
<b>General Disclosures</b>			
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	7-14	19-20, 30, 39-40, 61-62
	2-2 Entities included in the organization's sustainability reporting	6	126
	2-3 Reporting period, frequency and contact point	6	126
	2-4 Restatements of information	-	-
	2-5 External assurance	26-27	83-84
	2-6 Activities, value chain and other business relationships	19-22	76-79
	2-7 Employees	36-44	182-184
	2-8 Workers who are not employees	-	-
	2-9 Governance structure and composition	14	167-168
	2-10 Nomination and selection of the highest governance body	-	192
	2-11 Chair of the highest governance body	14	170
	2-12 Role of the highest governance body in overseeing the management of impacts	-	171-173
	2-13 Delegation of responsibility for managing impacts	-	-
	2-14 Role of the highest governance body in sustainability reporting	-	171-172
	2-15 Conflicts of interest	-	204
	2-16 Communication of critical concerns	-	204-208
	2-17 Collective knowledge of the highest governance body	-	192-193
	2-18 Evaluation of the performance of the highest governance body	-	194-195

GRI STANDARD	DISCLOSURE	SD Report (Page Number)	Form 56-1 One Report (Page Number)
	2-19 Remuneration policies	-	197-201
	2-20 Process to determine remuneration	-	197-201
	2-21 Annual total compensation ratio	-	181, 198-200
	2-22 Statement on sustainable development strategy	15-18	291
	2-23 Policy commitments	15-18	72-75
	2-24 Embedding policy commitments	15-18	72-76
	2-25 Processes to remediate negative impacts	-	65-71
	2-26 Mechanisms for seeking advice and raising concerns	62	119
	2-27 Compliance with laws and regulations	-	155-166
	2-28 Membership associations	5	26-28
	2-29 Approach to stakeholder engagement	20-22	77-79
	2-30 Collective bargaining agreements	-	63
<b>GRI 2: General Disclosures 2021</b>	3-1 Process to determine material topics	23	80
	3-2 List of material topics	23	80
	3-3 Management of material topics	24-68	81-125
<b>GRI 200: Economic</b>			
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	10, 51-55	12-13
	201-2 Financial implications and other risks and opportunities due to climate change	26-27	83-84
	201-3 Defined benefit plan obligations and other retirement plans	-	140-182
	201-4 Financial assistance received from government	-	-
<b>GRI 202: Market Presence 2016</b>	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	-	-
	202-2 Proportion of senior management hired from the local community	-	-
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	-	-
	203-2 Significant indirect economic impacts	-	68-70

GRI STANDARD	DISCLOSURE	SD Report (Page Number)	Form 56-1 One Report (Page Number)
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	65	122
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	-	70
	205-2 Communication and training about anti-corruption policies and procedures	60-63	117-120
	205-3 Confirmed incidents of corruption and actions taken	63	120
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	-	-
<b>GRI 300: Environmental</b>			
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	29	86
	302-2 Energy consumption outside of the organization	-	-
	302-3 Energy intensity	-	-
	302-4 Reduction of energy consumption	29	86
	302-5 Reductions in energy requirements of products and services	-	-
<b>GRI 303: Water and Effluents 2018</b>	303-1 Interactions with water as a shared resource	-	-
	303-2 Management of water discharge-related impacts	31	88
	303-3 Water withdrawal	31-32	88-89
	303-4 Water discharge	31-32	88-89
	303-5 Water consumption	31-32	88-89
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	27, 31-32	84, 88-89
	305-2 Energy indirect (Scope 2) GHG emissions	27, 31-32	84, 88-89
	305-3 Other indirect (Scope 3) GHG emissions	27, 31-32	84, 88-89
	305-4 GHG emissions intensity	27, 31-32	84, 88-89
	305-5 Reduction of GHG emissions	27, 31-32	84, 88-89
	305-6 Emissions of ozone-depleting substances (ODS)	-	-
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	-	-

GRI STANDARD	DISCLOSURE	SD Report (Page Number)	Form 56-1 One Report (Page Number)
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant waste-related impacts	33	90
	306-2 Management of significant waste-related impacts	33	90
	306-3 Waste generated	34-35	91-92
	306-4 Waste diverted from disposal	34-35	91-92
	306-5 Waste directed to disposal	34-35	91-92
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	59, 64-65	116, 121-122
	308-2 Negative environmental impacts in the supply chain and actions taken	64-65	121-122
<b>GRI 400: Social</b>			
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	-	182
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	-	182
	401-3 Parental leave	-	-
<b>GRI 402: Labor/Management Relations 2016</b>	402-1 Minimum notice periods regarding operational changes	-	-
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	45-49	102-106
	403-2 Hazard identification, risk assessment, and incident investigation	45-47	102-104
	403-3 Occupational health services	45-46	102-103
	403-4 Worker participation, consultation, and communication on occupational health and safety	47-48	104-105
	403-5 Worker training on occupational health and safety	47-48	104-105
	403-6 Promotion of worker health	47-48	104-105
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	45-49	102-106
	403-8 Workers covered by an occupational health and safety management system	45-49	102-106
	403-9 Work-related injuries	49	106
	403-10 Work-related ill health	49	106

GRI STANDARD	DISCLOSURE	SD Report (Page Number)	Form 56-1 One Report (Page Number)
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	40,44	184
	404-2 Programs for upgrading employee skills and transition assistance programs	-	-
	404-3 Percentage of employees receiving regular performance and career development reviews	-	-
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	-	168, 182
	405-2 Ratio of basic salary and remuneration of women to men	-	-
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	-	-
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	64-65	121-122
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	36, 64-65	121-122
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	37, 64-65	121-122
<b>GRI 410: Security Practices 2016</b>	410-1 Security personnel trained in human rights policies or procedures	36-37	93-94
<b>GRI 411: Rights of Indigenous Peoples 2016</b>	411-1 Incidents of violations involving rights of indigenous peoples	36-37, 51	93-94, 108
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	50-55	107-112
	413-2 Operations with significant actual and potential negative impacts on local communities	50-55	107-112
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	64-65	121-122
	414-2 Negative social impacts in the supply chain and actions taken	-	-
<b>GRI 415: Public Policy 2016</b>	415-1 Political contributions	-	-



GRI STANDARD	DISCLOSURE	SD Report (Page Number)	Form 56-1 One Report (Page Number)
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	56-57	113-114
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	57	114
<b>GRI 417: Marketing and Labeling 2016</b>	417-1 Requirements for product and service information and labeling	-	-
	417-2 Incidents of non-compliance concerning product and service information and labeling	-	-
	417-3 Incidents of non-compliance concerning marketing communications	-	-
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	66-68	123-125



**ROYAL PLUS**

**ROYAL PLUS PUBLIC COMPANY LIMITED**

NO. 84/3-7 RAMA II SOI 69, SAMAE DAM SUB-DISTRICT,  
BANG KHUN THIAN DISTRICT, BANGKOK 10150  
02-416-9209, 02-416-0219

[WWW.ROYALPLUS.COM](http://WWW.ROYALPLUS.COM)