

Sustainability Report 2024



www.royalplus.co.th

PLUS+

Quality of Life **FOR ALL**





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PLUS+ Quality of Life FOR ALL





Message from the Managing Director

Royal Plus Public Company Limited operates its business with a commitment to responsibility towards all stakeholders, alongside promoting sustainable growth under the framework of Environmental, Social, and Governance (ESG). With the mission of "PLUS+ Quality of Life for ALL," the Company aims to enhance the quality of life for people in every dimension. This vision goes beyond the pursuit of business profitability—it also places significant emphasis on the well-being of society, local communities, and the environment, integrating these values into every stage of the production process. The ultimate goal is to strike a meaningful balance between economic growth and genuine responsibility to the world. In 2024, the Company will advance its sustainability strategy through 4 main pillars:

PLUS Business Value – The Company is committed to driving strong business growth through transparent and fair operations grounded in sound governance principles. This approach aims to deliver stable value and sustainable returns to all stakeholders. The Company's commitment to good governance is reflected in its consistent achievements, including receiving a "5-star" rating in the Corporate Governance Scoring Report (CGR Checklist) for the second consecutive year, and ranking in the "Top Quartile" among listed companies with a market capitalization between 3,000 - 9,999 million baht. Additionally, the Company earned a full score of 100 points, along with a 5 medals, for the evaluation of the quality of the Annual General Meeting (AGM Checklist), and is certified as a member of the Collective Action Coalition Against Corruption (CAC Certified). These recognitions underscore the Company's unwavering commitment to transparency, accountability, and ethical business practices in all aspects of its operations.

PLUS Innovation – The Company continuously develops innovations to create products with unique identities that align with evolving consumer trends. This includes the launch of new products from its newly established PET bottle production line, such as "MABU COCO", a fruit juice mixed with Nata de Coco and "COCO ROYAL", 100% coconut water. Both products have received a highly positive market response. These innovative offerings highlight the Company's capability to develop distinctive, consumer-driven products while strengthening its long-term competitiveness and commitment to sustainable growth.

PLUS Planet – The Company is committed to continuously improving its environmental management standards through systematic operations aligned with international best practices. In 2024, the Company was awarded the "Green Industry Level 3 (Green System)" certification by the Ministry of Industry, reflecting excellence in sustainable environmental management. This achievement is the result of a robust system of monitoring, evaluation, and continuous review, which enabled the Company to reduce its carbon intensity rate by 6% compared to the baseline year. Additionally, the Company has earned international certifications, including ISO 14001:2015 for Environmental Management Systems and ISO 14064-1:2018 for the verification, measurement, and reporting of greenhouse gas emissions and reductions at the organizational level.



PLUS People – The Company is dedicated to enhancing quality of life in a holistic manner, beginning with the cultivation of a corporate culture centered on happiness. It promotes occupational health and safety in the workplace through a systematic and proactive approach, resulting in an employee engagement survey participation rate of 89% in 2024. In addition, the Company prioritizes the development of high-quality products that align with consumers' health and well-being, while consistently engaging in social and community initiatives. These efforts have contributed to a community satisfaction rate of 88% in areas surrounding the Company's production facilities.

On behalf of Royal Plus Public Company Limited, we extend our sincere gratitude to all those who have placed their trust in and supported the Company. We reaffirm our commitment to conducting business with transparency, strong corporate governance, and a deep sense of responsibility toward society and the environment—creating shared value and driving sustainable growth.



Mr. Phonsaeng Saebe
Managing Director

Sustainability Awards of Pride of the year 2024



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



Nationally-Renowned Standards

Received the Carbon Footprint for Organization: CFO 2024 certificate from the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO.



Received the Corporate Governance Scoring Report of Thai Listed Companies 2024, achieving a 5 stars rating or "Excellent" level and ranked in the "Top Quartile" within the same group of listed companies by Market Capitalization from Thai Institute of Directors Association (IOD).



Received 100 full scores and was rated as 'Excellent' in the quality assessment of the 2024 Annual General Meeting of Shareholders (AGM Checklist) by the Thai Investors Association (TIA)



Certified as a member of the Thai Private Sector Collective Action against Corruption (CAC Certified)

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 2024.

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 - December 31, 2024. The report is prepared in accordance with the Global Reporting Initiative (GRI Standard) No.4, 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

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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, due to 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 2024, the Company launched new products in PET plastic packaging to diversify its product range such as fruit juice mixed with Nata de Coco under the “MABU COCO” brand and 100% coconut water under the “COCO ROYAL” brand, both of which have become widely popular in the market. This success is attributed to the high-quality ingredients, especially coconut from Thailand, which offers a unique taste that satisfies consumers both domestically and internationally.

In addition, the Company introduced new products in the health drink category, such as a Non-Dairy milk drink with Basil seeds, Nata de Coco, and Noodle konjac (Non-Dairy milk drink with 3 in 1) under the “ZAN MI COOL” brand. This product caters to consumers seeking a new drinking experience while also considering health benefits.

Not only does the Company focus on developing high-quality products that meet market demands, but it is also committed to conducting business with responsibility towards society and the environment. The Company emphasizes creating business value alongside sustainable social development, under the business principles aligned with the Company name and the “PLUS” concept, which consists of:



With this mission, the Company remains committed to creating innovation and sustainable value, while continuously striving to become a leader in the beverage industry both domestically and globally.

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;

01 Fruit Juice Group



Coconut Juice



Fruit-flavored Drinks



Other Fruit Juice

02 General Beverage Group



Milk Tea

The Company produces and exports its beverage products to numerous countries in many continents, with the revenue of 2022, 2023 and 2024 being 97.7%, 97.7%, and 99.1% respectively. These exports cover 111 countries across 7 continents, including North America, Asia, the Middle East, Europe, Latin America & the Caribbean, Africa and Oceania. PLUS, is certified by many international standards including ISO 22000, FSSC 22000, GMP, HACCP, FDA Standard and ISO 9001, ISO 14001 and ISO 14064-1:2018

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

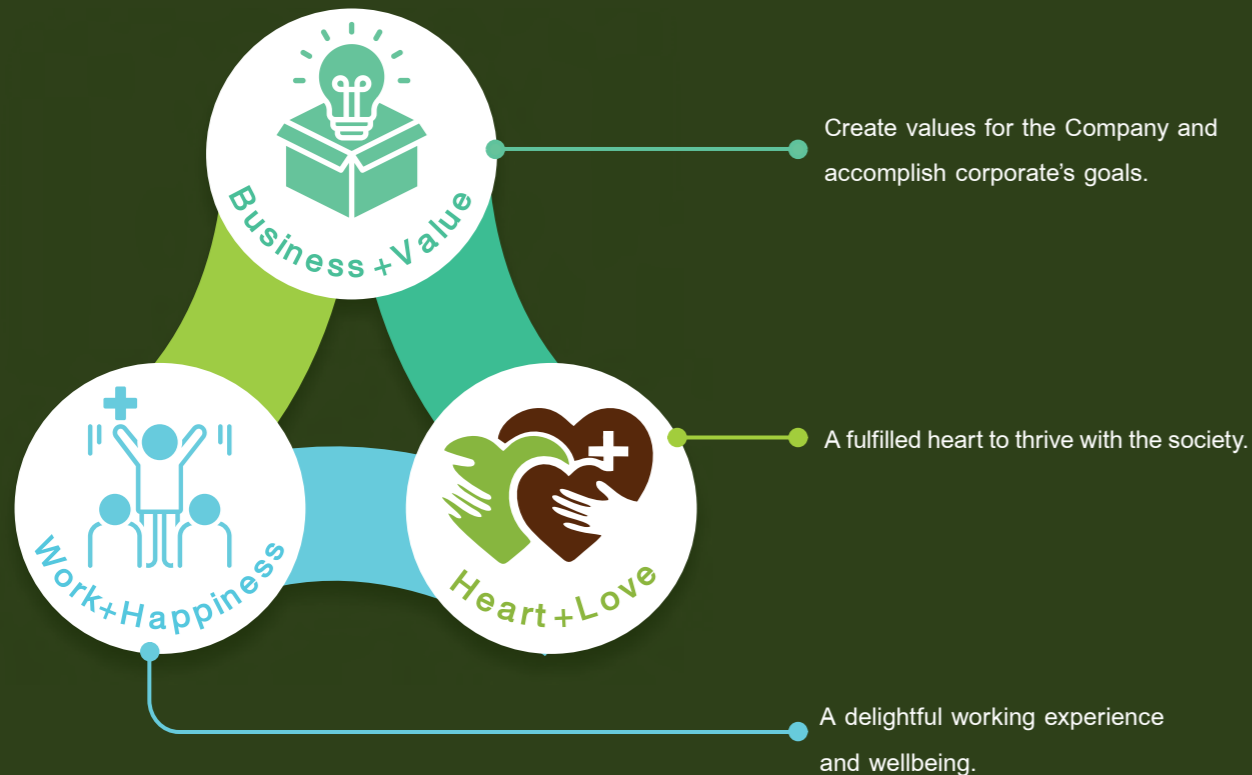


Vision

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



Mission



Business Goal

PLUS, is committed to creating quality beverage products to meet customer needs for those who love health and natural ingredients with continuous innovation. Expand market base from business partnerships both domestically and internationally under the branding of PLUS products to be known worldwide with great customer experiences and sustainably enhancing the quality of life.

" To cultivate a shared culture and promote unity among employees. "

Loyalty

IDEAS
Positivity

Unity




Core Value

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







Sustainability

Sustainability Performance Highlights 2024

Economic Dimension

 <p>Total Revenue 1,430.8 Million Baht Export 99.1% Domestic 0.9%</p>	 <p>Sales Revenue 1,423.1 Million Baht ODM 79.9% OBM 20.1%</p>	 <p>Net Profit 43 Million Baht</p>
<p>EBITDA Margin 9.5%</p>	<p>Gross Profit Margin 19.7%</p>	<p>Net Profit Margin 3.0%</p>
<p>Total Assets 1,691.6 Million Baht</p>	<p>Total Liabilities 374.8 Million Baht</p>	<p>Shareholders' Equity 1,316.8 Million Baht</p>
<p>Total Amount of Dividend Paid 40.2 Million Baht</p>	<p>Dividend Ratio to Net Profit (%) 93.57 %</p>	<p>Earnings per share 0.06 Baht</p>

Environmental Dimension

 <p>Total energy consumption from solar cells in 2024 1,175,000 kWh</p>	 <p>Carbon intensity in 2024 is 0.00033 TonCO₂eq/Bottle (-6% from the base year)</p>
 <p>Reducing the Use of Glass for Packaging from 185 grams to 175 grams</p>	 <p>The general waste was reduced to 211,790 kg.</p>
 <p>The hazardous waste was reduced to 3,198 kg.</p>	 <p>The recyclable waste was reduced to 420,493.70 kg.</p>
<p>Number of environmental complaints from neighboring communities 0 case</p>	



Sustainability Performance Highlights 2024

Social Dimension

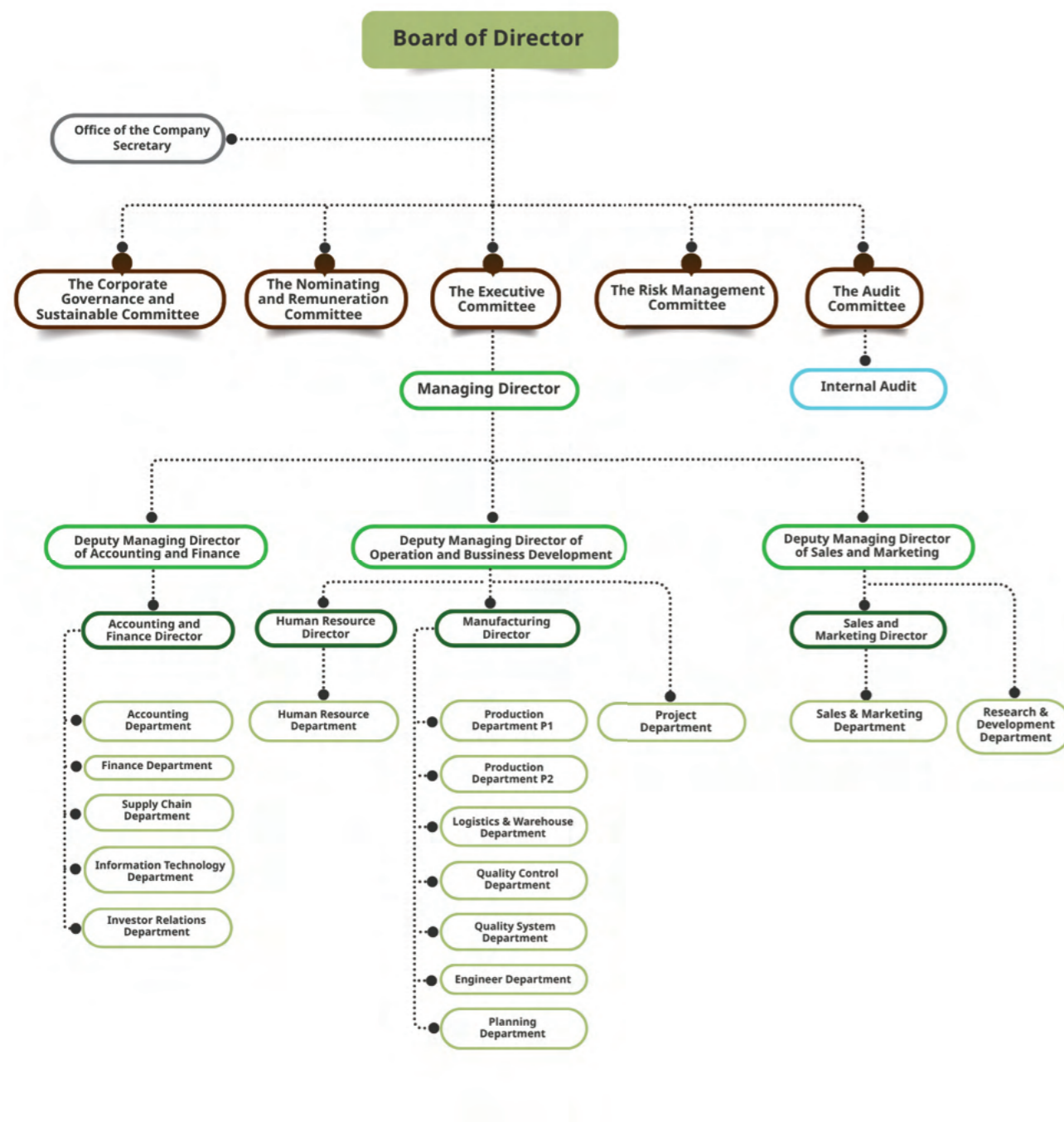
Total number of employees 799 person	Complaint from employee 0 case	Employee with disability 6 person
Employee Engagement 89.29 %	Average training hour 0.82 Hour/person/year	Employee Accidents 0 time (Zero Accident)
Total amount spent on training and capacity building 1,571,819.12 Baht	The amount spent on community support projects 736,456.85 Baht	Communities satisfactory toward the Company 88%
Customer satisfaction rate 88%		Compliance with product safety standards 100%

Governance Dimension

Zero dispute and complaint from stakeholders.	The Company received the Corporate Governance Scoring Report for Thai Listed Companies 2024, achieving 5-star rating or 'Excellent' and ranked in the "Top Quartile" within the same group of listed companies by Market Capitalization from the Thai Institute of Directors Association (IOD).	The Company received 100 full scores as "Excellent" on the quality assessment of the 2024 Annual General Meeting of Shareholders (AGM Checklist) by the Thai Investors Association (TIA).
The Company received Certified as a member of the Thai Private Sector Collective Action against Corruption (CAC)	Communicated the anti-corruption policy to internal employees 100%	Zero case of occurred within the organization.
Employees completed the anti-corruption knowledge test with a 100% pass rate	Employees completed the Code of Conduct test with 100% pass rate	Number of new suppliers 202 persons
of business partners were informed about the Company's policy against corporate corruption 100%		Zero case of cyber theft and data leak



Organization Chart



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, renowned for their international value and quality. From its humble beginnings as a small enterprise, the Company has grown into a thriving business with a production capacity exceeding 350 million bottles per year. Its products are recognized globally and distributed in over 111 countries, establishing it as one of Thailand's top exporters of fruit juice.

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

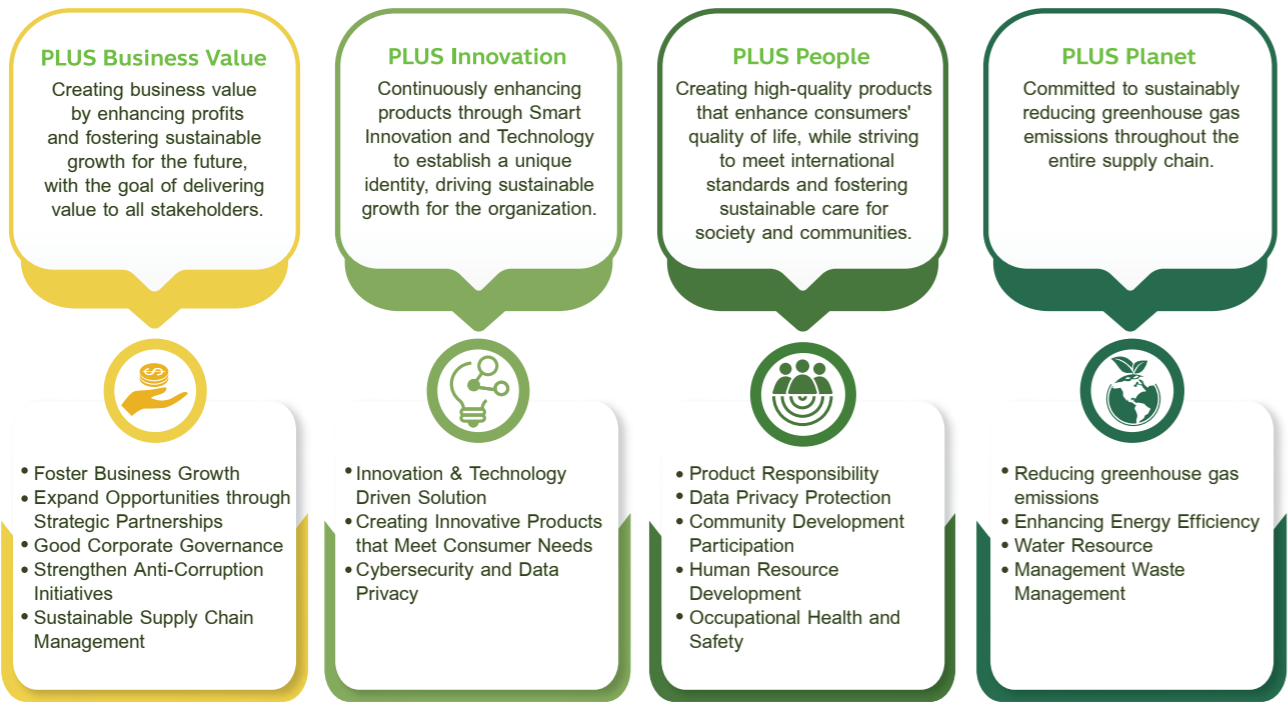
The Company's vision emphasizes its role, duties, and responsibilities in setting objectives, goals, and social responsibility policies to create sustainable shared value. It encourages employees to recognize the importance of and contribute to the creation of innovations that add value to the business while benefiting all stakeholders. The Company ensures that management operates with social and environmental responsibility, which is reflected in its operational plans. This approach guarantees that all organizational efforts align with the Company's objectives, key goals, and strategies, while also considering the roles and interests of stakeholders. In addition, the Board of Directors oversees the planning of strategies and directions to align with the United Nations Sustainable Development Goals (SDGs). This includes ensuring that management allocates and manages resources effectively and efficiently, taking into account the impacts and development of resources across the entire value chain to achieve the Company's objectives and goals in a sustainable manner. The company has published details of its 'Corporate Sustainability Policy' on the website (www.royalplus.co.th / Investor Relations / Corporate Governance / Corporate Governance and Compliance / Corporate Sustainability Policy). In 2024, the Company established a Corporate Governance and Sustainability Committee to oversee sustainable development, review and communicate policies, and practices through the Company's sustainability working group. The committee plans to define strategies and directions for the Company's sustainability operations in alignment with the United Nations Sustainable Development Goals (UN SDGs).







In 2024, the Company has set major sustainability goals, with the following details

Economic and Governance		Social		Environment
NPD a least 20 SKUs per year	Total Sales reach 4,000 MB. in 2026	Employee Engagement more than 80%	Turnover of monthly Employees less than 10%	Reduce Greenhouse Gases 30 – 40% Within 2030
AGM Checklist Within 2024 100 Full scores		Community Satisfaction of around factory >80%		Carbon Neutrality within 2050
CGR Checklist Within 2024 5 STARS				ZERO Emission within 2065
Recieved CAC Certificate In 2025				

Sustainability Strategy



Strategic Direction	Operational Targets	Supporting the Sustainable Development Goals
 <p>Economic and Governance Dimension</p> <p>Conducting business in an ethical, transparent, and fair manner, prioritizing the collective benefit of all stakeholders. This includes enhancing operational efficiency, adding value to the business, and fostering product innovations to deliver sustainable business value and long-term benefits to stakeholders.</p>	<ul style="list-style-type: none"> Create a distinct product identity through innovation and technology No complaints regarding corruption and ethics No legal lawsuits of any kind, especially those related to corruption Free from serious cyber theft Effectively maintain data privacy The rise of innovation to create operational efficiency Drive and enhance the operations of sustainability partners 	
 <p>Social Dimension</p> <p>Develop high-quality products to enhance consumers' lives, while raising awareness of workplace safety and promoting employee well-being. Uphold human rights throughout the entire value chain and expand the workforce by attracting talented individuals, fostering a culture of continuous learning, and driving the organization toward a sustainable future.</p>	<ul style="list-style-type: none"> Employee Engagement more than 80% Community Satisfaction more than 80% Turnover rate of monthly employees less than 10% Free from complaints from the community and enhance community satisfaction rate No complaints from customers about the safety and quality of goods Enhance customer satisfaction Maintain and enhance employee knowledge and abilities Encourage employees to have a quality of life and well-being at work Reduce accidents and work-related deaths 	



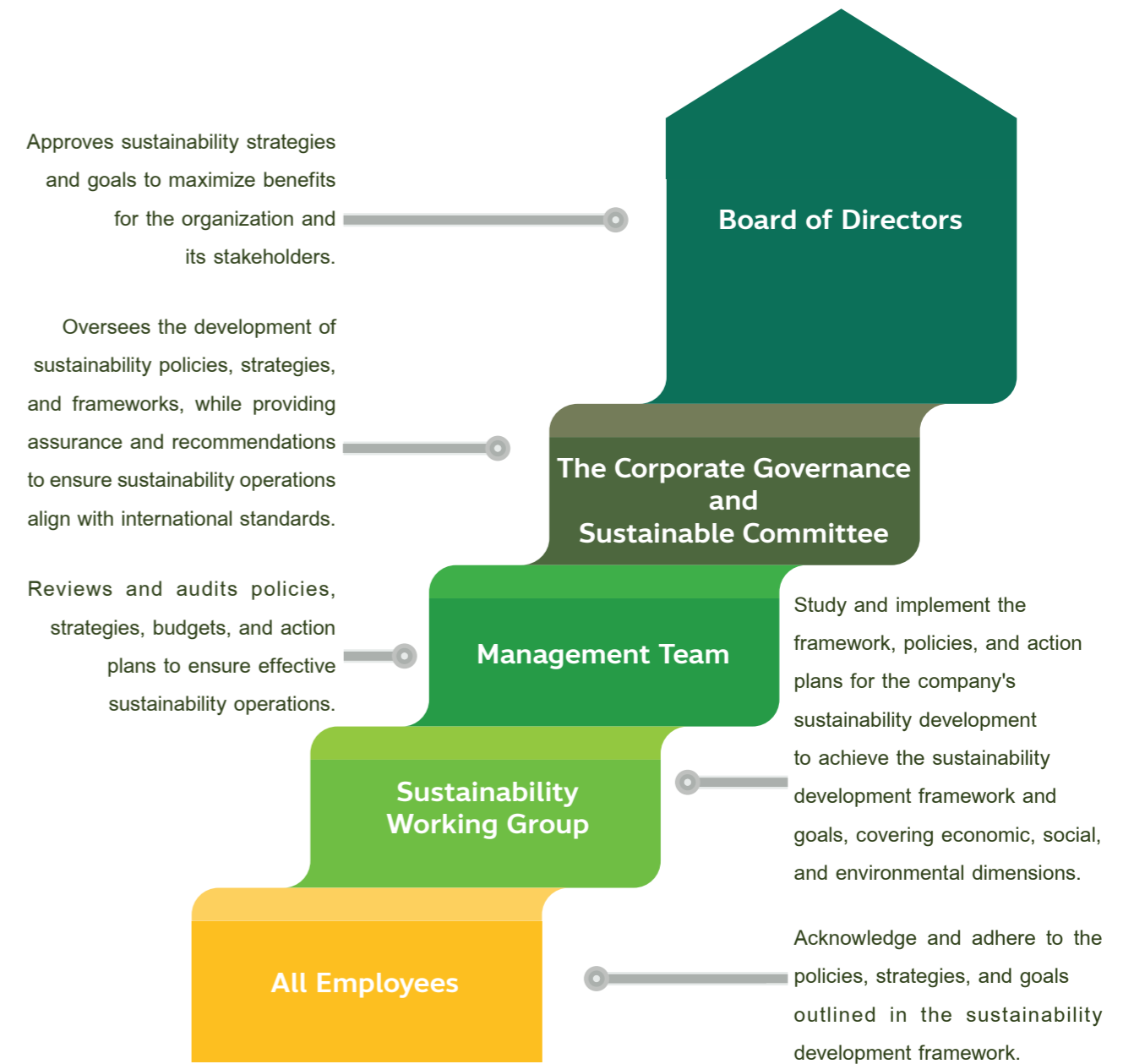
Strategic Direction	Operational Targets	Supporting the Sustainable Development Goals
 <p>Environment Dimension</p> <p>Commit to reducing greenhouse gas emissions by optimizing energy and water efficiency, while enhancing business operations to minimize environmental impact across the entire beverage production process and supply chain.</p>	<ul style="list-style-type: none"> • Carbon Neutrality by 2050 • Reduce greenhouse gas emissions 30%-40% by 2030 • Achieve net zero carbon emissions by 2065 • Reduce energy consumption • Increase the use of palm kernel shell fuel usage to 85% of total fuel consumption • Use renewable energy in business operations • Reduce water consumption • Ensure that the amount of water returned to nature meets the standards required by law 	



Sustainability Management Structure

The Company has established a Sustainability Committee and supporting working groups to effectively address key sustainability challenges and drive progress. The primary goal is to align operations with planned sustainability initiatives and objectives, ensuring seamless and efficient implementation.

This is facilitated by a well-defined management structure, detailed as follows:



Value Chain of Business

Aligned with the Company's vision, the Board of Directors recognizes its role, duties, and responsibilities in setting objectives, goals, and corporate social responsibility policies to create sustainable value for the Company. This includes fostering a culture where all employees understand the importance of innovation and actively support the creation of business solutions that bring value to the organization while benefiting all stakeholders. The Board emphasizes social and environmental responsibility, ensuring that these principles are reflected in operational plans. It monitors management to ensure that business activities align with the Company's objectives, key goals, and strategies, while also considering the interests of stakeholders. Furthermore, the Board of Directors oversees the efficient allocation and management of resources, taking into account the impact and development of resources across the entire value chain. This approach is aimed at achieving the Company's objectives and goals sustainably while promoting value creation and development from upstream to downstream. The Board of Directors, also supports research and the development of innovative, modern technologies to elevate products to international quality standards, alongside promoting efficient management practices to continuously deliver sustainable value to customers and shareholders.

In 2024, the Company is committed to solidifying its position as a leader in beverage production and export, with a mission to enhance stakeholder confidence and promote sustainability. The Company aims to align its sustainability strategy and direction with the United Nations Sustainable Development Goals (SDGs), thereby reinforcing its leadership in the industry. This strategy focuses on creating shared value across the entire value chain, from upstream to downstream, to improve the quality of life for all stakeholders. The comprehensive approach encompasses every stage of operations, including raw material procurement, production processes, inventory management, product delivery, customer service, and data analysis to drive the development of products that meet consumer needs sustainably. The key components of this strategy are as follows:



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 2024, the Company has identified 7 groups of stakeholders: shareholders, investors, and analysts; customers; suppliers; employees; society and communities; government agencies/ regulators/ educational institutions; and competitors.

Stakeholders in the Business Value Chain



Stakeholder Engagement

Stakeholder	Demands and Expectations	Response to expectations	Channel and frequency of fostering relationships with stakeholders
Shareholders/ Investors/ Analysts	<ul style="list-style-type: none"> • Attractive return on investment • Effective Corporate Governance • Business stability and sustainable growth • Accurate and comprehensive information disclosure with up-to-date and transparency • Robust risk management system with effective monitoring and control mechanisms 	<ul style="list-style-type: none"> • Upholding corporate governance with transparency, fairness, and accountability • Achieving strong performance and ensuring appropriate dividend distribution • Disclosing information transparently to all stakeholders • Developing and implementing strategic business plans effectively • Managing risks proactively and thoughtfully 	<ul style="list-style-type: none"> • Annual Shareholder Meeting 1 time • Financial performance presentation quarterly • Analyst Meetings 4 times • Opportunity Day 4 times • Investor Relations Contact Information <p>Phone: 02-416-9209 ext. 1108 Email: ir@royalplus.co.th Website: https://investor.royalplus.co.th/th/home</p>
Customers	<ul style="list-style-type: none"> • Obtaining accurate information of products and services • Variety of products with delicious flavors • Nutritional value in products to support health-conscious choices. • Products with reasonable prices • Price competition is transparent • Obtaining quality products and services • Ability to solve problems promptly as feasible • Confidentiality of customer information 	<ul style="list-style-type: none"> • Corporate governance with transparency, fairness, and accountability • Having an anti-corruption policy • Managing quality according to international standards. • Inviting customers to visit and observe the production line process • Developing high-quality products that meet customer demands effectively • Managing customer satisfaction through proactive engagement and service • Developing and expanding sales channels to reach a wider market. • Maintaining ethical standards by safeguarding customer data confidentiality 	<ul style="list-style-type: none"> • Regular customer interactions, including market surveys and online meetings. • Close coordination with customers at every step of the process. • Collaborative marketing efforts: Encouraging co-marketing initiatives with clients through advertising media for the Company's products. • Sales and Marketing Contact Information: <p>Email: sales@royalplus.co.th Website: https://www.royalplus.co.th</p>

Stakeholder	Demands and Expectations	Response to expectations	Channel and frequency of fostering relationships with stakeholders
Suppliers	<ul style="list-style-type: none"> • Adhering to regulations and requirements in the Company's procurement process • Conducting business with transparency, fairness, and equality • Fostering long-term business collaboration through capability development • Ensuring the confidentiality of supplier information 	<ul style="list-style-type: none"> • Enhancing the efficiency of procurement-related operational processes • Promoting equality and mutual benefits in partnerships with business partners • Ensuring the confidentiality of supplier information 	<ul style="list-style-type: none"> • Annual raw material quality inspection plan, which covers suppliers for more than 20% of each type of raw material • Supplier Satisfaction Assessment 1 time per year
Employees	<ul style="list-style-type: none"> • Providing competitive remuneration with opportunities for career growth and long-term stability within the Company • Continuously promoting skill development to enhance employee capabilities and performance • Ensuring a suitable work environment with adequate equipment, welfare benefits, and a strong focus on operational safety 	<ul style="list-style-type: none"> • Encouraging employees to continuously develop their skills and knowledge • Establishing regulations and guidelines for occupational health and safety, while promoting employee well-being • Respecting personal rights and ensuring a fair and inclusive workplace • Implementing a Succession Plan to support career growth and prepare for key leadership positions 	<ul style="list-style-type: none"> • Communicating relevant information through designated channels at appropriate intervals • Conducting an Employee Engagement Assessment once annually • Performing annual individual performance evaluations to track progress and achievements • Holding quarterly internal meetings (Town Hall) to share updates and foster transparency • Encouraging feedback and suggestions through various platforms, such as comment boxes and Morning Talk activities • Organizing activities that promote employee Safety and health



Stakeholder Engagement

Stakeholder	Demands and Expectations	Response to expectations	Channel and frequency of fostering relationships with stakeholders
Society and Communities	<ul style="list-style-type: none"> Reducing the environmental impact on surrounding communities Adhering safety in production according to the safety standards Participating in community development, generating careers and income to build stability for people in the surrounding communities 	<ul style="list-style-type: none"> Operating in compliance with occupational health and safety standards Enhancing resource efficiency while reducing greenhouse gas emissions Employing local labor to generate income and support economic development in communities surrounding the factory 	<ul style="list-style-type: none"> Conducting business responsibly, with consideration for potential impacts on society and surrounding communities, while being accountable to them Organizing regular community relationship-building activities to foster strong connections Providing opportunities for feedback by listening to community opinions and suggestions through designated channels once annually Conducting a Community Satisfaction Survey for the area surrounding the factory once per year
Government Agencies & Educational Institutions	<ul style="list-style-type: none"> Participating in new government policies and projects Sharing of operational knowledge and skills Supporting and complying to measures or activities of local and national governments 	<ul style="list-style-type: none"> Exchanging knowledge on operational methods Appropriately complying and participating in government measures and activities 	<ul style="list-style-type: none"> Engaging regularly through meetings, seminars, emails, and ongoing communication Ensuring compliance with all applicable laws, regulations, and legal requirements
Competitors	<ul style="list-style-type: none"> Behaving toward commercial competitors under good manners and fair competition rules 	<ul style="list-style-type: none"> Not seeking confidential information of commercial competitors Not destroying commercial competitor's reputations 	<ul style="list-style-type: none"> Behaving toward competitors in accordance with 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

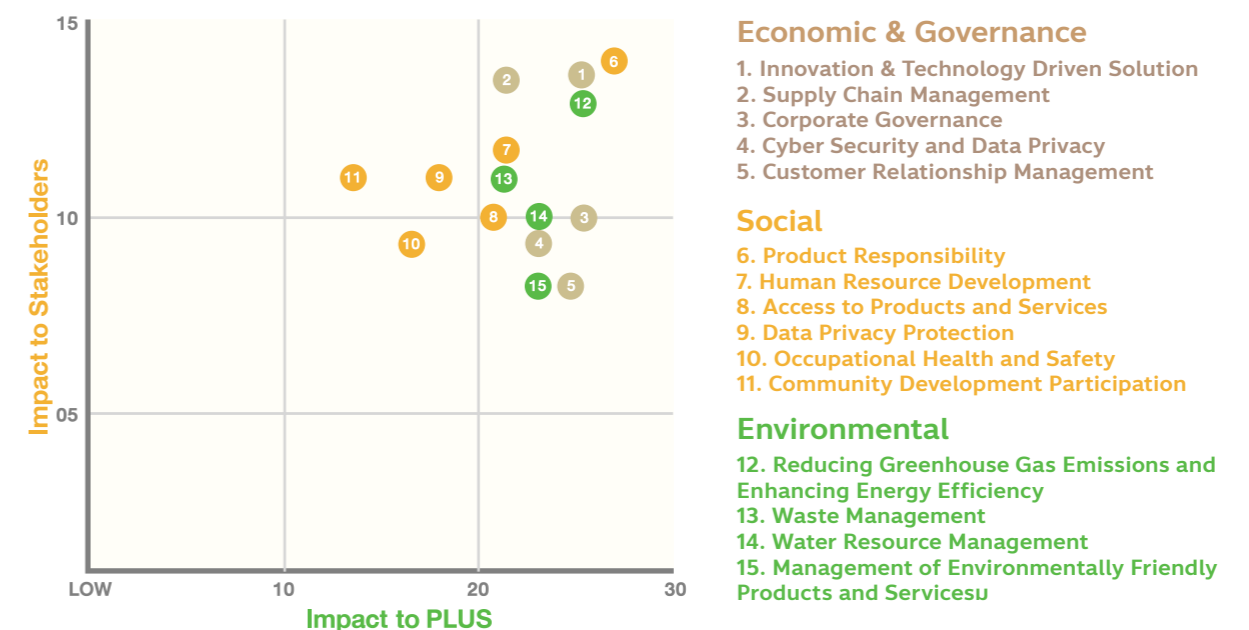
Prioritization of materiality topics is considered from the opportunity and impact on the value creation of the Company, which covers economic, social and environmental dimensions, including the level of interest, impact and importance to stakeholders.

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.

Materiality Matrix

" PLUS+ Quality of Life for All "



Environmental Dimension of Sustainability Management

Establish Excellent Environmental

In 2024, Thailand will face severe climate challenges due to the El Niño phenomenon, which is causing average temperatures to rise by about 0.5 degrees Celsius above normal, and the ongoing La Niña phenomenon, which is resulting in heavy rainfall in many parts of the country. This situation has led to natural disasters such as droughts, heavy rains, flash floods, and overflowing rivers in many provinces, especially agricultural areas, which are directly impacted by weather fluctuations. This has resulted in a decrease in agricultural yields. These circumstances highlight the need for all sectors to take environmental management more seriously, adapt to climate change, improve natural resource management, and develop policies that consider long-term impacts, which are urgent and cannot be overlooked.


The Company places the highest importance on environmental conservation and minimizing the impact of its business operations. It focuses on developing efficient operational processes to maximize benefits, managing resources effectively, and reducing environmental impact in a tangible way. The Company adheres to the principles of a Circular Economy and promotes the development of environmentally friendly innovations and technologies to create value and long-term sustainability. Additionally, the Company has set long-term goals to reduce greenhouse gas emissions in alignment with government targets, including a 30-40% reduction in emissions by 2030, achieving Carbon Neutrality by 2050, and achieving Net Zero emissions by 2065, in order to contribute to a sustainable future for the environment, communities, and the world.

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:



"The Company is committed to strictly complying with environmental, occupational health, and safety laws and regulations at all levels, including local, national, and regional levels, to ensure environmental sustainability and safety in the areas of operation. Additionally, the Company places great importance on encouraging employees to use resources efficiently and to their maximum benefit. It also implements clear measures to reduce potential environmental impacts on surrounding communities and promotes the development of environmentally friendly innovations and technologies to create value and long-term sustainability"



Mission		Performance Indicators	2023 Targets	2024 Targets
	Green industry and governance	Solar rooftop installation by 2022 to generate electricity and for renewable energy use purposes	Considering Installation of Solar Rooftop for Phase 2	Currently in the process of considering the installation of the Solar Rooftop Project Phase 2
		Total energy consumption from solar cell (kWh)	1,425,000	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



- Reviewing the environmental policy to align with both internal and external factors of the organization
- The Company has participated in the "Solar Orchestra" project, a collaboration between the Export-Import Bank of Thailand (EXIM Bank) and leading organizations to support investment in the installation of solar power systems
- Planning to use lightweight glass packaging and plastic packaging to replace glass packaging, which has a high level of greenhouse gas emissions during the production process
- Developing a greenhouse gas emissions accounting system for the organization, based on calculation methods according to the ISO 14064-1:2018 standard
- Achieved ISO 14001:2015 certification for the organization's environmental management system
- Received ISO 14064-1:2018 certification, an international standard for verifying the measurement and reporting of greenhouse gas emissions and reductions at the organizational level
- Elevated the factory to Green Industry Level 3
- Promoting environmental management training programs for employees and executives at all levels to raise awareness of environmentally friendly and climate-conscious business practices



- Setting performance indicators for the organization's energy use to reduce electricity consumption and fuel use per unit of production.
- Implementing the solar rooftop project to generate electricity from renewable energy sources, which has been completed and is now utilizing the generated energy.



- 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 committed to energy conservation by using resources efficiently, while promoting the use of renewable energy in all operational processes. Additionally, the Company importance on incorporating modern technologies in the production and management processes to enhance efficiency in reducing greenhouse gas emissions in a tangible way. This supports the sustainability of the organization and the creation of long-term value for the surrounding communities and society ”



Climate Change and Greenhouse Gas Emissions

In 2024, the world is facing more intense natural and environmental challenges due to the impact of the El Niño phenomenon, which has been ongoing for some time. This phenomenon has significantly raised sea surface temperatures in the Pacific Ocean, affecting global weather patterns, leading to natural disasters such as drought in some areas that lack water for agriculture and living, while other areas experience severe flooding from abnormal heavy rainfall. Countries in the Pacific region with economies heavily reliant on agriculture, such as Southeast Asian countries and Central America, are the most affected. The lack of water in arid regions results in a decrease in agricultural output, while flooded areas face damaged infrastructure and displaced populations.

Furthermore, the severe climate change is linked to the continuous increase in greenhouse gas emissions, which are still rising due to human activities such as the use of fossil fuels in industry and transportation. While many countries around the world have made efforts to reduce greenhouse gas emissions, there remains a significant gap that must be addressed urgently to prevent increasingly severe impacts. In 2024 is another clear example that climate change is not only a threat to the environment but also deeply impacts the economy, society, and quality of life globally. International cooperation, the use of clean energy, and the development of sustainable policies are thus urgently needed to prevent more severe consequences in the future.

As a result, the Company places great importance on the quantity of greenhouse gases and the changes occurring in nature today. The Company cooperates with government policies aimed at reducing the country's greenhouse gas emissions and establishing guidelines for managing its own emissions. In 2021, the Company began establishing a greenhouse gas accounting system in line with ISO 14064-1:2018 standards, starting with the headquarters and later expanding to its factories by 2022, as well as regularly reporting its emissions.

In 2024, the Company conducted monitoring, maintained standards, and received ISO 14001:2015 certification for its Environmental Management System, establishing a globally recognized standard for the Company's environmental management system to enhance internal environmental performance and ensure environmental sustainability. Additionally, the Company received ISO 14064-1:2018 certification and elevated its factory to the Green Industry Level 3, confirming its commitment to reducing greenhouse gas emissions and participating in global efforts to combat climate change. Furthermore, in the past year, the Company provided environmental management training for employees and executives at all levels to align with its environmental management policies and practices, sharing training materials through the Company's Intranet and notice boards, with 80% employee participation in the training.



Performance Targets

Total Palm Kernel shell fuel consumption in the manufacturing

2023 Targets **85%**

2024 Targets **85%**

Climate Change and Greenhouse Gas Emissions Management Plans

In 2024, 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 FrequenciesCriteria
Lessen the cost of fuel	The cost of fuel (furnace oil and Palm Kernel shell), consumed per month or 1 ton of products produced	Monthly
Better the rate of fuel consumption	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 CO2 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. The Company reduced the thickness of glass for bottle packaging, decreasing the amount of glass used from 185 grams to 175 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.

Total GHG emissions Scope 1 was equal to 3,745 Tons of CO ₂ equivalent	Total GHG emissions Scope 3 was equal to 30,840 Tons of CO ₂ equivalent
Total GHG emissions Scope 2 was equal to 5,300 Tons of CO ₂ equivalent	Total GHG emissions intensity was equal to 0.00033 Tons of CO ₂ equivalent per bottle

The Company developed its GHG emissions report in 2024, 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 is committed to reducing reliance on electricity from fossil fuel sources by driving the use of renewable energy in all operations. This effort helps reduce pollution that negatively impacts the environment and plays a significant role in mitigating the climate change crisis. Moreover, the Company continues to adhere to sustainable practices for the future of communities and the world ”



Energy Management

In 2024, global energy consumption continues to rise due to population growth and the increasing demand for resources. Industries, especially the food and beverage production sector, are facing challenges in managing energy to support the growing production processes driven by the rising demand for food and beverages.

As the global population increases, the consumption of resources, particularly energy, is also escalating. This is especially critical for the food and beverage industry, which plays a significant role in meeting the daily food requirements of people. According to the World Population Data Sheet 2024 by the Population Reference Bureau (PRB) and the World Population Prospects 2024 by the United Nations, the global population is projected to reach about 9.6 billion by 2050, peaking at around 10.3 billion by the middle of the 22nd century.

This population change impacts various sectors, including resource usage, healthcare planning, and economic and social development. Consequently, the food and beverage industry must prepare for an increase in food and beverage production, which will drive higher energy demand. Energy consumption in food and beverage production accounts for about 30% of total energy use, making it essential for companies to manage energy efficiently. Efficient energy use not only helps reduce environmental impacts but also lowers production costs and mitigates the risk of rising energy prices in the future. The Company recognizes the importance of energy efficiency and has continuously prioritized the sustainable use of energy. Energy conservation is a key performance indicator for the organization in terms of green industry and governance, and the Company has established an energy conservation policy as a guiding framework for everyone within the organization 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

Highlighting energy management efficiency, the Company established agreed targets across the operations.

Decrease total energy consumption

2023 Targets

≤103

Unit/Ton production

2024 Targets

≤103

Unit/Ton production

Total energy consumption from solar cell

2023 Targets

1,425,000

kWh

2024 Targets

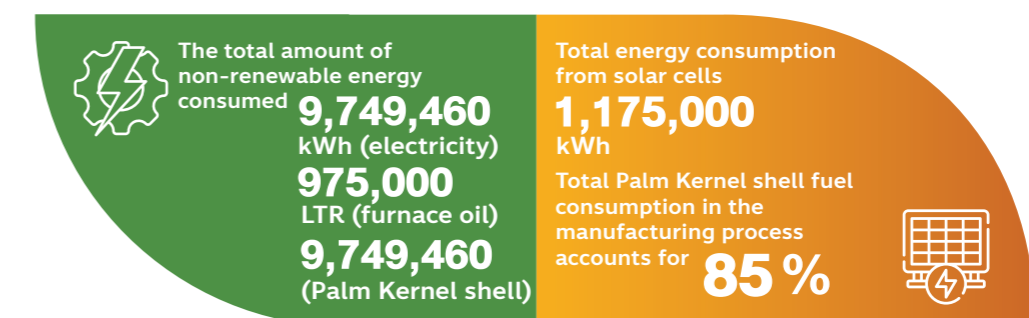
1,425,000

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 is committed to sustainable water resource management by striving to reduce water usage in its operations. It has also built water storage facilities for efficient use and installed wastewater treatment systems that meet legal standards. Additionally, the Company has set clear goals to maximize water usage efficiency in order to minimize environmental impact and support the conservation of water resources for the future”



Water Management

In 2024, Thailand faces severe and diverse environmental issues resulting from climate change and significant natural phenomena such as El Niño and La Niña. These events have greatly impacted water levels in various regions across the country, leading to both droughts in some areas and floods in others. Particularly, the drought situation has caused a significant reduction in the water levels of crucial water sources, such as dams, reservoirs, and major rivers. This shortage of water has affected communities and the agricultural sector, leading to difficulties in irrigation and daily living, with agricultural production declining. This situation has also resulted in economic challenges and a decrease in the quality of life for people in the affected areas. Addressing both the drought and flood problems requires cooperation between the government, private sector, and communities to develop comprehensive solutions and reduce long-term impacts.

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

2023 Targets

Reduce total water consumption

5.8 m³/Ton production

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

30%

2024 Targets

5.8 m³/Ton production

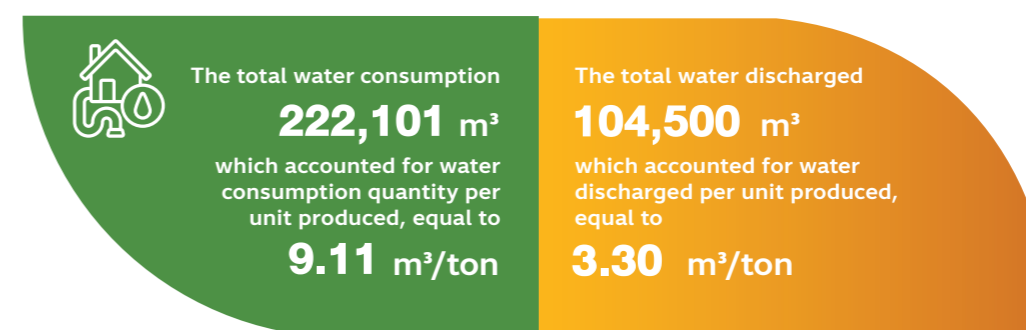
30%



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

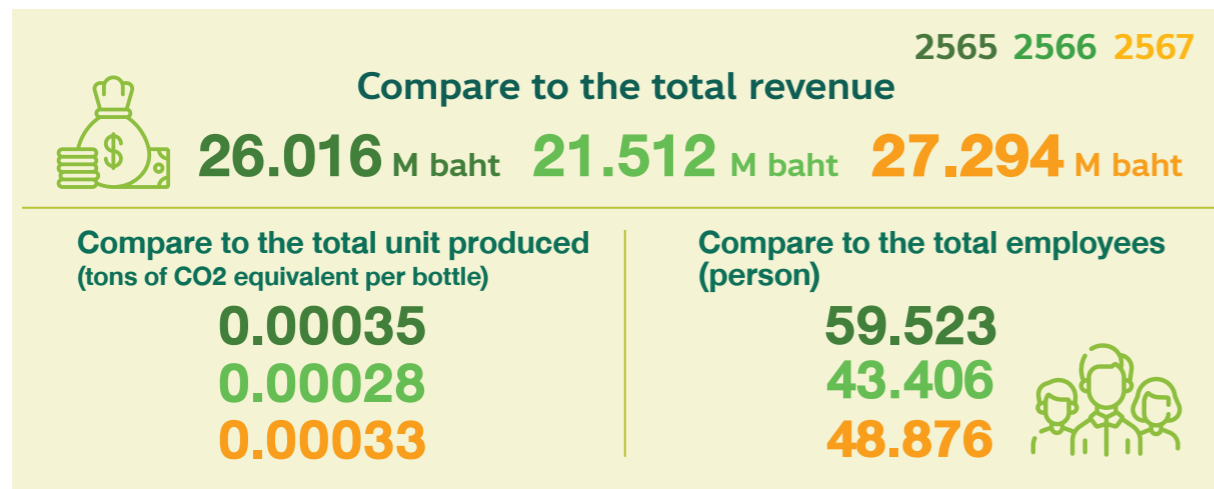
Appendix

Total GHG emissions Scope 1-3

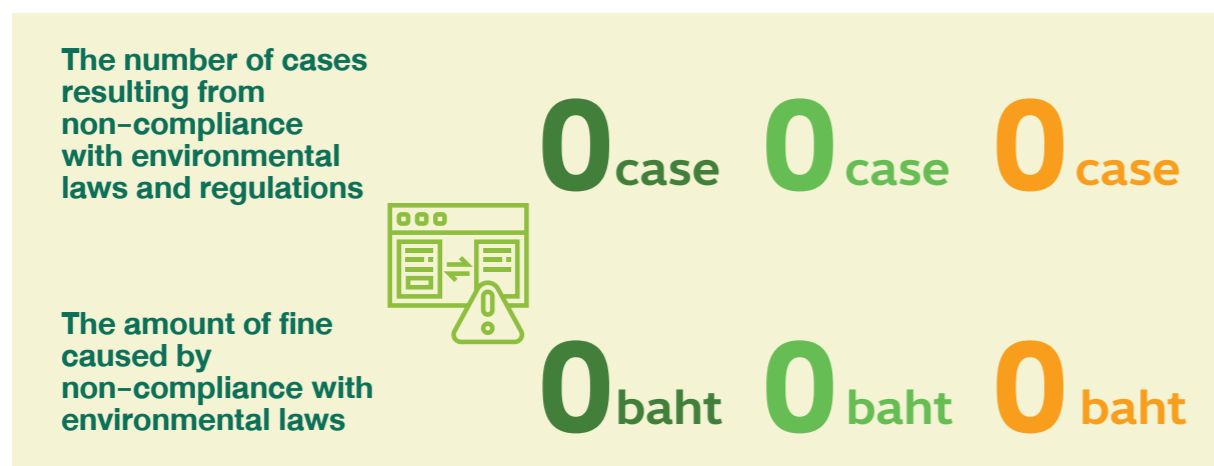
GHG emissions (by categories)		2565	2566	2567
Total direct GHG emissions (Scope 1) 	2,030			
	Ton/Year			
	2,297			
	Ton/Year			
	3,745			
	Ton/Year			
Total indirect GHG emissions (Scope 2) 	3,050	3,043	5,300	
	Ton/Year	Ton/Year	Ton/Year	
Other indirect GHG emissions (Scope 3) 	32,838			
	Ton/Year			
	25,565			
	Ton/Year			
	30,840			
	Ton/Year			



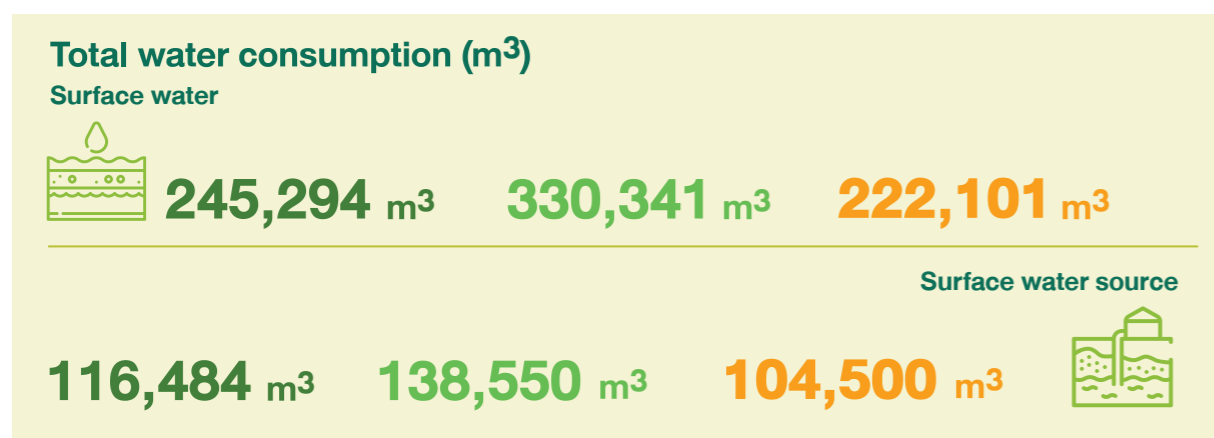
GHG emissions intensity



The number of non-compliance with environmental law



Water consumption quantity



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

2023 Targets



2024 Targets



Key-Performance



Type of waste	Quantity (kg.)	Waste management
General waste	211,790	Delivered to the contractor for landfill disposal
Recyclable waste collection		
 Plastic bottles	25,691.60	Sold for recycling purposes.
 Glass bottles	132,004.30	Sold for recycling purposes.
 Plastic baskets	3,652	Sold for recycling purposes.
 Aluminum tanks	59	Sold for recycling purposes.
 Cardboard boxes	207,695.80	Sold for recycling purposes.
 Cans	0	Sold for recycling purposes.
 Other plastics, such as soiled bags and film scraps.	49,098.50	Sold for recycling purposes.
 Plastic strap	2,147	Sold for recycling purposes.
 scrap paper	145.50	Sold for recycling purposes.

Social Dimension of 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 Operation



Royal Plus Public Company Limited recognizes that every human being is born with inherent rights, dignity, and equality in their humanity. Throughout the past year, the Company has remained committed to treating all employees equally and fairly, without discrimination. The Company embraces and promotes diversity among its employees, allowing them to fully demonstrate their potential in the workplace.

In addition to respecting the human rights of all employees, the Company has also been proactive in ensuring that labor practices comply with international standards, as well as the labor laws of the countries where the Company operates, and the requirements set by clients as follow:

Civil and Political Rights

- Promote the acceptance of differences and foster the ability to live together equally based on those differences.
- Refrain from any actions that may create a work environment that is intimidating, harassing, or unfriendly, including physical, verbal, emotional, or written harassment, whether verbal or physical, that could cause distress, embarrassment, loss of face, or undermine morale
- Avoid any actions that disturb the work of other employees, causing inconvenience or disruption.
- Refrain from any unethical conduct or sexual harassment towards other employees. Such actions include, but are not limited to, unwanted physical contact, obscene behavior, or sexual harassment, whether verbal

- Avoid any actions that limit the freedom of speech or participation in political activities, as these are personal rights and opinions. Employees must not use the name of Royal Plus Public Company Limited or Company assets for any political activities.

Economic, Social, and Cultural Rights

- The Company does not engage in any actions that restrict employees' rights to practice their cultural traditions, customs, and religious beliefs.
- The Company provides employees with social security and other benefits as required by law.
- The Company ensures that employees have rest periods during working hours, working hours, as well as annual leave and other holidays with full pay, in accordance with legal requirements.

Labor Practices

- The Company does not employ child labor, nor does it engage in or support the employment of child labor in any form that is illegal.
- The Company will not engage in or support the use of illegal forced labor in any form. This includes any form of coercion or punishment to force individuals to work against their will. This means no forced labor, threats, physical violence, sexual abuse, confinement, debt bondage, withholding or delaying wages, restricting freedom of movement, social isolation, or confiscation of personal identification documents unless such actions are in accordance with the law.
- The Company practices non-discrimination and provides equal opportunities in the recruitment and selection of employees, irrespective of age, gender, race, nationality, disability, or religion, and will consider candidates based on the qualifications required for the job position being advertised.
- The Company pays wages, compensation, and benefits in various forms that comply with labor laws, on time as stipulated, and will not deduct employee wages. Furthermore, the Company provides equal wages and compensation for male and female employees for work of equal value.
- The Company develops its personnel fairly and equally, without discrimination, considering the suitability of each position and career advancement.
- The Company respects the rights and freedoms of association or group formation in any form, including employees' participation in bargaining groups, as long as it is in accordance with the law. This is a fundamental right that leads to the protection of other rights for social progress and sustainable development.
- The Company respects the personal rights and freedoms of employees, ensuring equal rights and protecting employees' personal data. The Company will retain employees' personal information only to the extent necessary for the Company's operations or as required by law, and will implement processes to safeguard the personal data from unauthorized access or misuse, which would violate employees' privacy rights.
- The Company ensures the working environment, safety, and hygiene of employees by promoting adherence to occupational health and safety measures, rules, regulations, and procedures set by the Company.
- The Company provides training for employees at all levels to enhance their knowledge and skills to align with the rapidly changing business environment.

The Company has designated that executives and supervisors at all levels are responsible for ensuring that the Company's operations do not violate human rights. They are required to strictly adhere to the Company's policies and practices in treating all employees. Additionally, employees have the right to file complaints, grievances, or report violations of personal or human rights, abuse, harassment, bullying, or any unfair actions that occur to themselves or others. Employees can report these issues to their supervisors or the human resources department at any time.

Human Rights Performance in 2024

- There were no cases of lawsuits or labor disputes.
- There were no cases of lawsuits or complaints regarding human rights violations, either from the Company's employees or from the surrounding community.

Comprehensive Human Rights Due Diligence Process

In 2024, the Company began implementing a comprehensive human rights due diligence process across the entire value chain by adhering to the United Nations Guiding Principles on Business and Human Rights (UNGPs). This is to prevent and avoid human rights violations involving the Company's employees, its business partners, suppliers, contractors, customers, and local communities. The following guidelines have been established:

- (1) The Company has a responsibility to protect and uphold the human rights of all employees, ensuring that there are no human rights violations from any parties involved in the Company's operations.
- (2) The Company has a duty to respect human rights and comply with applicable laws, avoiding actions that violate or contribute to human rights impacts.
- (3) In cases where human rights violations occur due to the Company or its business group, the Company provides channels for remedying the victims whose rights have been violated.

Guidelines for Comprehensive Human Rights Risk Assessment

(1) Defining the Scope of the Audit

The Company defines the scope of its comprehensive human rights audit process clearly and comprehensively, covering all relevant stakeholders, including high-risk and vulnerable groups in the Company's operations, as well as stakeholders in the supply chain. This includes considering human rights issues related to the Company's operations, such as forced labor, child labor, discrimination, sexual harassment or abuse, human trafficking, and other human rights issues.

(2) Identifying Relevant Human Rights Issues

The Company ensures that human rights issues are reviewed comprehensively throughout the value chain, continuously updating the risk assessment list for human rights issues related to the business. Departments involved are assigned to identify potential risk issues arising from the Company's operations.

(3) Human Rights Risk Assessment

The Company conducts a human rights risk assessment to identify risks that have occurred or may occur throughout the supply chain. This involves considering both internal and external stakeholders who may be directly or indirectly impacted by the Company's business activities. The issues identified from the departments involved in the assessment are used to define human rights risk criteria, based on two factors: the likelihood of occurrence and the impact as below.

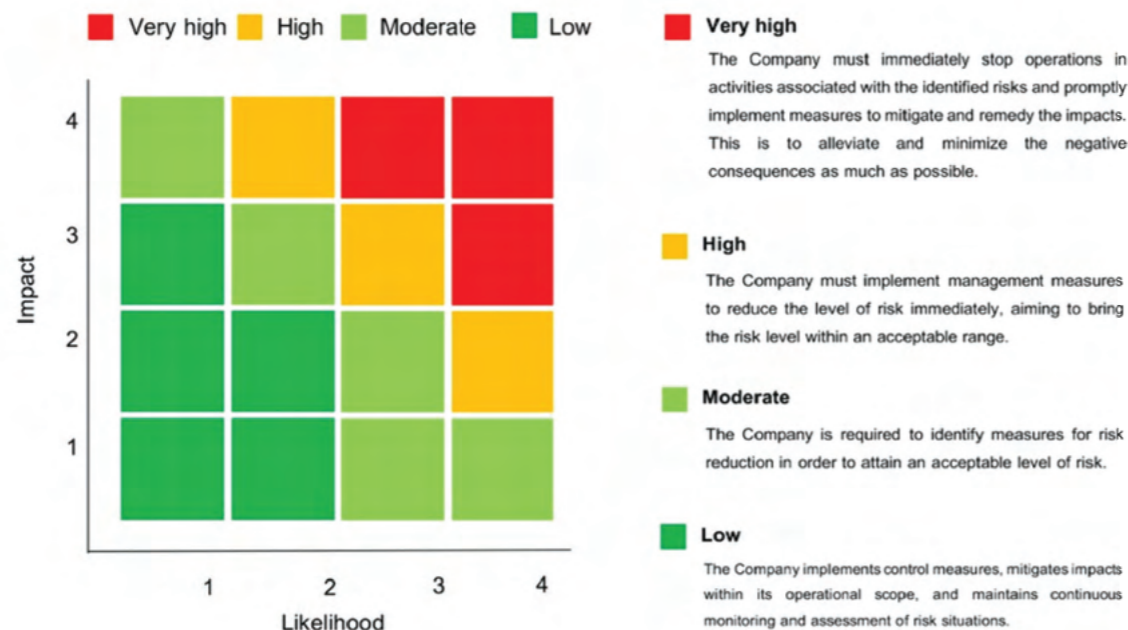
Risk Assessment Criteria: Likelihood

Levels of Likelihood	Characteristic of Likelihood
4 High Probability	The event is likely to occur in industries of the same type as the operational area, but the likelihood of it occurring in the operational area is low.
3 Moderate Probability	The event is very unlikely to occur in the operational area, but there is a possibility it could happen.
2 Low Probability	The event may occur occasionally in the operational area.
1 Very Low Probability	The event is likely to occur multiple times per year within the operational area.

Risk Assessment Criteria: Impact

Levels of Impact	Characteristic of Impact
4 High Impact	<ul style="list-style-type: none"> - Human rights impacts that extend beyond the scope of the operational area or affect populations beyond its boundaries. - The Company cannot directly control or mitigate human rights impacts to restore the violated rights of individuals. - The impacts/events related to human rights issues require assistance from independent and trustworthy external organizations to effectively address them in collaboration with The Company.
3 Moderate Impact	<ul style="list-style-type: none"> -The Company provides assistance or support in carrying out activities that may lead to human rights violations (Legal Complicity). -Human rights impacts resulting from The Company's operations or the value chain of The Company, affecting stakeholders in some operational areas. -The Company has human rights conflicts with vulnerable groups.
2 Low Impact	<ul style="list-style-type: none"> -The Company benefits from activities that result in human rights violations carried out by other entities (Non-Legal Complicity), but it does not participate or support them in any way. -The Company is unable to address concerns related to human rights from stakeholders, whether internal or external.
1 Very Low Impact	<ul style="list-style-type: none"> -The potential impacts arising from concerns regarding human rights received from affected stakeholders, both internally and externally, are addressed and mitigated at the operational area level. This includes the management mechanisms for handling company complaints.





(4) Establishing Mitigation and Prevention Measures

The Company prevents potential impacts arising from the risks identified in the human rights risk assessment. This includes setting measures to mitigate and prevent such impacts, particularly in high and very high-risk areas. These measures serve as guidelines to control the impacts, keeping them at a low or acceptable level. The Company also develops and enhances the awareness of those involved in the identified risk areas, ensuring they understand the impacts and consistently follow the established measures.

(5) Monitoring and Reviewing Human Rights Performance

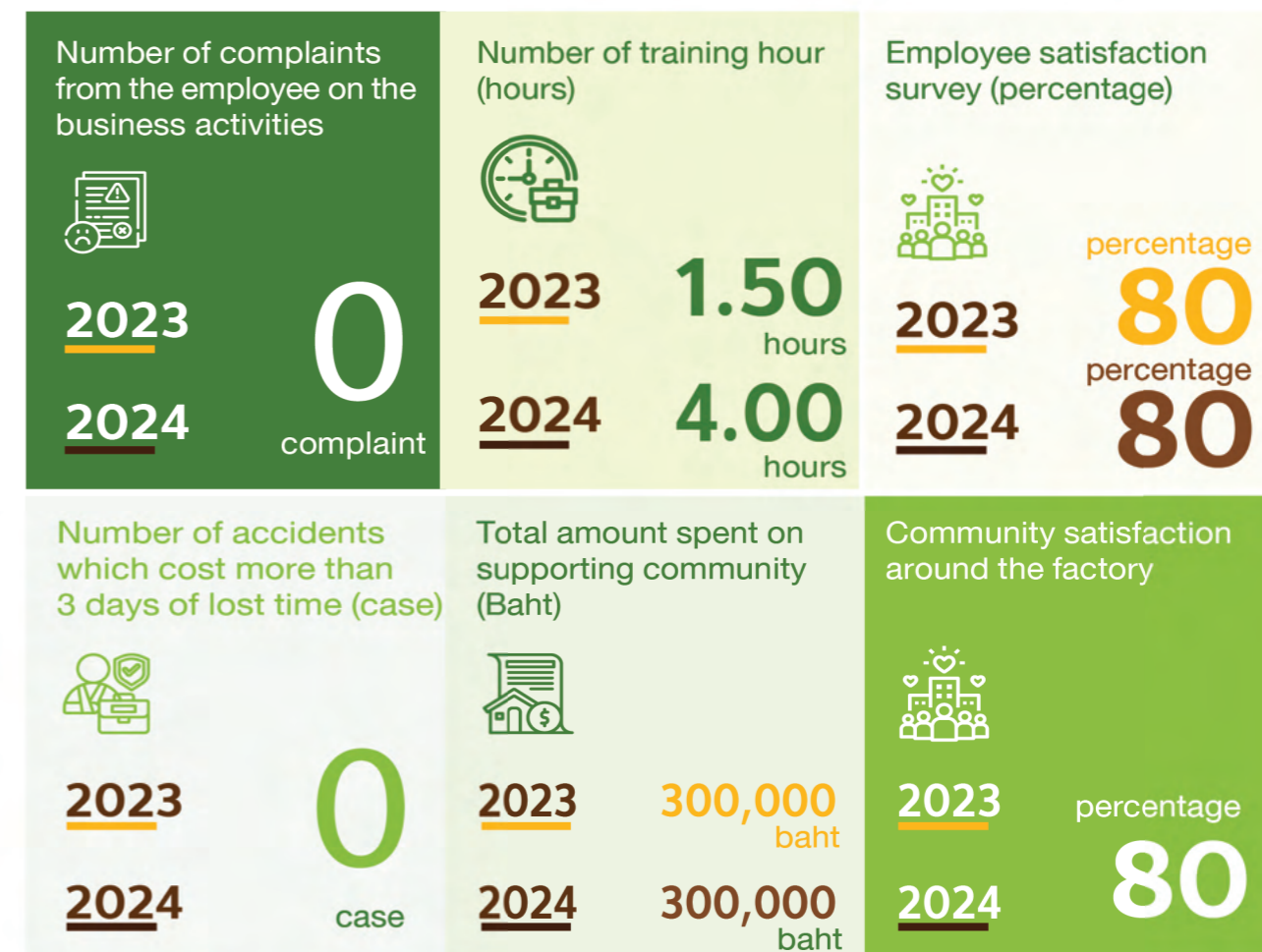
The Company conducts an annual review of human rights risk issues, as well as the mitigation and prevention measures for human rights risks. This is because human rights risk issues may change as activities and stakeholders evolve. Additionally, the Company ensures ongoing communication through employee training programs that cover human rights and non-discrimination to raise continuous awareness among employees.

(6) Corrective Actions and Remediation

The Company will take corrective actions and provide remediation to those affected by human rights violations resulting from the Company's activities and stakeholders throughout the value chain. This will be done through a fair investigation process and the establishment of corrective and remedial measures for the damages caused. These may include formal apologies directly to the affected parties, compensation for the damages, payment of compensation, or non-monetary restitution, such as creating development opportunities, acceptance, or other benefits, as well as providing assistance in accessing and addressing other forms of remediation. The Company will also summarize the lessons learned and develop measures to prevent recurrence, reducing the risk and likelihood of similar incidents happening again.

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."



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.
- Personnel are cared for and developed to maintain a balance between work and life, ensuring their work efficiency and playing a crucial role in driving the organization forward.
- 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.
- Reduce the occurrence of accidents leading to severe impacts and eliminate work-related illness, ensuring a safe working environment for employees.





Occupational Health and Safety

- There were no work-related illnesses among employees in 2025.
- 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

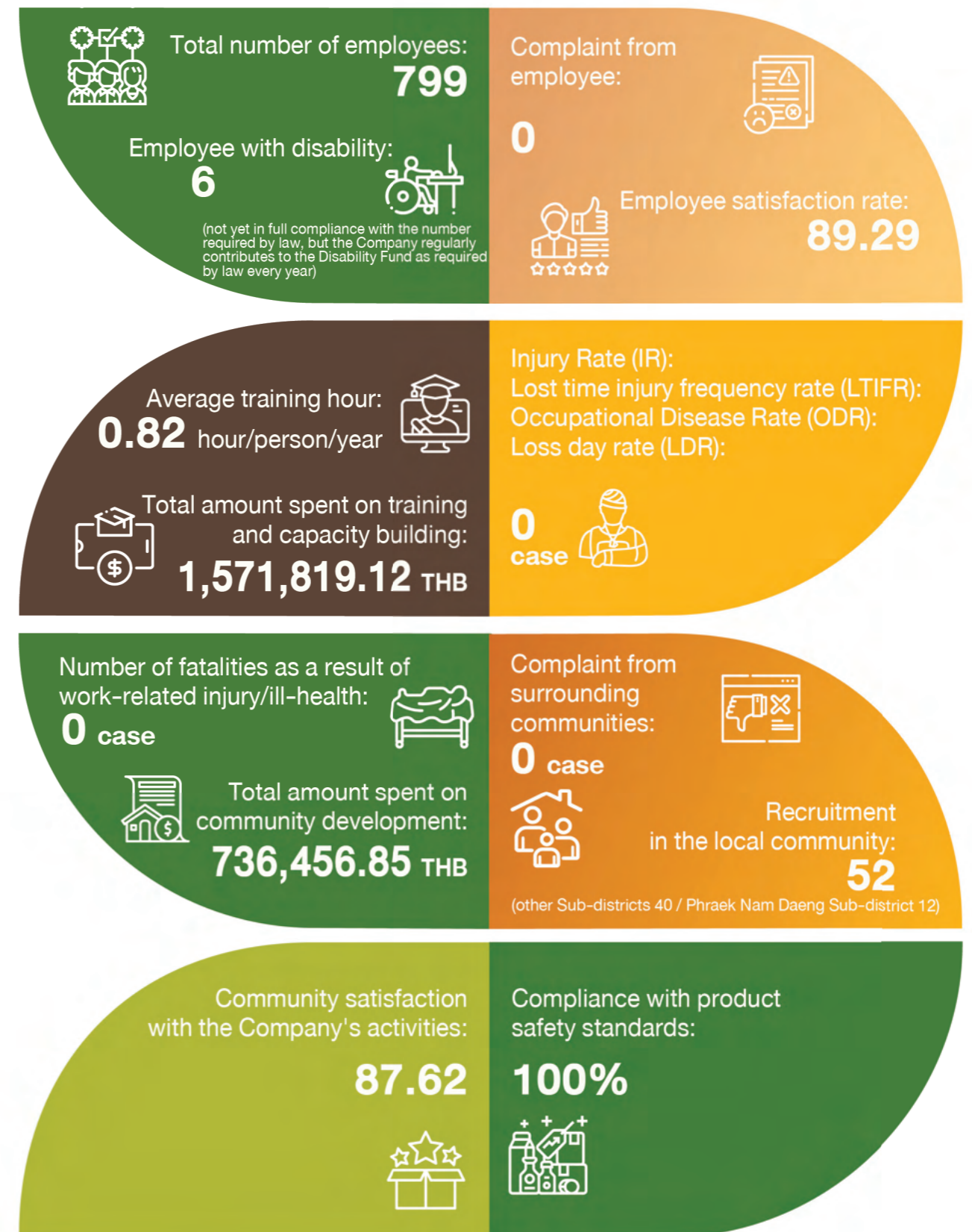
- Continue to support community engagement.
- Creating a good relationship with the community.
- Taking responsibility and support community and society appropriately with regard to local culture, custom, and tradition.
- Encouraging local employment.
- Promoting volunteering activity to improve community 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 2024, 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. The Company does not discriminate in the recruitment and selection of personnel based on 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 2024, the Company employed 6 persons with disabilities in its workplace. Of these, 3 were hired as permanent employees in suitable positions, and 3 were supported in pursuing occupations aligned with their skills. For the latter group, the Company promoted a career in health massage for employees, which not only provided a welfare benefit to the general staff by relieving work-related fatigue but also offered a professional opportunity for people with disabilities, creating value for all disabled individuals working within the Company.

Since the Company is required to employ persons with disabilities according to the legal criteria, the Company needed to employ 8 individuals in total in 2024. However, with only 6 individuals employed, the Company contributed to the Disability Development and Welfare Fund for 2 positions, amounting to 240,900 baht.

Nevertheless, the Company remains committed to recruiting persons with disabilities in the coming years, providing opportunities for qualified individuals to demonstrate their potential, have careers, support their families, and live without feeling undervalued. The Company aims to ensure that they can continue to thrive sustainably in society.



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.

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.





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 2024
- 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.



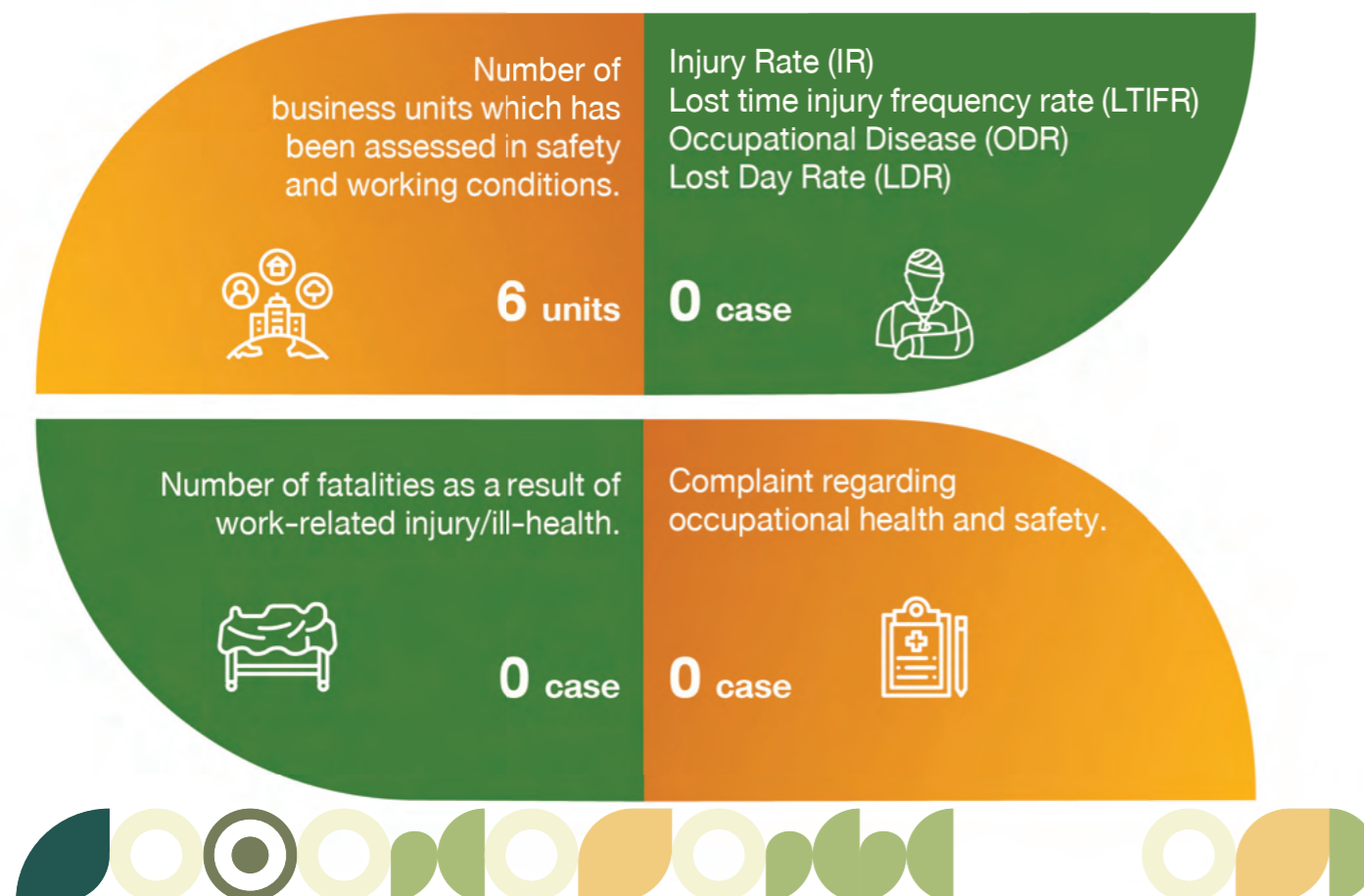
Occupational Health and Safety Committee

Name – Surname	Position
1. Mr. PHATTHARAWAT BILANGLOD	Chairperson of the committee / Employer representatives
2. Ms. NAMFHON CAMBUNRUENG	Committee Commanding Level
3. Ms. SUPATTIYA SINGHAPOOM	Committee Commanding Level
4. Mr. BANDIT CHAROENSAP	Committee Commanding Level
5. Mr. TEERAYUT KHUANATHA	Committee Commanding Level
6. Mr. ARTIT JOYSUDCHAI	Committee Commanding Level
7. Mr. THANAMET RATANAMONGKOLNANT	Committee Commanding Level
8. Mr. SOMSAK CHANCHOM	Committee Commanding Level
9. Mr. CHATCHAI CHALEARMCAHISITKUN	Committee Commanding Level
10. Mr. SUTTHIPONG PHITUKCHEEPCHAROEN	Committee Commanding Level
11. Mr. PITIPONG CHANCHERDCHAYPAN	Committee Commanding Level
12. Ms. PORNNIPA RAWIWET	Committee Commanding Level
13. Mr. UNNOP PANKUI	Committee Commanding Level
14. Ms. JANJIRA SRIRACHAN	Committee / Operational Level
15. Mr. NATTAPAT IMKHIW	Committee / Operational Level
16. Mr. PRADIT RUNGJAROEN	Committee / Operational Level
17. Mr. WINIT PHANPHLOIPHET	Committee / Operational Level
18. Mr. SOMCHAI SABOONMUANG	Committee / Operational Level
19. Mrs. THONGSOOK SAYAN	Committee / Operational Level
20. Ms. CHATCHAI SUKCHENSRI	Committee / Operational Level
21. Ms. PIMPAKA KONGKAM	Committee / Operational Level
22. Ms. KANYAPAK YIMYONG	Committee / Operational Level
23. Mr. PHAISIRAN SITTIJAD	Committee / Operational Level
24. Mr. PREDATADNA	Committee / Operational Level
25. Ms. PINYAPAT RUEANGTHIENG	Committee / Operational Level
26. Mrs. NARUEMOL DUSSADEE	Committee / Operational Level
27. Ms. KANRAPA PHUANGSOOK	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 a proactive culture in safety, occupational health, and working environment through the commitment of management and the participation of all employees in the Company. Additionally, ensure that safety, occupational health, and working environment are the responsibilities of every employee.
2. Commit to improving the management system to effectively reduce workplace accidents and work-related diseases, aiming to eliminate accidents entirely and implement preventive measures to ensure sustainable safety. This will be done by complying with safety, occupational health, and working environment standards, following the relevant regulations under the Occupational Safety, Health, and Environment Law strictly.
3. Strive to promote awareness among employees, contractors, customers, and external individuals who engage with the Company regarding their responsibilities to themselves and their colleagues. Encourage employee participation in safety, occupational health, and working environment activities, fostering a safety-conscious mindset to enable continuous development and improvement.
4. Ensure that risk assessments are conducted regarding work activities and working conditions. Implement sufficient preventive measures to eliminate, reduce, and control potential hazards. Encourage and support employees to provide feedback, including rejecting tasks that involve high risks but lack proper assessment and/or preventive measures



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

1.Safety

The Company has organized various safety training programs for employees to prepare them and enhance their skills in handling accidents and emergency situations, whether in the case of a fire, injured persons, or illness in the workplace. In 2024, the Company supported the following safety training activities:

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 Fire Drill






This first aid and life-saving training aims first aid training is to enable employees to assist themselves and others during emergency situations. In this training, employees will learn basic first aid techniques and life-saving skills, such as hemostasis, cardiopulmonary resuscitation (CPR), artificial respiration, and first aid for all types of wounds, as well as proper procedures for safely transferring patients before they are taken to a hospital

Fundamental first aid and life-saving 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.

Safety in the Workplace Training





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-heath, 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 data on work-related accidents, maintaining a record and comparing data over the past 3 years. For the year 2024, there were no work-related accidents reported (accident statistics = 0). The Company remains committed to maintaining the goal of zero fatalities and permanent disabilities resulting from work-related incidents.

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	
	2023	2024
Minor injury, no lost time (case)	0	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
Total number of accident (case)	0	0

Number of incidents segregated by injured body part	case/year	
	2023	2024
Head	0	0
Eye, eyebrow	0	0
Hand	0	0
Finger	0	0
Arm	0	0
Body, hip	0	0
Leg	0	0
Foot	0	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 2024, 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.
- Promote ongoing volunteer activities related to community and social development, such as CSR initiatives that help, support, and improve the quality of life and living conditions of the community.
- Plan to assess the impact of business operation to the community.
- Promote and instill a sense of responsibility towards the community and society among employees at all levels, business partners, allies, and contractors, to ensure collective care for the community and society.
- Donating 300,000 THB to support the communities.
- Recruit employees from the local community surrounding the factory and nearby areas.
- 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.



Community Development Activities

In 2024, 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 various external and internal organizations, with a focus on comprehensive support. This includes supporting students, who are the future of the nation, assisting the elderly, promoting the quality of life for persons with disabilities, and providing aid to those affected by national disasters. These efforts help to build trust in the organization. In 2024, the Company took the following actions to strengthen its relationships with different organizations:



1.The Company provided scholarships to students from Amphavocational College, Phraek Nam Daeng Subdistrict, Amphawa District, Samut Songkhram Province, totaling 10 scholarships, each worth 2,500 THB, for a total amount of 25,000 THB. These scholarships were given to support students who demonstrate good behavior, diligence in studying, determination, perseverance, and good academic performance but are financially disadvantaged.



2.The Company provided beverage products to support the annual sports day activities in 2024 at Ban Phraek Nam Daeng School, Amphawa District, Samut Songkhram Province. The objective was to encourage children to participate in activities with refreshment and enjoyment, promoting their healthy development.



3.The Company provided 15 scholarships, each worth 1,500 THB, to students at Wat Woraphum School (Worawitthayawass) in Plai Pong Pang Subdistrict, Amphawa District, Samut Songkhram Province. Additionally, the Company supported the provision of essential equipment, such as plates, spoons, forks, gas stoves, etc., totaling 32,500 THB. This support aims to assist students who demonstrate good behavior, dedication to their studies, perseverance, and excellent academic performance but lack financial resources, to improve their quality of life.



4.The Company supported the installation of solar cells with a total amount of 264,846 THB and provided its beverage products, along with learning equipment and lunch for the students at Ban Phu Khem School, in Kaeng Krachan Subdistrict, Kaeng Krachan District, Phetchaburi Province. This initiative aims to provide electricity to the remote school, which lacks access to power, allowing students to study computer skills and expand their knowledge for better learning opportunities and keeping up with modern advancements.



5.The Company supported 150 activity shirts for the elderly, totaling 27,000 THB, for senior citizens in the Phraek Nam Daeng Subdistrict, Amphawa District, Samut Songkhram Province. The purpose is to support various activities for the elderly, such as exercise and community events, aiming to promote their health and well-being, as well as to encourage their participation in ongoing activities with increased morale.



6. The Company supported and hosted the annual Kathin ceremony in 2024, including the provision of a sound system truck, food, and drinks, totaling 374,000 THB. The event was held on October 26, 2024, at Wat Charoen Rattanaram (Petchrat) in Village No. 6, Phraek Nam Daeng Subdistrict, Amphawa District, Samut Songkhram Province. The purpose of the event was to promote religion and culture, preserve local art, customs, and traditions, as well as to support the local community's wisdom and good practices. The Company also participated in making merit by offering cloth for robes, water-absorbent cloths, and donations to the monks and novices.



7. The Company allocated a budget of 15,000 THB to support the construction of a bathroom for individuals with mobility disabilities in the neighboring community of Phraek Nam Daeng Subdistrict, Amphawa District, Samut Songkhram Province. The purpose of this support is to improve the quality of life for individuals with mobility impairments, providing them with a convenient and safe bathroom facility for their use.



8. The Company met with individuals with mobility disabilities to discuss and support the creation of job opportunities through the establishment of a wellness massage program for employees. This initiative aims to support job creation, provide career opportunities, and boost morale.



9. The Company supported with beverages worth 300,000 THB to assist organizations in their good deeds, helping those affected by flooding in various regions of Thailand. This support is aimed at promoting acts of kindness and helping the Thai people overcome this disaster more effectively.



10. The Company supported supports the project "Promoting Community-Based Learning Opportunities" under the concept "Turning Waste into Art, Creating Value for Communities." The initiative spans the Central, Western, and Eastern regions of Thailand and is a collaborative effort among 6 key partners: the Equitable Education Fund (EEF), KAOMAI PLAMUN AMPHAWA CO., LTD., Suan Sunandha Rajabhat University, Kasetsart University, the Local Research Coordination Center of Samut Songkhram Province, and Royal Plus Public Company Limited. The project aims to create stable and sustainable careers, starting with special-needs children and economically vulnerable families earning less than 6,500 baht per month in the Phraek Nam Daeng community of Samut Sakhon Province, an area surrounding the Company's factory. PLUS's support for this initiative goes beyond financial sponsorship, focusing instead on building a sustainable vocational foundation that can grow and scale over time. The project embraces the principles of the circular economy, emphasizing the efficient use of resources, minimizing waste in the production process, and creatively repurposing local materials into high-value products. For example, plastic straps are transformed into chairs or watch bands, cardboard boxes into watch cases, and glass bottles into flower vases. The initiative prioritizes high-quality training, practical skill development, and the empowerment of participants

to apply their knowledge in daily life and ultimately build self-sustaining small businesses. As for expected positive outcomes, the Company estimates that the project could help reduce production waste by up to 60% of the total waste volume. Additionally, products developed through the project can be used as corporate souvenirs, while the average income per person in the community is expected to exceed 6,500 baht. The project also promotes skill development among university students and provides opportunities for them to showcase their work in national-level competitions.



The Company is committed to carrying out various project activities and encouraging employees to participate more in community and social activities in 2025. 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

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.

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

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.
- **Customer Satisfaction Goal:** The Company is dedicated to ensuring that customer satisfaction with its products remains consistently above 80%.

Due to the growing global health and coconut trends, the Company recognizes the opportunity and importance of further developing coconut-related products to meet the demands of today's and future consumers. The Company plans to develop new coconut products that align with both health and sustainability trends, with the goal of significantly increasing coconut product sales in 2024.



The Company plans to focus on developing products in the health beverage category. The key criteria for product development will emphasize nutritional value while maintaining great taste. Additionally, the Company aims to ensure that all products meet food and beverage safety standards and are certified to international quality standards.

In addition, the Company combines meticulous attention to detail and expertise in developing products rooted in local wisdom, alongside the use of world-class production technology. This approach ensures quality and safety throughout every stage of production. Furthermore, the Company undergoes evaluations by various standard-setting organizations to continuously improve and develop both products and facilities, maintaining existing standards and meeting new, higher standards in the future. This ensures that every product meets global consumer demands in terms of quality and sustainability

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



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 has participated in the Cybersecurity Maturity Assessment program organized by the Stock Exchange of Thailand in collaboration with AC Infotech Co., Ltd. The objective of the program is to assess the Company's cybersecurity maturity level and to help the company plan its operations. As a result of the program, the Company has established cybersecurity practices as a primary focus. These practices have been planned and developed into clear policies and processes, with a comprehensive Infrastructure system in place. Additionally, the company has sufficient staff and resources to manage the system and address risks, while also implementing control measures in alignment with the established policies and processes

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.



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.

Cyber Security and Personal Data Protection Performance



Personal Data Protection Performance



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.



Economic Dimension of Sustainability Management

Driving Innovation and Technology

In an era where consumer demands are rapidly evolving, the food and beverage industry faces the challenge of developing products that align with trends in health, sustainability, and positive consumer experiences. Innovation and technology serve as key drivers that enhance competitiveness and promote sustainability across all dimensions of business operations. Meeting modern consumer demands requires the integration of cutting-edge innovation and technology, with the following primary objectives:

- **Research and Development (R&D)**

Focuses on creating new products that meet consumer needs, such as health drinks, plant-based products, low-sugar products, and drinks without preservatives, in response to the growing demand for health-conscious and environmentally aware choices.

- **Production Efficiency Improvement**

Utilizes modern technologies, including automation systems and data analytics, to reduce waste, improve operational efficiency, and minimize the use of natural resources throughout the production process.

- **Promotion of Circular Economy**

Emphasizes innovation in sustainable packaging and the repurposing of production waste for industrial use, as well as the development of new products derived from waste materials. This includes using recycled materials, designing packaging to minimize waste, and implementing effective production waste management processes—all aimed at reducing environmental impact.



Recognizing the importance of this, the Company places a strong emphasis on driving innovation and technology. This includes investing in research and development, applying highly efficient technologies in the production process, and creating products that meet international quality standards to satisfy consumer demands. Additionally, the Company is focused on building a unique identity for its products and promoting a competitive advantage in the food and beverage industry in a sustainable manner.

Operational Goals

- Launch at least 20 new SKUs of products.
- Allocate an investment budget equivalent to 0.2% of total revenue to support research and development of innovations.



Operations

Research and Development to Create Distinctive Products

The Company places great importance on product research and development, focusing on creating distinctive, diverse products that meet the needs of target consumers. The meticulous approach in research and development, along with attention to detail in gathering in-depth data, enables the Company to understand the true needs of its target audience. Additionally, the Company emphasizes analyzing global consumer behavior and conducting thorough market research, which is crucial for creating value and new experiences for consumers. In 2024, the Company developed innovative and outstanding products, including "MABU COCO," a fruit juice mixed with Nata de Coco, and "COCO ROYAL," 100% coconut water in high-quality PET plastic bottles. Both products received excellent feedback from consumers and were successfully distributed to 30 countries worldwide within less than a year. This achievement underscores the success of the Company's product development, aligning with market demands and its ability to compete on an international stage.



Innovative Product Concept

**MABU
COCO**



1. Juice with Nata de Coco under the brand "MABU COCO"

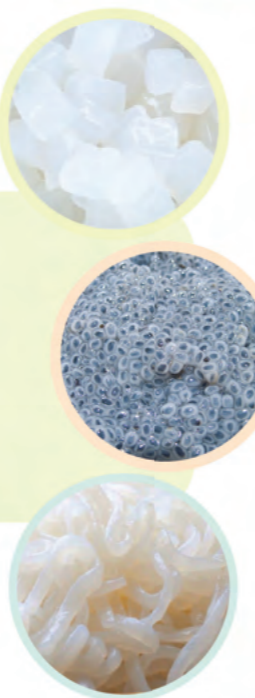
This product allows consumers to enjoy a delicious, refreshing, and beneficial beverage made with quality ingredients, including coconut jelly. It encourages Thai coconut farmers to process raw materials into coconut jelly, which is then combined with Royal Plus's unique juice recipe. The product provides a source of energy, minerals, and vitamins from fruit juice, suitable for all ages. It is available in a wide variety of flavors, including apple, lychee, melon, orange, grape, strawberry, and yogurt.





2. Coconut Water 100% under the brand “COCO ROYAL”

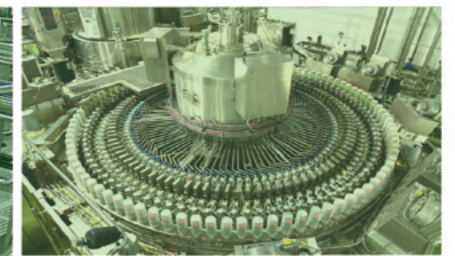
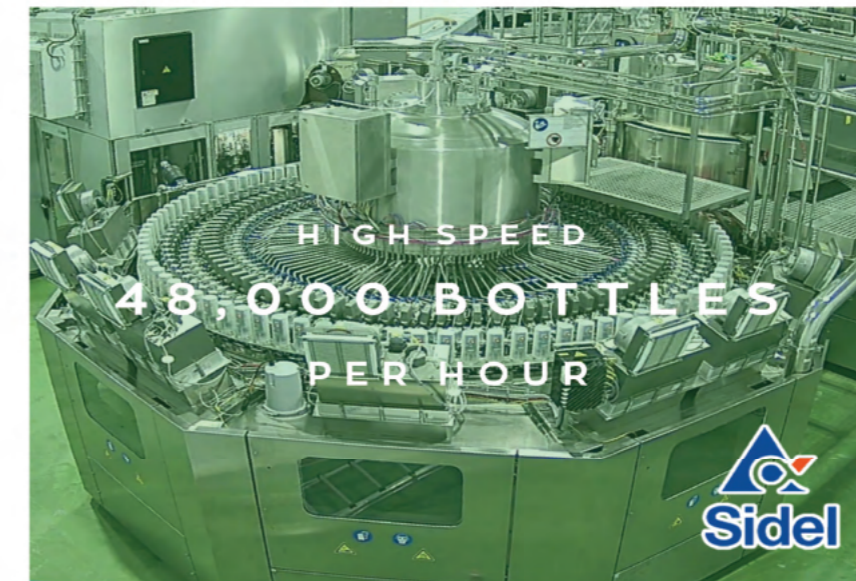
This product meets consumers' needs by offering delicious 100% pure coconut juice sourced directly from Thailand's famous coconut gardens. It also provides refreshment and contains magnesium and potassium, essential minerals for neurological and brain health. The beverage is produced using Royal Plus's state-of-the-art technology, ensuring that it maintains its nutritional value. It can be stored at normal temperature conditions and has a shelf life of 12 months.



3. 3 in 1 non-dairy creamer

This product was developed to meet the needs of consumers seeking a unique drinking experience by combining various textures from basil seeds, coconut jelly, and noodle konjac in a single bottle. This fusion adds intrigue and creates a new dimension to daily beverage consumption. The selected ingredients are cost-effective and make efficient use of resources. Basil seeds and coconut jelly, which are regularly used by Royal Plus, are combined with noodle konjac—an ingredient that attracts consumers looking for something new in the market. All three ingredients are locally sourced, promoting community economies, reducing reliance on imported materials, and supporting sustainability. When combined with Non-Dairy Creamer, which is free from trans-fat (0% Trans Fat), the drink achieves a smooth, well-balanced flavor, offering consumers a refreshing and unique drinking experience.

Smart Production



The Company is one of the pioneers in the beverage industry, being among the first to adopt the innovative beverage filling process with pulp inclusion. This process not only enhances the flavor and texture of the product but also meets the demand from consumers seeking unique and novel drinking experiences. With advanced production technology and specialized expertise, the Company is able to develop beverages containing fruit pulp or unique ingredients, such as coconut jelly or fresh fruit pieces, while maintaining quality, freshness, and the authentic taste of the raw materials. The production process complies with international standards in terms of safety and sustainability. This innovation is a significant step in strengthening the brand's identity and making the Company's products memorable both domestically and internationally. It reinforces the Company's leadership in the beverage industry, focused on continuous development to ensure the highest consumer satisfaction.

In 2023, the Company invested in innovative cold aseptic filling technology, which is the most advanced production technology in the beverage industry, meeting international standards. With a production capacity of up to 48,000 bottles per hour, this technology enhances the Company's ability to meet the increasing demand both domestically and internationally. It also helps reduce production costs, increase efficiency, and promote sustainability through the development and investment in modern technologies. In 2024, the Company launched new products in the global market, including "MABU COCO" (fruit juice mixed with coconut jelly) and "COCO ROYAL" (100% coconut water), both produced using advanced PET production processes. These products have received excellent feedback from consumers worldwide.

At present, the Company operates a total of seven production lines, comprising five glass bottle production lines and two PET plastic bottle production lines, with a total production capacity of up to 450 million bottles per year. The Company's focus on innovation, technology, and sustainability enables it to maintain a leading position in the food and beverage industry and remain well-positioned for sustainable growth in the future.



Overall Performance Results

Number of New Products Sold in 2024 23 SKUs

Expenditure for promoting product research and innovation development in 2024 amounted to 3.78 million baht, representing 0.3% of total revenue.

Tax Practices

The Company is committed to conducting its business with transparency, integrity, and a strong sense of duty and responsibility regarding tax operations. It strives to establish clear tax planning guidelines and practices, define relevant tax policies, and implement procedures for risk management—including measures to mitigate tax risks and ensure the proper and comprehensive use of tax benefits—all to maximize efficiency within the legal framework. This also includes compliance with regulations governing the disclosure of financial and tax information to government authorities and all stakeholders. These efforts align with the principles of good corporate governance, business ethics, and sustainable operational practices, ensuring that the Company achieves economic growth while upholding social responsibility.

Tax Planning and Practices

- 1) Comply with all relevant laws and regulations concerning tax management in each country where the Company operates, ensuring accuracy and completeness.
- 2) Plan taxes and utilize tax benefits in full compliance with laws and regulations, including structuring operations in a way that does not result in tax avoidance.
- 3) Ensure timely submission and claim of tax refunds within the legally prescribed period, to maximize benefits for the Company, government agencies, and the country.
- 4) Regularly study and assess the tax implications whenever new laws or tax policies are enacted, or when the Company engages in new transactions, always considering the maximum benefit to the Company.
- 5) Establish a knowledgeable and competent tax department to ensure correct operations and minimize tax dispute risks. Additionally, appoint individuals responsible for providing accurate information on the Company's operations when requested or audited by government authorities.
- 6) Encourage relevant personnel to develop their knowledge of taxation to ensure that they can perform their duties correctly and comprehensively.

Tax Reporting

The Company manages its corporate income tax in strict compliance with the tax laws of each country in which it operates, ensuring accuracy, transparency, and fairness. It regularly monitors and evaluates operations based on applicable tax laws, regulations, and best practices to ensure that all relevant parties are properly informed and in full compliance. In 2024, the Company did not engage in any activities that violated tax laws or regulations and, as a result, incurred no penalties. The Company reported a pre-tax profit of 56,894,941 baht and income tax expenses of 13,930,295 baht, reflecting an effective tax rate of 24.5%. This effective tax rate exceeds Thailand's statutory corporate income tax rate of 20% due to differences between accounting profit and taxable income. For more detailed information, please refer to the "Notes to the Financial Statements of the Company."

	Unit: Million Baht		
	2022	2023	2024
Profit from operations before tax	258,660,593	234,534,629	56,894,941
Tax calculated at the corporate income tax rate of 20.0%	51,732,119	46,906,926	11,378,988
Income tax expense as per financial statements	51,032,988	46,482,218	13,930,295
Effective tax rate %	19.7%	19.8%	24.5%
Cash paid for annual taxes	48,182,355	45,887,283	10,852,157
Actual cash tax rate %	18.6%	19.6%	19.1%

*Remark Effective Tax Rate = (Income tax expense – Deferred income tax) / Pre-tax accounting profit = Current period income tax expense / Pre-tax accounting profit






Company's Risk and Crisis Management Approach

The Company has established a systematic approach and framework for risk and crisis management, encompassing enterprise-level risk management, operational-level risk management, and internal communication to ensure that all employees are well-informed. This approach enables the Company to effectively respond to situations that may impact its operations and organizational objectives. To ensure preparedness and operational resilience, the Company has developed a Risk Control Plan and a Business Continuity Plan (BCP) to address rapid changes in circumstances and maintain uninterrupted business operations. These plans include risk management strategies for crises or emergencies that may occur within the Company's premises, such as:



Business Continuity Management Structure

To ensure effective business continuity management, the Company has established a dedicated Business Continuity Plan (BCP) team. This team comprises the Business Continuity Steering Committee, the Business Continuity Management Team, and a Continuity Coordination Officer, each with clearly defined roles and responsibilities as follows:

	1. Business Continuity Steering Committee <ul style="list-style-type: none"> • Assess the nature, scope, and trends of occurring incidents • Decide to activate the Business Continuity Plan • Execute the steps and guidelines for continuity management • Allocate necessary resources as per the Business Continuity Plan
	2 Business Continuity Management Team <ul style="list-style-type: none"> • Support the operations of the Business Continuity Steering Committee • Implement the steps and guidelines for continuity management • Procure the necessary resources for their departments or sections
	3. Continuity Coordination Officer <ul style="list-style-type: none"> • Act as a liaison between different departments • Support communication and coordination with relevant departments or sections • Follow the prescribed continuity management guidelines



Testing and Developing the Business Continuity Plan



To ensure the effective implementation of the Business Continuity Plan (BCP), the Company requires that at least one drill be conducted annually, followed by the preparation of a test report to be submitted to the Management Committee. This report serves as a basis for improving and enhancing the Company's risk management strategies to stay aligned with the evolving business environment. This proactive approach demonstrates the Company's commitment to strengthening business stability and continuity, while also building confidence among employees, partners, and all stakeholders—ensuring that operations can continue securely and that the Company can achieve sustainable growth.



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 suppliers 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 supplier's potential for sustainable growth, using the ISO 9001:2015 - Quality Management Systems Standard as a guide for selecting partners and the procurement of goods and, environmental management systems (ISO: 14001) standards for standard operating procedures, procurement procedures, contract award procedures, legal personality, and performance evaluation. This approach ensures an efficient procurement process from suppliers, while considering environmental impact and maximizing efficiency and value.

Operational Targets

- 100% of new suppliers or service providers qualified the supply-chain selection criteria
- 100% On-Site Audit for new suppliers
- 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 suppliers 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 partners 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.

New Supply-chain Selection

The Company gives importance on the process of selecting new suppliers, adhering carefully and systematically to established criteria. All new suppliers must undergo evaluation based on criteria related to their potential and qualifications concerning ESG (Environment, Social, Governance) aspects. The evaluation considers various factors, such as

- Environmental management, such as receiving Green Industry certification or ISO 14001
- Organizing training to raise awareness of energy conservation
- Workplace and building infrastructure, including cleanliness and readiness of public utilities
- Expertise and skill development of personnel
- Efficient production process control
- Safe and effective transportation management

The Company will evaluate and select suppliers based on the criteria mentioned above. Suppliers who pass the evaluation must score at least a B grade or achieve a total score of over 70%. This is to ensure that the Company's suppliers possess the capabilities and quality that align with the Company's standards and operational goals.

Existing Supplier (Suppliers on the Approved Vendor List, or AVL)

The Company has established a systematic and consistent process for evaluating current suppliers, considering key factors such as product quality and safety, pricing appropriateness, operational efficiency, and ESG (Environment, Social, Governance) assessments, which are conducted annually. This is to maintain standards and strengthen effective collaboration between the Company and its suppliers.

- Environmental management: For example, receiving Green Industry certification or ISO 14001
- Product quality: Products must meet the specified standards, be safe, and comply with legal requirements
- Delivery: Products must be delivered on time and in the quantities specified in the purchase order
- Communication: Coordination must be convenient, fast, and efficient
- Pricing and payment terms: Must be reasonable and in accordance with the agreed terms

These criteria enable the Company to maintain supplier standards, promote sustainability, and build trust for ongoing and sustainable business collaboration.



Criteria for Evaluating Key Supplier

The Company has established clear guidelines for effectively managing and evaluating both existing and potential suppliers. Suppliers are categorized into distinct groups to determine appropriate operational strategies, as follows:

- Critical Tier 1 Suppliers are those with high order volumes, supplying essential raw materials or specific materials critical to the Company's product strategy, which cannot be easily replaced. The loss of such suppliers would pose a high to very high level of risk. Examples include suppliers who supply key raw materials and packaging. In 2024, the Company had 988 Critical Tier 1 suppliers, representing 46.6% of the total number of suppliers.
- Critical Non-Tier 1 Suppliers are those with lower order volumes, supplying goods that are easily replaceable. In 2024, the Company had 1,132 Critical Non-Tier 1 suppliers, representing 53.4% of the total number of suppliers.
- Suppliers Subject to On-Site Audits: The Company places special emphasis on auditing Critical Tier 1 suppliers, particularly in terms of production processes and raw material sourcing, to assess their ability to provide products or services in compliance with the Company's requirements and standards.

These guidelines are part of the Company's sustainable supplier's relationship management, focusing on reducing risks in the supply chain and supporting business operations to be efficient and aligned with the Company's strategy.

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 2024, there were 988 main suppliers, representing 46.6% 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.



Green Procurement

The Company has established its policy of “Green Procurement” for implementation within the organization, along with its supply chain. This policy is the mechanism created to reduce resource usage and minimize release of waste and pollution, including the abolition and reduction of hazardous chemicals use, and the goal to reduce greenhouse gas emissions. The Company also encourages its internal operational units to gain knowledge and understanding of the criteria and regulations related to environment-friendly procurement

The Company proactively cooperates with its trade alliances in its initiatives relating to environmental protection. The Company determines and requests its sellers to comply to its practices, starting by laying out environmental qualifications as the regulations for submission of tenders or as its conditions and demands. This includes the plan for the establishment of Green Purchasing Guidelines in order for sellers to conduct socially responsible businesses that do not affect the environment and the community. Guidelines for new trade suppliers are as follows:

1. Find resources from the trade companies which give serious concern to environment preservation by selecting suppliers who have been certified with ISO 14001, Green Industry, Green Label in its crucial goods and services. As for recycling process, there are considerations of the effects throughout the products’ life cycle, including preparation of an environmental management system along with continuous compliance with any laws and regulations relating to environmental issues.

2. Has an environmental management system in place, with effective natural resources and energy monitoring for any products sent to the Company.

3. Initiate environmental activities of the producers and procurers of goods and services for the Company.

4. Reduce carbon dioxide and component parts of packaging, with consideration to their usage on materials and parts of packaged products shipped including in delivery to the Company

In addition, the Company plans to increase the number of environmentally-friendly suppliers by sourcing suppliers certified with international environmental standards such as ISO 14001 and Carbon Footprint certification. The Company also supports the use of eco-friendly packaging, such as Preform PET (RPT) caps, among others.

Payment Terms for Suppliers (Credit Term)

The Company has established clear policies and procedures for managing payments to its suppliers, ensuring that payment terms are appropriate and fair. According to Company policy, the average payment term should not exceed 45 days, in order to support supplier’s financial liquidity and facilitate continuous business operations. The determination of payment terms considers several key factors, including the type and quantity of goods, product quality, and the supplier’s liquidity management.

The Company follows practices aligned with good corporate governance principles, conducting thorough checks to ensure transparency and fairness in its dealings with suppliers. In 2024, the average payment term remained at 45 days, in full compliance with the policy strictly upheld by the Company.



Governance Sustainability Management

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.

The Company recognizes the importance of creating benefits for various stakeholders to achieve balance, with a focus on understanding the different needs and expectations of each group. It also clearly defines roles, duties, and responsibilities in its governance system in a transparent, ethical manner, in compliance with relevant laws and standards. Furthermore, the Company is committed to developing governance in line with best practices, emphasizing transparency, accountability, and sustainability, while driving the organization towards stable growth through the collaboration of all sectors. This aims to create true value and balance for the economy, society, and the environment in a sustainable way.

The targets of the Corporate Governance Dimension

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

- **Target to achieve a full score of 100 on the AGM Checklist by 2024**

The Company received the quality assessment of the 2024 Annual General Meeting of Shareholders (AGM Checklist) 100 full scores as “Excellent” by the Thai Investor Association (TIA).

- **Target to achieve a 5-star rating on the CGR Checklist (Corporate Governance Report) by 2024**

The Company received the Corporate Governance Scoring Report for Thai Listed Companies 2024, achieving a 5-star rating or “Excellent” the second consecutive year, and ranked in the “TOP QUARTILE” within the same Market Capitalization group which includes companies with a market capitalization between 3,000 - 9,999 million baht by the Thai Institute of Directors (IOD) with support from the Stock Exchange of Thailand.

- **Target to achieve CAC certification by 2025**

The Company was declaration of intention to join the Thai Private Sector Collective Action against Corruption (CAC) on August 11, 2023. The Company was certified as a member of the Thai Private Sector Collective Action Against Corruption (CAC Certified) in the third quarter of 2024.

Target	2023	2024
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



- The Company has maintained a "5-star" or "Excellent" rating in the Corporate Governance Report (CGR) for the assessment of corporate governance practices of listed companies in Thailand.
- The Company has maintained 100 full scores in the AGM Checklist assessment for the second consecutive year.



- 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



- 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.
- There have been no complaints regarding human rights issues.
- The Company received a perfect score of 100 in the AGM Checklist assessment for the year 2024, earning an "Excellent" rating from the Thai Investor Association (TIA).
- The Company also maintained a "5-star" or "Excellent" rating in the corporate governance assessment for listed companies in 2024 for the second consecutive year. Additionally, it ranked in the Top Quartile within the same market capitalization group, as organized by the Thai Institute of Directors (IOD) with support from the Stock Exchange of Thailand.



- The Company was certified as a member of the Thai Private Sector Collective Action Against Corruption (CAC Certified) in the third quarter of 2024.
- The Company's anti-corruption policy has been communicated to 100% of all employees within the organization.
- Increased number of business partners – new 202 business partners. Conducted the annual supplier assessment according to the Quality Control Department's Plan.



- 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.



- Zero cases of cyber theft and data leak.

Good Corporate Governance and 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
- No disputes complaints regarding human rights issues
- 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"
- Received the results of the Annual General Meeting Checklist (AGM Checklist) is 100 full scores
- 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 2024, under the topic of "Corporate Governance"

Results on Good Corporate Governance / Business Ethics Performance



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



- Zero legal disputes
- No disputes complaints regarding human rights issues

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 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 2024, the Company disseminate knowledge information about corruption to directors', executive and employees through the Company's intranet and website channel. For directors', executive and employees acknowledge to aware of the potential risks of corruption and methods for preventing it, including the whistleblowing channels for reporting. Including, there is Town Hall Meeting for the executives meet and talking with employees every quarter in 2024



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. 1108

• **Legal Manager**

Tel. 0-2416-9209 ext. 1110

2. E-mail: chairman.ac@royalplus.co.th of the person receiving the complaint

3. Website: https://www.royalplus.co.th/en/investor-relations?complaint_channel under the topic of Corporate Governance > Whistleblowing of Fraud

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 relegations. 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.

The Company has established policies and measures to prevent and control corruption, ensuring that all directors, executives, and employees strictly adhere to them. As a result, in 2024, there were no reports of whistleblowing or complaints regarding corruption, violations of the law, human rights infringements, or breaches of business ethics and conduct. The Company reports the results of whistleblowing or complaints to the Audit Committee every quarter.

Anti-corruption Performance



- Performed risk assessment regarding corporate corruption internal the organization



- No incidents of corporate corruption were found within the organization



- Directors, executives, and employees have been communicated the anti-corruption policy, representing 100%.
- More than 90% of business partners have been communicated the anti-corruption policy.



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

GRI content index 2024

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 2024 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)
General Disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational details	7-10	1 , 5, 9, 12-15, 34
	2-2 Entities included in the organization's sustainability reporting	6	-
	2-3 Reporting period, frequency and contact point	6	-
	2-4 Restatements of information	-	-
	2-5 External assurance	29-30	64-67
	2-6 Activities, value chain and other business relationships	21-26	50-56
	2-7 Employees	39-56	68-80, 169-172
	2-8 Workers who are not employees	-	-
	2-9 Governance structure and composition		146-147
	2-10 Nomination and selection of the highest governance body	-	177
	2-11 Chair of the highest governance body	-	154
	2-12 Role of the highest governance body in overseeing the management of impacts	-	155-156
	2-13 Delegation of responsibility for managing impacts	-	-
	2-14 Role of the highest governance body in sustainability reporting	-	155-156
	2-15 Conflicts of interest	-	187-188
	2-16 Communication of critical concerns	-	187-192
	2-17 Collective knowledge of the highest governance body	-	177-180
	2-18 Evaluation of the performance of the highest governance body	-	180-182

GRI STANDARD	DISCLOSURE	SD Report (Page Number)	Form 56-1 One Report (Page Number)
	2-19 Remuneration policies	-	183-186
	2-20 Process to determine remuneration	-	183-186
	2-21 Annual total compensation ratio	-	165-168 , 184-186
	2-22 Statement on sustainable development strategy	-	254
	2-23 Policy commitments	16-20	46-54
	2-24 Embedding policy commitments	16-22	46-51
	2-25 Processes to remediate negative impacts	-	39-45
	2-26 Mechanisms for seeking advice and raising concerns	84	94-95
	2-27 Compliance with laws and regulations	-	135-144
	2-28 Membership associations	5	145
	2-29 Approach to stakeholder engagement	22-25	50-54
	2-30 Collective bargaining agreements	-	34-37
GRI 2: General Disclosures 2021	3-1 Process to determine material topics	26	55-56
	3-2 List of material topics	26	55-56
	3-3 Management of material topics	27-85	57-101
GRI 200: Economic			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	11	11-13
	201-2 Financial implications and other risks and opportunities due to climate change	29-30	64-67
	201-3 Defined benefit plan obligations and other retirement plans	-	113-114
	201-4 Financial assistance received from government	-	-
GRI 202: Market Presence 2016	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	-	-
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	-	-
	203-2 Significant indirect economic impacts	-	42



GRI STANDARD	DISCLOSURE	SD Report (Page Number)	Form 56-1 One Report (Page Number)
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	77-79	99-101
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	-	44
	205-2 Communication and training about anti-corruption policies and procedures	82-83	94
	205-3 Confirmed incidents of corruption and actions taken	82-85	94-96
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