



**ROYAL PLUS**  
Innovation plus Creativity

Driving Business towards Sustainability 2022

Royal Plus Public Company Limited

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# Driving Business towards Sustainability



Royal Plus Public Company Limited is a leading company in the production and distribution of beverages from raw materials sourced in Thailand with international value and quality. It started as a small company towards a big, growing, and steady journey with a production capacity of more than 200 million bottles per year. The Company's products are recognized worldwide in more than 106 countries and is a top exporter of fruit juice in Thailand.





The Company continuous efforts to develop products by adhering to the vision of “To create quality beverages with continuous innovation by serving great customer experience worldwide and sustainably enhancing the quality of life”. For this reason, the Company is aware the need for an efficient operation of the business. Growing together with society sustainably and can make the most of all stakeholders from employees, investors, shareholders, and other stakeholders. Society and environment are major pillars under integrity, fairness, transparency, and accountability themes to all stakeholders.



## **Sustainability Management Policies and Goals**

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

In 2022, the Company was committed to be a leader in beverage production and export with a mission to raise the level of confidence and sustainability for stakeholders, as is important part in business operations. The Company has planned to formulate the organization's sustainability strategy and direction in accordance with UN Sustainable Development Goals: SDGs to increase the organization's ability to become a leader in beverage production and export, the key points as below:



Strategic Direction	Operational Targets	Supporting the Sustainable Development Goals
 <b>Environment Dimension</b>	<p>Reduce GHG emission, energy, and water efficiency management as well as improve business efficiency in reducing environmental impact throughout the beverage production process and value chain.</p> <ul style="list-style-type: none"> <li>• Achieve net zero carbon emissions</li> <li>• Reduction of greenhouse gas emissions from business processes</li> <li>• Reduced energy consumption</li> <li>• The use of renewable energy in business operations</li> <li>• Reduced water consumption</li> <li>• The amount of water returned to nature must meet the standards required by law</li> </ul>	
 <b>Social Dimension</b>	<p>Raise awareness of work safety and promote employee well-being. Respect for human rights throughout the value</p> <ul style="list-style-type: none"> <li>• Assessing the impact of business operations on the community</li> <li>• Free from complaints from the community and enhance community satisfaction rate</li> </ul>	

Strategic Direction	Operational Targets	Supporting the Sustainable Development Goals
<p>chain as well as expanding talented employees through a culture of learning to drive the organization towards a sustainable future.</p>	<ul style="list-style-type: none"> <li>• No complaints from customers about the safety and quality of goods</li> <li>• Enhancing customer satisfaction</li> <li>• Maintaining and enhancing employee knowledge and abilities</li> <li>• Encouraging employees to have a quality of life and well-being from work</li> <li>• Reducing accidents and deaths from work</li> </ul>	
 <p>Economic and Governance Dimension</p>	<p>Conducting business correctly, transparently, and fairly, considering the public interest of All stakeholders by improving operational efficiency and building cooperation between the company and stakeholders</p> <ul style="list-style-type: none"> <li>• No legal lawsuits of any kind especially those related to corruption</li> <li>• Free from serious cyber theft</li> <li>• Effectively maintain data privacy</li> <li>• The rise of innovation to create operational efficiency</li> <li>• Drive and enhance the operations of sustainability partners</li> </ul>	

# Management of Impacts to Stakeholders in Value Chain



# Management of Impacts to Stakeholders in Value Chain

## Value Chain of Business

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

In 2022, the Company is committed to being a leader in beverage production and export with a mission to raise the level of confidence and sustainability for stakeholders as an important leader in business operations, the Company has planned to formulate the organization's sustainability strategy and direction in accordance with UN Sustainable Development Goals: SDGs to increase the organization's ability to become a leader in beverage production and export, the following key points are as follows:



### 1. Sourcing of raw materials

- Procuring quality raw materials from multiple sources to reduce the risk of over-reliance on a singular supplier of raw materials.
- Storing raw materials appropriately to maintain their quality in a long time and in a state of readiness for use.
- Managing raw material quantity in accordance with production plan

### 2. Production

- Designing production processes and procedures that promote efficiency while having no negative impacts on communities or the environment
- Considering human right, occupational health and safety and fairness to workers

### 3. Storage and delivery

- Storing products in proper area without negatively affecting product quality.
- Arrange products in trucks by utilizing space efficiently and reducing the risk of product damage.
- Delivery products on time

### 4. Marketing and sales

- Monitoring the behavioral trends of target customers closely to provide advice on products that are in current market demand.
- Creating marketing plan and utilizing appropriate marketing media

### 5. Customer service

- Responding to customer demand
- Provide advice and assist to solve the occurring problems.
- Provide prompt and efficient post-purchase service including receiving feedbacks and recommendations

## Stakeholder analysis in the business value chain

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 2022, the Company also has identified 7 groups of their stakeholders, consisting of shareholders, investors and analysts, customers, suppliers, employees, society and communities, government agencies and educational institutions and competitors.



Moreover, in 2022, the Company has conducted stakeholder engagement to build relationships with stakeholder representatives in accordance with the AA1000 Stakeholder Engagement Standard (AA1000SES) and Global Reporting Initiative Standards (GRI). Suggestions and comments of stakeholders during the stakeholder engagement will be taken into consideration when selecting materiality topics that are important to the Company. As well as, in the future, the Company will use the suggestions and comments of stakeholders to develop an action plan to build strong relationships with stakeholders to improve, develop and modify the business operations for greater efficiency.

## Stakeholder Engagement

Stakeholder	Channel and frequency of fostering relationships with stakeholders	Demands and Expectations	Response to expectations
Shareholders/ Investors/ Analysts	<ul style="list-style-type: none"> <li>● Annual shareholder meeting</li> <li>● Financial performance presentation quarterly</li> <li>● Two Analyst meetings</li> <li>● Three times of listed companies meeting investors activity</li> <li>● Four times to invite investors for visiting factory</li> </ul>	<ul style="list-style-type: none"> <li>● Good return on investment</li> <li>● Effective Corporate Governance</li> <li>● Stability and continuous business growth.</li> <li>● Accurate and comprehensive information disclosure with up-to-date and transparency</li> <li>● Risk Management System with efficient monitoring and control</li> </ul>	<ul style="list-style-type: none"> <li>● Corporate governance with transparency, fairness, and verifiability</li> <li>● Appropriate dividend payment</li> <li>● Information disclosure transparently</li> <li>● Establishment of strategic business plans</li> <li>● Risk management thoughtfully</li> </ul>
Customers	<ul style="list-style-type: none"> <li>● Meeting customers regularly, including market surveys and meeting with customers online</li> <li>● Coordinate closely with customers in all steps</li> <li>● Annual customer satisfaction survey</li> <li>● Permit customers to visit the manufacturing process up to 3-5 occasions</li> </ul>	<ul style="list-style-type: none"> <li>● Obtaining accurate information of products and services</li> <li>● Products with reasonable prices</li> <li>● Price competition is transparent</li> <li>● Obtaining quality products and services</li> <li>● Ability to solve problems promptly as feasible</li> <li>● Confidentiality of customer information</li> </ul>	<ul style="list-style-type: none"> <li>● Corporate governance with transparent, fair and verifiable</li> <li>● Providing anti-corruption policy</li> <li>● Managing quality according to international standards</li> <li>● Adhere in ethics of maintaining the confidentiality of customer information</li> <li>● Customer's invitation to visit the production process</li> </ul>

Stakeholder	Channel and frequency of fostering relationships with stakeholders	Demands and Expectations	Response to expectations
	<ul style="list-style-type: none"> <li>● Encourage to co-marketing with clients through advertising media of the Company's products</li> </ul>		<ul style="list-style-type: none"> <li>● Developing quality products which able to meet the customer demands</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>● Annual raw material quality inspection plan, which covers suppliers for more than 20% of each type of raw material</li> <li>● Annual supplier satisfaction assessment</li> </ul>	<ul style="list-style-type: none"> <li>● Compliance with regulations and requirements of Company's procurement</li> <li>● Conduct business together with transparency, fairness and equality</li> <li>● Confidentiality of supplier information</li> </ul>	<ul style="list-style-type: none"> <li>● Increasing the efficiency of operational processes related to procurement</li> <li>● Confidentiality of supplier information</li> </ul>
Employees	<ul style="list-style-type: none"> <li>● Communicating relevant information through communication channels with appropriate frequency</li> <li>● Annual employee satisfaction assessment</li> <li>● Listening to opinions and suggestions through various channels that the Company provided, such as the comment box, Morning Talk activities</li> </ul>	<ul style="list-style-type: none"> <li>● Good remuneration with the opportunity in career path and stability of the Company Working environment and area are suitable for work with sufficient equipment, including welfare and safety in operations</li> </ul>	<ul style="list-style-type: none"> <li>● Advocating employees to continuously develop their skills and knowledge</li> <li>● Determining regulations and guidelines for occupational health and safety in the operation and promoting good health of employees</li> <li>● Establishing Succession Plan to plan for career growth in key positions</li> </ul>

Stakeholder	Channel and frequency of fostering relationships with stakeholders	Demands and Expectations	Response to expectations
Society and Communities	<ul style="list-style-type: none"> <li>● Operating business with consideration of potential impacts on society and communities as well as being accountable to the surrounding community</li> <li>● Annually listening to opinions and suggestions through various channels that the Company provided</li> </ul>	<ul style="list-style-type: none"> <li>● Reducing the environmental impact on surrounding communities</li> <li>● Adhering safety in production according to the safety standards</li> <li>● Participating in community development, generating careers and income to build stability for people in the surrounding communities</li> </ul>	<ul style="list-style-type: none"> <li>● Operation in accordance with occupational health and safety practices</li> <li>● Increasing resource efficiency and reducing the impact of greenhouse gas emissions</li> </ul>
Government Agencies & Educational Institutions	<ul style="list-style-type: none"> <li>● Meetings, attending seminars, emails and contacts regularly</li> </ul>	<ul style="list-style-type: none"> <li>● Participating in new government policies and projects</li> <li>● Sharing of operational knowledge and skills</li> <li>● Supporting and complying to measures or activities of local and national governments</li> </ul>	<ul style="list-style-type: none"> <li>● Exchanging knowledge on operational methods</li> <li>● Appropriately complying and participating in government measures and activities</li> </ul>
Competitors	<ul style="list-style-type: none"> <li>● Behaving toward competitors in accordance with international standards</li> </ul>	<ul style="list-style-type: none"> <li>● Behaving toward commercial competitors under good manners and fair competition rules</li> </ul>	<ul style="list-style-type: none"> <li>● Not seeking confidential information of commercial competitors</li> <li>● Not destroying commercial competitor's reputations</li> </ul>

## **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 three steps as following:

### **1. Identification**

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 inside and outside the organization.

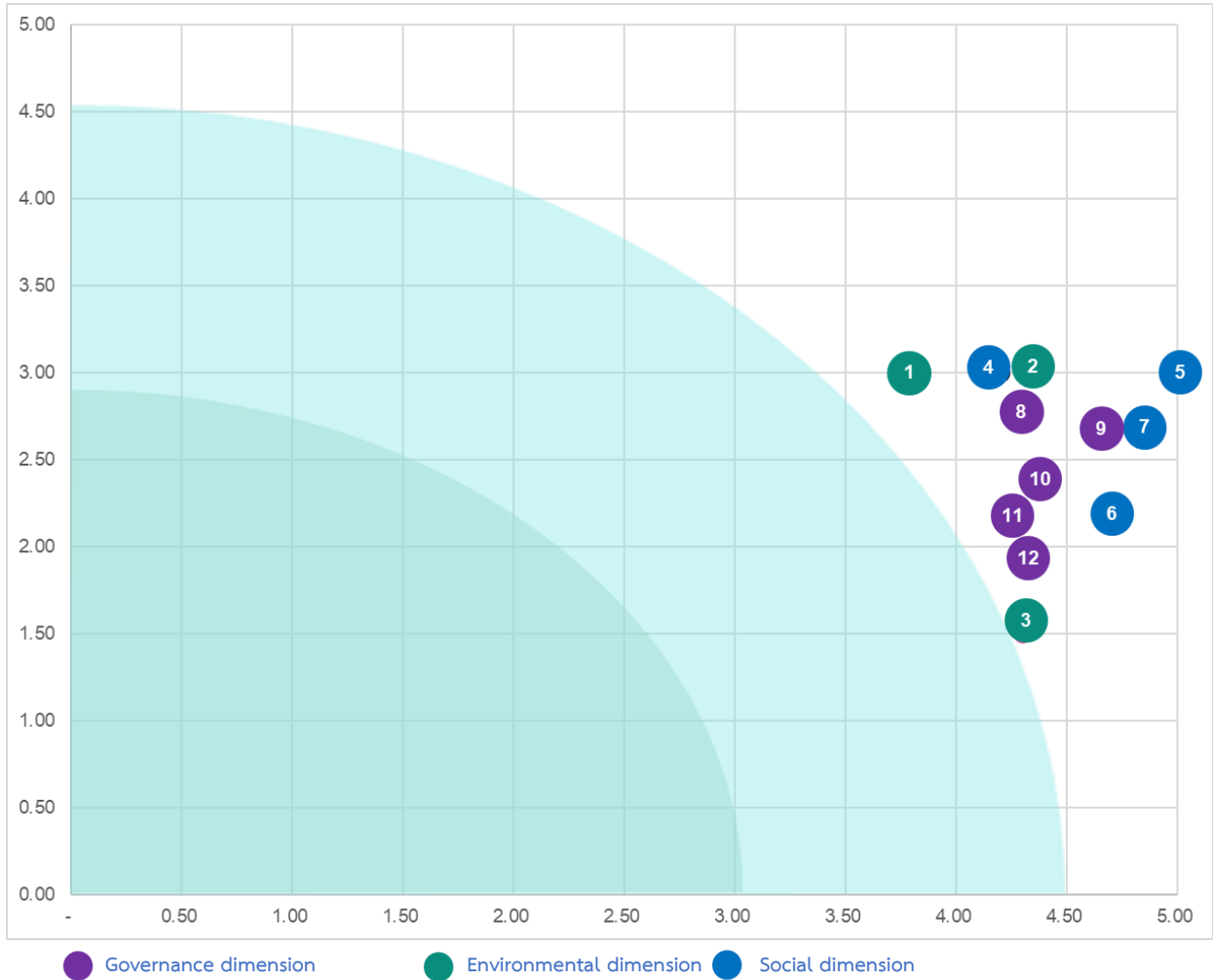
### **2. Prioritization**

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

### **3. Validation and Endorsement**

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

## The Result of Materiality Assessment



Governance Dimension	Environmental Dimension	Social Dimension
<ul style="list-style-type: none"> <li>● Anti-Corruption</li> <li>● Corporate Governance/Business Ethics</li> <li>● Cyber Security and Data Privacy</li> <li>● Innovation Management</li> <li>● Supply Chain Management</li> </ul>	<ul style="list-style-type: none"> <li>● GHG Emission &amp; Climate Strategy</li> <li>● Energy Efficiency</li> <li>● Water Management</li> </ul>	<ul style="list-style-type: none"> <li>● Community Development</li> <li>● Consumer Health and Safety</li> <li>● Employee Engagement and Development</li> <li>● Occupational Health and Safety</li> </ul>

# Establish Excellent Environmental

*“The Company emphasize the importance of complying with environmental laws at the local, national, and international levels, aiming to reduce the impact on resources and the environment through the management of greenhouse gases, energy, and efficient water resource. utilization”*





## Establish Excellent Environmental Position

Today, it has become apparent that the environmental movement attracts the gaze of worldliness, particularly in the time of ecological changes, distinctly the increase of carbon dioxide emission that raising the earth's surface temperature to the average of 1.15 degrees Celsius in comparison with the pre-industrial period. Besides, the single used plastic purpose and Personal Protective Equipment (PPE) during the COVID-19 pandemic caused waste augmentation—the consequences of the waste problem affecting land and ocean living being. Moreover, the threat to biodiversity due to population growth leads to increased resource consumption and also the worsening air pollution stemmed from industries, vehicles, and biomass. All issues above have a worsening tendency and can negatively impact the environment, economy, and society. Therefore, the environmental movement pushes forward the alteration of an environmental enactment being more intense to tackle the world's environmental problems.

### Environmental Policy

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



“The Company places importance on the practice of laws and regulations related to the environment and Occupational Health and Safety at the local, national, and regional levels. Besides, the company complies with the international business code of conduct by ensuring the committees, executives, and employees behave according to the laws and regulations. They must not be involved, assisted, or executed any events that violating the laws, regulations, and other relevant principles”


### 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:

Mission		Performance Indicators	2022 Targets
Heart + Love	Green industry and governance	Solar rooftop installation by 2022 to generate electricity and for renewable energy use purposes	1 MW
		Total electricity consumption rate (Unit/ton)	≤103
		Total Palm Kernel shell fuel consumption	85%
		Total water consumption rate (Q/ton)	5.8
	Sharing and growing together with local communities and social creation for sustainability	Environmental complaints from local communities	0

**Environmental Management Plans**

	<ul style="list-style-type: none"> <li>Review the environmental policy to comply with the Company's internal and external factors</li> <li>The Company included in the "Solar Orchestra" scheme of the Import-Export Bank of Thailand (EXIM Bank) cooperation with leading organizations to encourage investment in solar rooftop installation</li> <li>Laying the plans of embracing packaging in the types of aerated glass and plastic packaging to replace the previous type of glass packaging, emitting high greenhouse gas emissions in production</li> <li>Establishing the Company's greenhouse gas emissions ( GHG emissions) account refers to the ISO 14064-1:2018 standard for the calculation approach</li> </ul>
	<ul style="list-style-type: none"> <li>Specify the organization's energy management indicators to minimize the electricity and fuel consumption per unit produced</li> <li>The Company, has carried out the solar rooftop scheme aims to produce electricity from the renewable energy source. The project will be fully completed and starts generating energy by 2023.</li> </ul>

	<ul style="list-style-type: none"><li>• Determine water management indicators to mitigate the Company's water consumption per unit produced</li></ul>
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The overall performances



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

# Climate Change and Greenhouse Gas Emissions



*“The Company focuses on enhancing resource utilization efficiency by studying and implementing technology in the production process and business operations to increase efficiency in reducing greenhouse gas emissions”*



## Climate Change and Greenhouse Gas Emissions

In 2022, many countries globally faced with the deadliest natural disasters, such as heavy flood and extreme drought in decades. In addition, the temperatures of several European countries heated up to 40 degrees Celsius. These highlighted natural disasters are all stemmed from the impact of climate change. Furthermore, the report of the Global Climate Risk Index 2021 supported the idea that Thailand is in the top 9 countries, which has a tendency to be affected by the worst natural disaster crisis. One of the root causes of climate change is fossil fuel consumption, which is approximately 75 percent of total greenhouse gas emissions and beyond 90 percent of total Carbon Dioxide emissions. With the aftermaths of climate change earlier, it can affect the Company’s operations, leading to issues in scarcity of agricultural raw ingredient, water scarcity, food security, and employee illness caused by the climate change.

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

### Performance Targets

Performance Targets	2022 Targets
Total Palm Kernel shell fuel consumption in the manufacturing	85%
Prepare a GHG emissions inventory for the organization and bring into the verification process by following the ISO 14064-1:2018 Standard calculation manner by 2022.	

### Climate Change and Greenhouse Gas Emissions Management Plans

In 2022, the Company set the indicators for efficient resource consumption and lowered the impact on the environment in relation to the Company's operations as well as monitored and enhanced the efficiency of the performance.

Indicators	Measurement Criteria	Reporting Frequencies
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 percent of total fuel consumption	Monthly

**The installation of a solar power generation system**



The Company inspected the area and installed a solar rooftop for utilizing the converted electricity in the production process and proceed to request the license for electricity usage from the solar rooftop. As forecasted, the Company expects to employ electricity from solar panels by 2023 and up to 30% of electricity usage from sunlight.

**Key Performance**



Total GHG emissions Scope 1 was equal to 2,029.37 tons of CO<sub>2</sub> equivalent



Total GHG emissions Scope 2 was equal to 3,049.96 tons of CO<sub>2</sub> equivalent



Total GHG emissions Scope 3 was equal to 32,563.04 tons of CO<sub>2</sub> equivalent



Total GHG emissions intensity was equal to 1.153 tons of CO<sub>2</sub> equivalent per unit produced (Unit: Ton)

The Company has developed the organization's GHG emissions report in 2022. In addition, the GHG emissions inventory was verified and certified the carbon footprint in accordance with the ISO 14064-1 Standard. The carbon footprint verifier was Bureau Veritas Certification (Thailand) Company Limited. The Company also carried out the carbon footprint label registry for the Carbon Footprint of Organization (CFO), operated by the Thailand Greenhouse Gas Management Organization (TGO).

# Energy Management



*“Emphasize reducing the electricity consumption from fossil fuel sources, with a goal to shift towards renewable energy sources in order to lessen pollution and mitigate the effects of climate change”*





## **Energy Management**

The growth in population today directly contributes to the higher demand for resource consumption. Therefore, food and beverage production is one of the significant industries in terms of providing needs on nourishment for human lives. Apart from that, the world's population is forecasted to grow to 9 billion people by 2050. As a consequence of the population changes, it influences the food and beverage industry to be alert to the increasing demand for food and beverage production accordingly.

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

### **Energy Conservation Policies**

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

## Performance Targets

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

Performance Targets	2022 Targets
Decrease total energy consumption (unit/ton production)	≤103
Descend the cost of electricity	30%

## 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



- The total amount of non-renewable energy consumed 21,454,981 megajoules (electricity)
- The total amount of non-renewable energy consumed 19,260,281 megajoules (furnace oil)
- The total amount of non-renewable energy consumed 67,666,500 megajoules (Palm Kernel shell)



- The amount of energy used compared to the number of products produced 3,320 megajoules

# Water Management



*“The Company recognizes the importance of water resources and is committed to reduce water consumption. This includes constructing water storage facilities, implementing efficient wastewater treatment systems as required by law, and setting targets for maximizing the benefits of water usage”*



## Water Management

Due to global warming and climate change, droughts have been declared in many countries. As a result, the water level at some lakes and rivers in several countries in North America, Africa, Europe, and Asia are lower compared to in the prior years, significantly threatening the agricultural sector. Besides, droughts also affect livelihood largely because water is essential for life on earth.

According to the pivot product of the Company “Beverage,” it is undeniable that the production process consumes a large amount of water. As a leading beverage company, the Company recognizes and places importance on efficient water management. Moreover, the Company is conscious of the water shortage situation, which can threaten the business in the future. Therefore, the Company strictly complies with regulations and related laws. The Company, also manages water to maximize efficiency to decrease water use and mitigate environmental and societal harm.

### Performance Targets

Performance Targets	2022 Targets
Reduce total water consumption (m <sup>3</sup> /ton production)	5.8
Reduce water costs by using a water softener system instead of a high-pressure reverse osmosis (R.O.) system	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



The total water consumption 245,294 tons, which accounted for water consumption quantity per unit produced, equal to 5.7 (m<sup>3</sup>/ton)



The total water discharged 116,484 tons, which accounted for water discharged per unit produced, equal to 3.5 (m<sup>3</sup>/ton)

## **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	Weight of carbon equivalent (ton/year)
	2022
<b>GHG emissions (by categories)</b>	
Total direct GHG emissions (Scope 1)	2,029.37
Total indirect GHG emissions (Scope 2)	3,049.96
Other indirect GHG emissions (Scope 3)	32,563.04
<b>GHG emissions intensity</b>	
Compare to the total revenue (Baht)	0.000
Compare to the total unit produced (ton)	1.153
Compare to the total employees (person)	59.093

### The number of non-compliance with environmental law

Law compliance/Environmental regulations	2022
The number of cases resulting from non-compliance with environmental laws and regulations (case)	0
The amount of fine caused by non-compliance with environmental laws (Baht)	0

### Water consumption quantity

Water management	2022
<b>Total water consumption (ton)</b>	
Surface water	245,294
<b>Total water discharged (ton)</b>	
Surface water source	116,484

# Social Sustainable Success

*“The commitment to drive the Company to sustainable future by raising the awareness on occupational health and safety, supporting employee engagement and development in an active learning culture, and respecting human rights throughout the value chain”.*



## Social Sustainable Success


Society is one of the key actors to drive towards sustainability which includes a cooperation from employee (internal aspect) as well as community and other stakeholders (external aspect) to drive sustainable development. Therefore, the Company considers the social element and encouraging society to engage in the growth of the Company. This is in line with the Company’s goal to grow sustainably alongside with society and our customer.

The Company recognizes the importance of operating business with social responsibility which adhere to rules, transparency, considering benefits and impacts on all stakeholders. In 2022, the Company has committed to operate business with social responsibility which include human rights, labour practice, good governance, safety and good working conditions, and product development to deliver quality products to our customer. This is in line with the Responsible Business Conduct Guideline of the Stock Exchange of Thailand.




### Overall goal on social dimension

Targets	2022
Number of complaints from the employee on the business activities	0
Number of training hour (hours)	1.05
Employee satisfaction survey (percentage)	72.6
Number of accidents which cost more than 3 days of lost time (case)	0
Total amount spent on supporting community (THB)	207,000
Number of products which has received certification of health standard (product)	0

### Operational Plan

	<ul style="list-style-type: none"> <li>● Reviewing operational structure, value, and corporate culture to create effective change.</li> <li>● Creating and maintaining employee satisfaction rate.</li> <li>● Planning workforce appropriately.</li> <li>● Retaining employee.</li> <li>● Increasing training program which respond to operational necessity.</li> <li>● Reviewing employee development and training plan regularly.</li> </ul>
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	<ul style="list-style-type: none"> <li>● Encouraging safe working condition.</li> <li>● Taking into account and paying attention to employee's safety.</li> <li>● Increase safe working conditions by providing safety equipment to employee.</li> <li>● Assessing operational risk regularly.</li> </ul>
	<ul style="list-style-type: none"> <li>● Continue to support community engagement.</li> <li>● Creating a good relationship with the community.</li> <li>● Assessing the risks which the community may be impacted by business operation.</li> </ul>
	<ul style="list-style-type: none"> <li>● Prioritizing customer health and safety.</li> <li>● Developing product to serve customer's needs and lifestyle.</li> <li>● Maintaining operation to meeting international standards.</li> </ul>

Overall Performance



Total number of employees: 637



Employee with disability: 1



Complaint from employee: 0



Employee satisfaction rate: 72.6%



Average training hour: 1.05 hour/person/year



Total amount spent on training and capacity building: 552,091 THB



Injury Rate (IR): 0 case

Lost time injury frequency rate (LTIFR): 0 case

Occupational Disease Rate (ODR): 0 case

Loss day rate (LDR): 0 case



Number of fatalities as a result of work-related injury/ill-health: 0 case



Total amount spent on community development: 207,000 THB



Complaint from surrounding communities: 0 case



Recruitment in the local community: 86 (other Sub-districts 53 / Phraek Nam Daeng Sub-district 33)



Customer satisfaction rate: 87%



Compliance with product safety standards: 100%



Number of complaints from customer on product quality and safety: 9 cases

## Human Rights

Regarding our human rights performance in 2022, the Company has continued the commitment to respect for human rights in the operation, comply with labour standards and domestic labour regulations in the country where the Company operates, and comply with client requirements which includes:

- Civil and political rights: Encouraging difference and coexist in equality.
- Economic, social, and cultural rights: Refraining from any activity which may restrict employee from practicing their cultural, traditional, and religious activity.
- Child labour: Refraining from using and encouraging any form of illegal child labour.
- Forced labour: Not encouraging any form of forced labour which coerce or punishing any person to work involuntarily. This includes refraining from coercing or threatening worker to work involuntarily, physical or sexual harassment, detaining or debt bondage, refusing to pay wage, restricting freedom of movement, isolating, and illegally collecting money or retaining worker's personal documents.
- Non- Discrimination: Recruiting worker based on the qualification and non-discriminated manner, regardless of age, gender, race, nationality, disability, or religion.
- Employee development: Encouraging equal opportunity and non-discriminate for employee development. The consideration should be based on the qualification and career path.
- Freedom of association and collective bargaining: Respecting freedom of association including legal collective bargaining which are fundamental rights that leads to the protection of other rights and sustainable development.

The Board of Director and Management are assigned to monitor and ensure that there is no human rights violation in business operations and strictly comply with the policies and practices.



Moreover, the Company has implemented Thai Labour Standard (TLS) 8001-2022 which is the standard for socially responsible business conduct, to improve Company's labour management to meet international labour standards. The Standard emphasizes on equal opportunity for all employee, decent remuneration, and safe working condition, these are fundamental for driving towards sustainable development.

This year, the Company has received an award on Good Labour Practice in Workplace, as the Company has implemented this guideline to treat worker ethically and comply with labour law.



During the COVID-19 pandemic, the Company has received a certificate from the Deputy Governor of Samut Songkhram Province for the “Excellent Labour Management During the COVID-19 Pandemic” at the Department of Labour Protection and Welfare, Ministry of Labour, Samut Songkhram Office.

The Company has received a certificate of honor from the Governor of Samut Songkhram Province on the “Preventing and Addressing Illegal Substances in the Workplace”. This certifies the ability of the Company in the management of illegal substances prevention and solving issue in accordance with the standard continuously.





# Employee Engagement and Development

*“Employee is a key stakeholder and workforce for our business operations. The Company continues to encourage employee engagement in the Company’s activities and build the capacity of our employees”.*

## Employee Engagement and Development

Employee is the key workforce for business operations. The Company strongly believes that employee engagement and development can contribute to the achievement of Company's goals. It would create a good relationship between employee and the Company which leads to reducing expenses and opportunity lost arising from employee turnover. It also plays a part in talent attraction to work for the Company.

### Operational Goals

- Review operational structure, value, and corporate culture to create effective change.
- Reduce and solve complaint from employee on business operation.
- Plan workforce appropriately in response to the change.
- Retain talented employee and increasing employee satisfaction rate.
- Improve employee performance evaluation.
- Increase average training hour.
- Review employee development and training plan regularly.

### Operational Plan

#### **Sourcing and recruiting employee**

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

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

## Talent Attraction and Retention

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

## Training and Capacity Building

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

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

## Overall Performance



Total number of employee: 637



Complaint from employee: 0



Employee satisfaction rate: 72.6%



Average training hour: 1.05 hour/person/year



Total amount spent on employee development and training:  
552,091 THB

# Occupational Health and Safety



*“The Company aims to eradicate all work-related injury which cover anyone who have engaged or have an activity in the Company’s facility, as occupational health and safety is our priority”.*



## Occupational Health and Safety

Occupational health and safety are crucial to business operation. Accident and other related risks may impact the operation which include expenses in remediating or mitigating such impact. The Company's occupational health and safety practice covers the health and well-being of employee and contractor who has an activity in the facility, as well as safe and conducive working conditions.

### Operational Goals

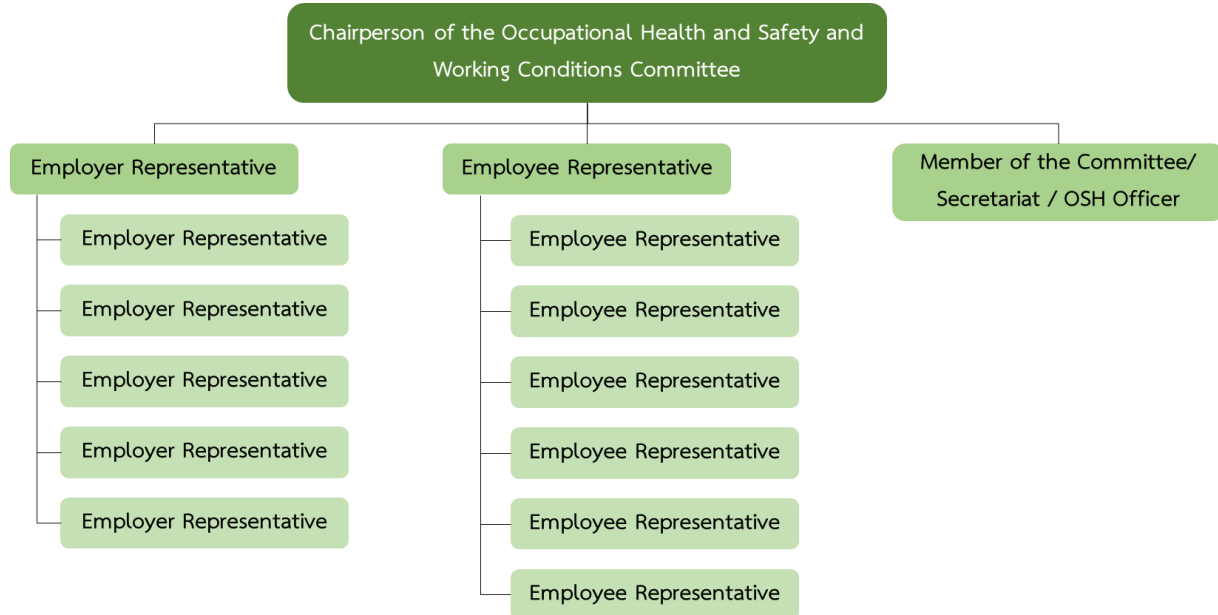
- Commit to reduce work-related accident which led to death to zero case.
- No record on work-related illness in 2022
- Provide trainings on occupational health and safety prior to on boarding.

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



## Structure of the Occupational Health and Safety Committee







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

1. Create active culture on occupational health and safety through visions of Board of Directors and engagement with all employees.
2. Ensure occupational health and safety, as it is everyone's responsibility.
3. Commit to develop management system to efficiently reduce work-related injury/ill-health until there is no case, as well as identify sustainable prevention measures
4. Commit to encourage contractor who come to the facility to acknowledged the occupational health and safety rules.
5. Encourage engagement in occupational health and safety activities and continuously improve and develop measures.
6. Raise the awareness among employee in the occupational health and safety.

7. Strictly comply with the related occupational health and safety and working conditions standards, regulations, and law.
8. All employees should prioritize their own and others safety at all time during working.
9. All employees participate in safety activities and can suggest on the improvement of safety and working conditions.
10. Assess the risks of working condition, provide mitigation and prevention measure to eliminate, reduce, and control hazardous. Encourage and support employee to provide suggestion, decline high hazardous task which risk has not been assessed or does not have sufficient safety measures.

**Overall Performance.**

	Number of business units which has been assessed in safety and working conditions.	6 units
	Injury Rate (IR)	0 case
	Lost time injury frequency rate (LTIFR)	0 case
	Occupational Disease (ODR)	0 case
	Lost Day Rate (LDR)	0 case
	Number of fatalities as a result of work-related injury/ill-health.	0 case
	Complaint regarding occupational health and safety.	0 case

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

**1. Safety**

The Company has arranged number of safety trainings for employees. This would prepare and enhance employee skills to handle crisis, such as, fire or injury in the workplace. The followings are trainings conducted by the Company in 2022:

## Fundamental Fire Drill

The Company organizes 2 fire drills per year. This fire drill training aims to raise the awareness on fire evacuation and extinction, also the preparedness to handle with the situation during the fire. At least 40% of our employees need to be able to use fire extinction equipment correctly and know how to put out the fire which would prevent loss of life and property from the fire.



## Fundamental first aid and life-saving training

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



## Safety in the Workplace Training

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



## 2. Occupational Health

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

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

In addition to those activities mentioned above, the Company has recorded the work-related accidents in the past 3 years which the accident rate in 2022 is still in the same rate as previous year. Most of the accidents are minor accidents in which the lost time are less than 3 days. Moreover, the Company still commits to ensure no fatality rate related to work.

### 3. Working Conditions

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

# 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 2022, the Company has seen the importance of community development, as it is considered a key stakeholder. The Company has developed a policy to create a good relationship and value with the community, in particular the surrounding communities, to create trust, as well as the brand awareness to the community. This would create tremendous value to the Company and create bond between the Company and employees.

### Operational Goals

- Run business alongside with community engagement, from the surrounding communities then expand further to the outer communities.
- Plan to assess the impact of business operation to the community.
- Donating 207,000 THB to support the communities.
- Recruit 86 employee from the local communities ( other Sub-districts 5 3/ Phraek Nam Daeng Sub-district)
- Continue to conduct CSR activities to support, promote, and develop the quality of life in the community.
- Conduct community satisfaction survey, which includes mitigating risks and remediating complaints from the community.

### Operational Plan

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

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

## Overall Performance



No local community has been impacted from business operation.



207,000 THB has been spent on community support projects.



No complaint has been raised from surrounding communities.



86 employees from the surrounding communities have been recruited.

## Community Development Activities

COVID-19 pandemic is still the key issue in 2022. The Company has supported community development by donating 1,000 drinks and supplies (plates and utensils) to COVID-19 patients at Amphawa Ruamjai Field Hospital, and another 1,000 drinks and supplies to Somdej Phraputtalertlar Hospital, Amphawa Hospital, and Paktor Hospital to support for COVID-19 patient treatment. The Amphawa Ruamjai Filed Hospital is the only facility located in the Company's neighborhood to provide treatment for COVID-19 patients which is critical during that period.



Photos of community engagement activities during the COVID-19 pandemic.



Apart from community engagement activities during the COVID-19 pandemic, the Company has been engaging with other authorities in the community to create trust. The followings are the community engagement activities that the Company has conducted in 2022.

- Donating a computer and a printer (amount 43,335 THB) to Yisan Police Station in Samut Songkhram Province, to support police operation to serve the community.
- Donating 20,000 THB to the Phraek Nam Daeng Sub-district Administration Organization, Samut Songkhram Province, to support the cleaning canal and weeding in the area of Phraek Nam Daeng Subdistrict.
- Donating 10,000 THB to support the cremation ceremony of Phra Kru Pitakrattanakorn, former abbot of Charoen Rattanaram Temple, Phraek Nam Daeng Sub-district, Amphawa District, Samut Songkhram Province.

- Supporting the activities of developing learning center on sufficient economy, Phraek Nam Daeng Sub-district, as a role model on Rama IX sufficient economy principles, The Company has supported the learning center as follow.
  - 50 ducks, 230 THB each amount 11,500 THB
  - 20 sacks of feed for the duck, 450 THB each amount 9,000 THB

Photos of the community engagement activities in the neighborhood communities.



Moreover, the Company has supported other activities to develop the communities such as exercises and educational support in Samut Songkhram province. In 2022, the Company was one of the main sponsors of the 1<sup>st</sup> “Amphawa Sunset Run: Sunset in Amphawa” on 21<sup>st</sup> May 2022 at Phummarin Kudeetong Temple, Amphawa District, Samut Songkhram Province. The Company has supported 4,000 C Boom Vitamin Drinks for the 1,500 runners and participants. The Company was also one of the main sponsors of the 4<sup>th</sup> “Bang Kung Camp Marathon: Invisible Enemy” which the Company has supported 4,000 MABU BOBA drinks to 3,000 runners and participants, at Bang Kung Camp, Bang Kon Tee District, Samut Songkhram Province.

Photo of exercise activities.



In 2022, the Company has supported the value of younger generations in developing country, by donating 41 scholarships to youths in Baan Bang Bor School, Muang District, Samut Songkhram Province, to support and promote universal education to all youth which will lead to a quality adult.

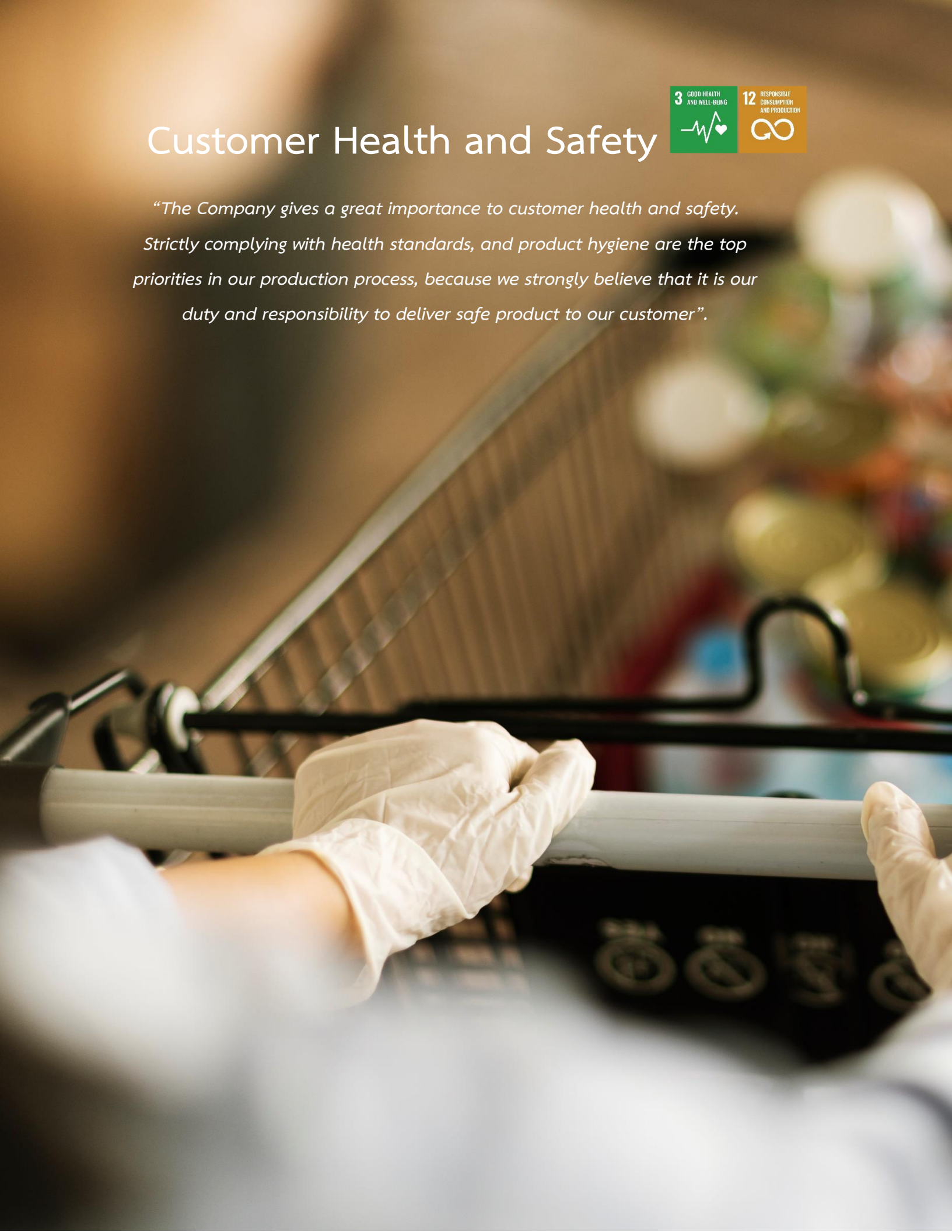
Photos of donating scholarship.



# Customer Health and Safety



*“The Company gives a great importance to customer health and safety. Strictly complying with health standards, and product hygiene are the top priorities in our production process, because we strongly believe that it is our duty and responsibility to deliver safe product to our customer”.*



## Customer Health and Safety

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

### Operational Goals

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

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

### Operational Plan

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

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

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

## Overall Performance



Customer satisfaction rate with the products: 87%

Compliance with safety standards: 100%

Zero complaint from customer on the safety and the quality of our products.

## MABU BOBA

In 2022, the Company has focused on product development to expand market share of healthy drinks, this leads to MABU BOBA, milk tea flavored with sterilized konjac milk product which is different from the traditional milk tea that high in sugar and creamer. The Company has developed this product to serve as a healthier choice with low-sugar, low-sodium, no creamer, non-trans-fat, the Company uses good quality milk from New Zealand and uses Konjac as a boba. The MABU BOBA has been marked with “Healthier Choice” logo which shows that the Company considers customer’s health that reflected in the product.



From the success of MABU BOBA, the Company has considered nutrition benefits for customer as a key factor for assessing and developing new product and as a guideline for product development, other than our Innovation Plus Creativity Principle.

## Plant Based Festival 2022



The Company has joined in the trade fairs for plant-based foods and drinks during 9 – 10 September 2022 at Mitrtown Hall, 5<sup>th</sup> Floor, Samyan Mitrtown. The Company has showcased its plant-based products and has received feedbacks of those products, as well as learning customer needs, especially those who are interested in healthy, plant-based product. This information will be taken into account for product

development plan, to serve the need of customer as much as possible.

## Annex

### Number of Employee

Employment Type	Number (head count)	
	Male	Female
Total number of employees	365	272
Monthly employee	95	119
Daily employee	270	153

### Diversity of the Employee

Level	Gender (head count)		Age (head count)			Race
	Male	Female	<30	30-50	>50	
Board of Director	6	3	0	5	4	Thai
Senior Level Management	2	3	0	4	1	Thai
Mid-Level Management	4	10	0	13	1	Thai
Junior Level Management	8	20	1	27	0	Thai
Employee	351	239	259	312	19	Thai and Myanmar

### Average Training Hour

Category	Average Training Hour (hour/person/year)
Training for all employee	1.05
Training for male employee	4.41
Training for female employee	3.46

Level	Average Training Hour (hour/person/year)
Senior Level Management	42.00
Mid-Level Management	17.93
Junior Level Management	13.16
Employee	1.17

## Work Related Injury

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

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





## Growing in Corporate Governance

*“The Company commits to adopt guideline from a Good Governance Principles as to improve its existing operation in human resource service management for internal and external beneficiaries, as well as to create utmost benefits for the government and general public”.*

## Growth of Corporate Governance



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




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

### Operational Targets of the Corporate Governance

Target	2020
Disputes arising between the Company and stakeholders (number of cases)	0
Complaint received from stakeholders (number of cases)	0
Corruption cases (number of cases)	0
Data breach or cyber-attack (frequency)	0

### Action Plan

	<ul style="list-style-type: none"> <li>• Being a certified member of the Corporate Governance Report of Thai Listed Companies (CGR)</li> <li>• Being a certified member of the Annual General Meeting Checklist for Thai Listed Companies (AGM Checklist)</li> </ul>
	<ul style="list-style-type: none"> <li>• Establish guidelines to prevent prospect corruption in business operation, and proactively monitoring the plan</li> <li>• Being a certified member of the Private Sector Collective Action against Corruption (CAC)</li> </ul>

	<ul style="list-style-type: none"> <li>• Review anti-corruption policy and guideline to be more practical, and in consistence with business operations</li> <li>• Raise awareness of anti-corruption among its employee at all levels, and expanding to its partners</li> </ul>
	<ul style="list-style-type: none"> <li>• Adjust the procurement plan alongside with partners to cover all aspects of business operations</li> <li>• Conduct training to the business partners to improve the operational efficiently</li> </ul>
	<ul style="list-style-type: none"> <li>• Improve operating system to be more stable and efficient</li> <li>• Skill-up technology for internal staffs</li> <li>• Implement the system to prevent data leaks</li> <li>• Review and improve the personal data protection policy</li> </ul>
	<ul style="list-style-type: none"> <li>• creatively apply product innovation and services</li> <li>• Apply technology for production processes to reduce costs and increase productivity</li> </ul>

Overall Governance Performance



- Zero disputes and complaints from stakeholders
- Zero case of occurred within the organization
- Communicated the anti-corruption policy to the staffs
- Increased number of business partners – new 29 business partners
- Conducted the annual supplier assessment according to the Quality Control Department’s Plan
- Zero cases of cyber theft and data leak



## Good Corporate Governance / Business Ethics

*"The Board of Directors has established a policy for corporate governance under the principles of good 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".*

## Good Corporate Governance / Business Ethics

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 beneficiaries
- Attend the 2023 Corporate Governance Report of Thai Listed Companies (CGR)
- Attend the 2023 Annual General Meeting Checklist (AGM Checklist) for Thai Listed Companies

### Action Plan

The Company has developed a corporate governance policy by utilizing the 2017 Principles of a Good Corporate Governance for Thai Listed Companies, 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 2022, under the topic of "Corporate Governance".

### Good Corporate Governance / Business Ethics Performance



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



## Anti-corruption

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

## Anti-corruption

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

### 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

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

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

### 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. 102
  - Manager of Legal Department Tel. 0-2416-9209 ext. 801
2. E-mail: [chairman.ac@royalplus.co.th](mailto:chairman.ac@royalplus.co.th)
3. Website: [https://www.royalplus.co.th/en/investor-relations?complaint\\_channel](https://www.royalplus.co.th/en/investor-relations?complaint_channel)
4. Suggestion Box
5. Post: Royal Plus Co., Ltd. (Head Office) No. 84/3-7 Rama II Soi 69, Samae Dam Sub-district, Bang Khun Thian District, Bangkok 10150
6. In case the complainant chooses not to disclose their name, they must provide sufficient details of the facts or clear evidence to show that there is a reasonable cause to believe that there has been involvement in giving or receiving bribes or corruption.

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



## Anti-Corruption Investigation Procedure

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

results of the investigation regarding the complaint, misconduct, or fraudulent activity. Alternatively, the complainant can follow the investigation status through the channels provided by the Company. However, if it is necessary to protect personal information and maintain confidentiality, the Company may not be able to provide details about the investigation or disciplinary action taken.

### **Measures of Whistleblower Protection**

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.

1. 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.
2. 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.
3. The recipient of the complaint information and those involved in the process of investigating will have a duty to keep confidential all details of the complaint, including all relevant evidence. It is strictly prohibited to disclose information to any unauthorized persons unless required by law.

### **Anti-corruption Performance**



Performed risk assessment regarding corporate corruption within the organization



No incidents of corporate corruption were found within the organization



100% of employees were informed of the policy against corporate corruption

Over 90% of business partners were informed of the policy against corporate corruption



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



# Supply Chain Management

*"Efficient supply chain management not only helps prevent business disruptions and helps promote brand reputation, but also enhances operational efficiency and creates shared value between the Company and its partners".*

## Supply Chain Management

The Company has been treating business partners with equality, fairness, respectful, and considering mutual benefits in dealing business with its partners. In addition, the Company sets guidelines for selecting partners in the supply chain in accordance with the legal standards of occupational, health, and safety, as well as environmental friendly standards. The Company values the development of its partners' potential for sustainable growth by utilizing ISO 9001:2015 - Quality Management Systems Standard as a guide for selecting partners in regard of standard operating procedures, procurement procedures, contract award procedures, legal personality, as well as their performance and evaluation. The aim is to ensure an efficient procurement process from partners, while considering the environmental impact and maximizing its efficiency and value.

### Operational Targets

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

### Action Plan

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

### **Supply-chain Selection Criteria**

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

## Supply-chain Management Performance



Total number of business partners: 1,685



Number of key business partners related to the core business operation: 301



Number of new business partners: 29

### Supplier evaluation and assessment

The Company has conducted an annual audit for suppliers according to the Audit Supplier Plan of the Quality Control Department and the Supply Chain Management Department, with the objective of inspecting and improving the standard operation procedures of the supplier to comply with the Company's standards. In 2022, there were 301 main suppliers, representing 30% of the main suppliers evaluated, and over 90% of these suppliers were able to improve and adjust their operations to comply with the standards set by the Company

In addition, the Company has provided channels for communication to suppliers through telephone, email, online platforms such as Line and WeChat, and perform an onsite visit to inspect the suppliers' operations.



# Cyber Security and Personal Data Privacy

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

## Cyber Security and Personal Data Privacy

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 in accordance with the ISO/IEC 27001 standard, an international standard for Information Security Management Systems (ISMS). This 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.

### Operational Targets

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

### Action Plan

#### **Cyber Security**

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

1. Information System Security Policy

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

### **Personal Data Privacy**

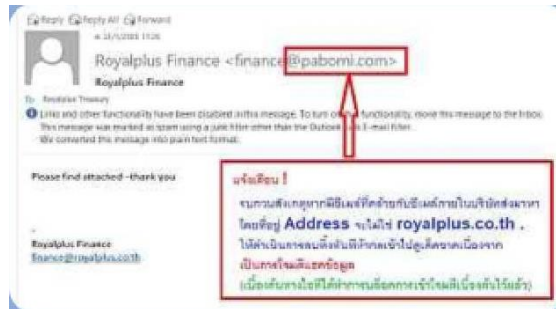
The Company has established a Personal Data Protection Policy in compliance with the Personal Data Protection Act 2019 and other related laws. This policy specifies the details of collecting, using, and disclosing personal data to ensure that relevant departments and employees of the Company operate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

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



## Cyber Security Awareness & Personal Data Privacy

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



Cyber Security and

## Personal Data Protection Performance



Number of cyber-attacks incidents: 0

Number of customer data breaches incidents: 0

Duration to recover SAP System in case of emergency incidents: 5 hours

## Network Security System

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

## Preparation for Recovery of Critical Organizational Systems

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

## About this sustainability Report

### Report Guidance

Royal Plus Public Company Limited has created this report to communicate corporate sustainability, focusing on economic, social and environmental to report the company's performance from 1 January – 31 December 2022 and disclosure consistent with the Global Reporting Initiative (GRI Standard), and its key issues concerning sustainability for stakeholders. The scope of the Report covers the company's policies, processes and activities for sustainable development.

Selection of material issues for sustainability and key issues that are significant to the company and stakeholders. The prioritization is expected or impacts that may occur of economic, social and environmental and identified materiality sustainability issues with all stakeholders.

For any further information or suggestion, please contact

Investor Relation

Royal Plus Public Company Limited

84/3-7 Rama 2 Soi 69, Samae Dam Sub-district, Bang Khun Thian District, Bangkok 10150

Tel. 02 416 9209 Ext. 108

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

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