

# Attachment 7

## Sustainability Report

### Corporate Sustainability Working Group

Time Period: 1 January 2022 – 31 December 2022

Srinanaporn Marketing Public Company Limited



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### 3.1 Policy and goal in sustainable management

#### Sustainable development policy

Sustainable development of the Company is the development of the supply chain which covers raw material acquisition process, efficient use of resources, working process development, products and service development, employee value proposition and competency building, community education and quality of life improvement and engagement in environmental solution. The purposes of sustainable development are as follows:

- 1) Reducing and controlling the environmental impact which may arise
- 2) Creating shared value between the Company and all groups of stakeholders
- 3) Supervising compliance of law and regulations of the Company

The Company is committed to become a good corporate citizen in conducting sustainable business operations which can manage the business to achieve stable growth with corporate social responsibility on the basis of business ethics and corporate governance to be consistent with its vision “to achieve excellence in being manufacturer and distributor of snacks and beverages of quality in products and services” and to fulfill its mission “to become a public company which performs sustainable business operations with fairness, responsibility to society, trading partners and environment”.



### 3.2 Management of impact to stakeholders in the business value chain

#### 3.2.1 Business Chain



The Company realizes the importance of major stakeholders which involve in the business activities from upstream to downstream (Raw material supply to after sales service). Our business operations are conducted through the Company’s various policies and guidelines to be mentioned later in order to respond as much as possible to the demand and expectation of stakeholders.

### 3.2.2 Analysis and prioritization of stakeholders, demand and expectation and engagement

Stakeholders in the value chain are divided into 2 groups as follows:

- 1) Direct stakeholders are those who involved in the company’s day-by-day activities such as suppliers, employees and consumers.
- 2) Indirect stakeholders are those who are affected by the business operations of the company such as international organizations and educational institutions.

The Company gives importance to analysis of stakeholder by carrying out proactive and reactive method as follows:

- **Proactive** - by sending questionnaire on attitude and usage assessment of the retail customers and distributors (B2B assessment). The above-mentioned questionnaire for employees will be carried out in the following years.

- **Reactive** – by providing hot mail for receiving complaints and collecting statistics for service development. Response to the complaints is made immediately or as soon as possible.

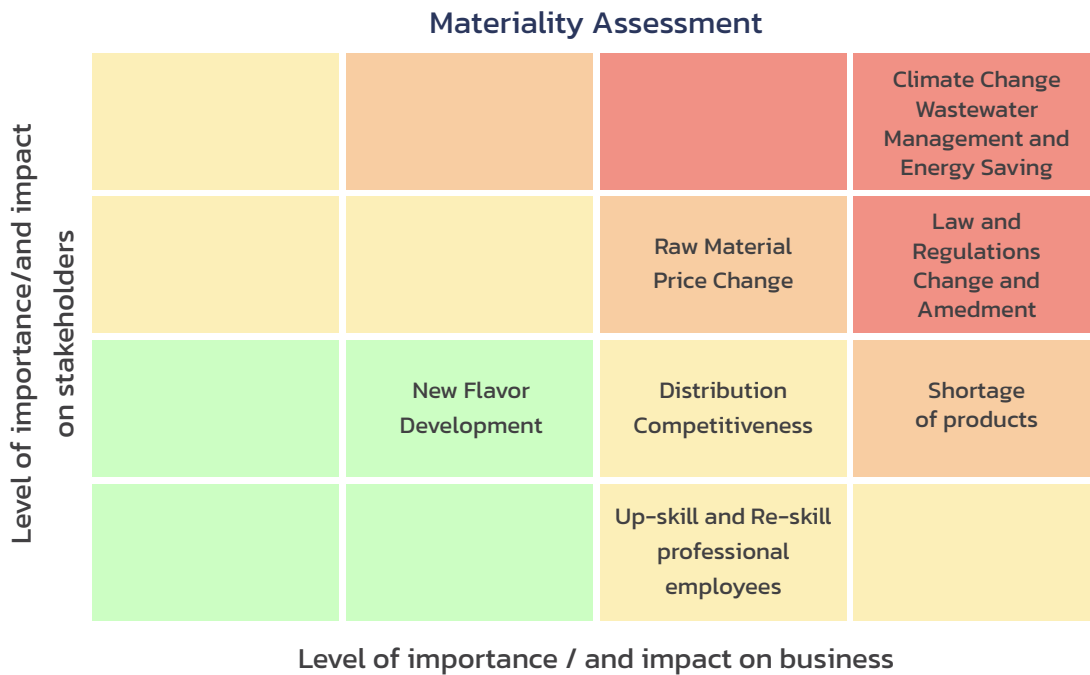


#### Stakeholders and Expectations Analysis

Stakeholders	Stakeholders' Expectation	Response to Stakeholders' Expectation	Communication channels	Engagement of stakeholders
Investors	<ul style="list-style-type: none"> <li>- Business returns</li> <li>- Transparency of information.</li> <li>- Governance</li> <li>- Social and environmental responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct business to produce good returns.</li> <li>- Creating continuous and sustainable growth.</li> <li>- Disclose information with transparency and reliability.</li> </ul>	<ul style="list-style-type: none"> <li>- Website of the Company, under the topic of “Investors’ Relations”</li> <li>- Annual shareholders’ meeting</li> <li>- Annual report</li> <li>- Telephone and email</li> </ul>	<ul style="list-style-type: none"> <li>- Attending annual shareholders’ meeting.</li> <li>- Attending meetings of listed companies with investors (4).</li> <li>- Factory inspections and visits 5 times.</li> <li>- Attending meetings of Fund and investors (22)</li> <li>- Participating in roadshow (6).</li> <li>- Attending meetings with analysts (5) Total 43 meetings.</li> </ul>
Partners	<ul style="list-style-type: none"> <li>- Fair trade</li> <li>- Reliability in keeping confidential information.</li> <li>- Participation in business development.</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct fair business</li> <li>- Build good relationship with stakeholders and develop business together.</li> </ul>	<ul style="list-style-type: none"> <li>- Meeting, Factory inspection and factory visit.</li> <li>- Phone and email</li> <li>- Complaint channels</li> </ul>	<ul style="list-style-type: none"> <li>- Factory inspection and factory visit (5).</li> <li>- Assessment of risk of new trading partners concerning environmental, social and governance (63 trading partners or 100%).</li> </ul>
Customer	<ul style="list-style-type: none"> <li>- fair trade</li> <li>- Credibility to maintain confidential information.</li> <li>- Participate in business development.</li> <li>- Deliver good, quality and timely products.</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct business fairly.</li> <li>- Build good relationship with stakeholders and develop business together.</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings, inspection visits and factory visits.</li> <li>- Phone and email</li> <li>- Complaint channels</li> </ul>	<ul style="list-style-type: none"> <li>- 18 customer satisfaction surveys (Modern Trade customers).</li> <li>- Satisfaction Survey consumers towards the product.</li> </ul>

stakeholders	Stakeholder expectations	Response Stakeholder of expectations	Communication channels with stakeholders	Stakeholder Engagement
Consumers	<ul style="list-style-type: none"> <li>- Quality product (nutrition and health)</li> <li>- Environmental labelling</li> <li>- Price</li> <li>- Safety</li> <li>- Social responsibility</li> </ul>	<ul style="list-style-type: none"> <li>- Presentation of all healthcare products.</li> <li>- Reduced packaging size</li> <li>- Nutrition value in the product substance.</li> <li>- Create products that represent the importance of the environment and the consumers.</li> </ul>	<ul style="list-style-type: none"> <li>- Website of the Company, under the topic of “Trademarks and products”.</li> <li>- Consumers’ hotline for complaints.</li> </ul>	<ul style="list-style-type: none"> <li>- There is a process in place for receiving complaints and inquiries via the Customer Call Center Hotline at 02-023-4677 and via each brand’s social media on Facebook.</li> <li>- Prepare Plan and Product Concept / Product design.</li> </ul>
Employees	<ul style="list-style-type: none"> <li>- Fair compensation and benefit</li> <li>- Guideline on fair treatment</li> <li>- Occupational health and safety</li> <li>- Career path</li> </ul>	<ul style="list-style-type: none"> <li>- Pay attention to employees’ views in the suggestion box</li> <li>- Quality of life development</li> <li>- Equal treatment to employees with politeness</li> <li>- Employee welfare policy</li> <li>- Employee potential development plan</li> </ul>	<ul style="list-style-type: none"> <li>- Suggestion box</li> <li>- Welfare Committee meeting</li> </ul>	<ul style="list-style-type: none"> <li>- Company town hall meetings</li> <li>- Employee satisfaction surveys</li> </ul>
Government agency	<ul style="list-style-type: none"> <li>- Social responsibility</li> <li>- Participation in the social and environmental projects</li> <li>- Information disclosure</li> </ul>	<ul style="list-style-type: none"> <li>- Participation in the social and environmental projects.</li> <li>- Perform business with transparency.</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings with various government agencies</li> </ul>	<ul style="list-style-type: none"> <li>- Compliance with government policies</li> <li>- Meetings with the government sector</li> <li>- Integration of government policies into business management</li> </ul>
Community	<ul style="list-style-type: none"> <li>- Conducts business operations with responsibility.</li> <li>- Community development to sustainability</li> <li>- Community economic development.</li> <li>- Complying with law and regulations</li> <li>- Participation in public activities.</li> </ul>	<ul style="list-style-type: none"> <li>- Organize community and social development projects and activities regularly.</li> <li>- Support activities which are of social benefit and without law violation.</li> <li>- Support local activities of the area in which the Company conducts the business operations by career building.</li> <li>- Comply with the procurement policy by looking for environmental-friendly products and service and comply with the environmental law.</li> </ul>	<ul style="list-style-type: none"> <li>- Website of the Company, under the topic of “Srinanaporn for Society”.</li> </ul>	<ul style="list-style-type: none"> <li>- Organizing community activities</li> <li>- Community satisfaction surveys</li> <li>- Field visits to meet with the community and listen to opinions</li> </ul>

### 3.2.3 Key Business Issues



The Company has identified key business issues in line with the United Nations Sustainable Development Goals, where the Company can identify and prioritize key issues and take urgent action to align with the international goals. The Corporate Governance and Sustainable Development Committee Meeting No. 1/2022 has approved the followings:

Business Highlights	Sustainable Development Goals
No. 1. Climate change	 
No. 2. Wastewater Management and Energy Saving	  
No. 3. Law and Regulations Change and Amendment	  
No. 4. Raw Material Price Change	  
No. 5. Shortage of products	  
No. 6. Distribution Competitiveness	 
No. 7. Up-skill and Re-skill professional employees	 
No. 8. New Flavor Development	  



## Sustainability Operations and Reporting

The Company has formulated a plan to drive the business towards sustainability since 2021 and has continued to do so until now. Including plans to operate in the future. In order to drive the Company's business towards sustainability with flexibility efficient including operating in accordance with the operational plans and policies of the Company. As well as reporting the results of sustainable development to the Corporate Governance and Sustainable Development Committee for acknowledgment. Therefore, it was proposed that the meeting approve the appointment of a working group on sustainable development. There are the following list.



Name	Position	Department
1. Mrs. Kittiya Chaisathaporn	Deputy Managing Director for Procurement and New Business Development	Procurement
2. Mr. Supachoke Bumrungpun	Chief Financial Officer	Accounting and Finance Department
3. Mr. Seksan Taetarworn	General Manager	Domestic Sales
4. Mrs. Nuntiwa Wanwong	Senior Vice president Research and development	Research and development
5. Mrs. Srinuan Suphanusont	Human Resources and Administration Manager	Human Resources and Administration
6. Mr. Pichet Puntarwong	General Manager	Factory
7. Mr. Narong Netbangon	General Manager	Factory
8. Mr. Chamnan Vilaiwan	General Manager	Factory
9. Mr. Phithak Chuankayan	Senior Manager	Occupational Health Safety and Environment

The Company also promotes knowledge and capacity building in the area of sustainable business development for Company executives and employees through training courses and knowledge sharing, both inside and outside of the Company. These include courses on Business Sustainability Strategies organized by the Stock Exchange of Thailand, and courses for understanding sustainable organizational development, among others, in order to create a good organizational culture for conducting business and to ensure the Company's social and environmental responsibilities are founded on good corporate governance for sustainable growth.

## 3.3 Sustainability Management

### 3.3.1 Economic dimension

#### 1. Business ethics and code of conduct

##### Code of Conduct in doing business

Srinanaporn Marketing Public Company Ltd., (“the Company”) adheres to the business ethics and code of conduct for doing business which executives and employees have to comply with as representative of the Company. The Company defines the business code of conduct as a good guideline which will promote its business to be transparent, build confidence of investors, stakeholders and related parties as follow:

- |                           |  |
|---------------------------|--|
| <b>1. Shareholder</b>     | The Company will operate the business with transparency and efficiency in order to create value to its business for sustainability. The Company aims to achieve successful work and stable growth for the maximum benefit to stakeholders in long term including the transparent and reliable information disclosure.  |
| <hr/>                     |  |
| <b>2. Staff</b>           | The Company will treat all employees equally with fairness and proper compensation. Moreover, the Company gives importance to the development of their skill, knowledge, capability and proficiency regularly such as organize training course, seminar and workshop while giving motivation to employees who are very skillful, have high proficiency to stay with the Company for organizational development later on. In addition, employees have to comply with anti-corruption policy, rule and relevant regulations such as Inside Information utilization is strictly prohibited, etc.  |
| <hr/>                     |  |
| <b>3. Trading partner</b> | The Company has the process of selecting its trading partners by letting them compete with each other on the basis of having equal information. The selection is carried out with justice under the criteria of evaluation and selection. Furthermore, the Company has made an appropriate and fair contract with the contract parties. The monitoring system is provided to ensure the complete compliance with the contract’s conditions and prevent dishonest action/corruption in every step of procurement process. The Company purchases goods/material from its trading partners according to trading conditions as well as to comply strictly with the contract.   |
| <hr/>                     |  |
| <b>4. Customer</b>        | The Company is responsible for customers by maintaining the product quality, product standard and good services including to meet the demand of customers completely as much as possible for their satisfaction in long term. Moreover, the Company has to take in consideration customer’s hygiene and health in products consumption and services of the Company including giving accurate information on the products and services to customers. Channels for complaints or problems about products and services are provided for customers so that the Company will acknowledge and solve the problem rapidly. Information of customers will be kept confidential and will not be used wrongly for the benefit of anyone else or relevant persons. |
| <hr/>                     |  |

- 5. Creditor** The Company will perform importantly according to trading conditions to Creditor including the capital repayment, interest and taking care of collateral under related contract.
- 
- 6. Competitor** The Company will behave well according to the good framework of competition, code of conduct and to be within the legal framework. The Company will support and promote the policy on free and fair competition.

The Company gives importance and good care to community, society and environment together with quality of life of persons who have connection with the Company's business. Employees are promoted to have consciousness and responsibility for society and environment and to comply with law and relevant regulations strictly. Besides, the Company intends to participate in activities which build and conserve the environment as well as to promote local tradition in the area where the Company is located.

## 2. Risk Management

### Risk management on anti-corruption

The Company gives importance to anti-corruption and intends to conduct business with morality under the framework of corporate governance based on principles of corporate governance, code of conduct and business ethics. The Company has carried out its business with fairness, equity and traceability while having responsibility for society, environment and all groups of stakeholders.

To ensure that the Company will act against corruption systematically under the framework of responsibility policy, guidelines and regulations of appropriate implementation on anti-corruption in all business activities of the Company and to make the right decision for conducting business which may have risk of corruption, the "policy on anti-corruption" is set clearly in writing to be the guidelines and to be developed toward being the organization of sustainability as follows:

#### (1) Policy on anti-corruption

- Directors, executives and employees must not request, act or accept corruption action in all forms directly or indirectly for the benefit of the Company, oneself, family, friends and an acquaintance or for business benefits covering domestic business and oversea business including relevant agencies of the Company.
  - The Company must review the compliance with the policy on anti-corruption regularly as well as to review the guidelines and regulations to be consistent with the business change, order, regulations and law. If there is the violence against law or any action which leads to support or cooperate with corruption, disciplinary punishment will be imposed.
- (2) Duty and responsibility for anti-corruption policy
- The Board of Directors has duty and responsibility for defining and approval for anti-corruption policy and corporate governance by providing an efficient system of supporting anti-corruption to ensure that the Management has realized the importance of anti-corruption and comply with it to become a corporate culture.
  - The Audit Committee has the duty and responsibility for reviewing the sufficient internal control and review the performance to be complied with the policy on anti-corruption, the regulations and related law.
  - The Management has duty and responsibility for formulating the system, promoting, supporting and controlling to ensure that employees and relevant departments have complied with the regulations of anti-corruption. The appropriate system and measures to be consistent with the change of business, regulations and law have to be reviewed.

- The Internal Audit Department has duty and responsibility for auditing and follow-up the result of performance to be in accordance with policy, guidelines, order, and related law to ensure the proper and sufficient internal audit to the possible risk of corruption which may arise and report to the Audit Committee.
- Directors, executives and employees have to comply with anti-corruption policy by avoiding the involvement in corruption directly or indirectly.
- Subsidiaries/associate companies or business representative of the Company under the control of the Company have to accept and comply with the policy on anti-corruption.

### (3) Scope and guidelines

- Directors, executives and employees of all level have the duty to perform their work with caution to prevent corruption of all forms.
- Determine to create and maintain anti-corruption as the corporate culture which will not accept corruption in doing transactions with the public sector and private sector.
- Directors, executives and employees of all levels will not ignore or neglect when finding the action leading to corruption involving with the Company. Superior or responsible persons have to be informed and investigate the truth. Channels for whistleblowing or receiving complaints from persons inside and outside the Company.
- The Company will give justice and protect employee who denies corruption or inform about corruption involved with the Company. There will not be the demotion, punishment or negative effect on the employee who denies corruption even though it will cause the loss of business opportunity of the Company.
- Directors and executives of all level have to be honest and role model in complying with the

policy on anti-corruption by assigning the Company Secretary and Personnel Department to be responsible for disseminate knowledge, information and build the understanding to employees to uphold the policy of anti-corruption actively and continuously and take it as a corporate culture of the Company.

- The anti-corruption policy covers the process of personnel administration ranging from recruitment, nomination, promotion, trainings and performance evaluation. Executives of all level have to communicate with employees to conduct business activities under their responsibilities and supervise the compliance with the policy with efficiency.
- Any actions concerning anti-corruption have to follow the guidelines described in “the policy on good corporate governance”, “Code of conduct” including order and handbook of relevant companies as well as other guideline set by the Company .
- Doing public relations about anti-corruption policy by internal and external media such as the Company’s website, annual report etc. Such policy is practiced under the Thai law for anti-corruption.

### (4) Whistleblowing or corruption complaints

- When finding an action leads to corruption involving with the Company directly or indirectly such as a person in the Company accepts bribes from official government, or private sector.
- When finding an action violating the process of work of the Company or resulting in the internal controlling system which is doubtful to be the channel of anti-corruption.
- When finding the action which causes the disadvantage of the Company or affect the Company’s reputation.
- When finding illegal action or action violating rule, regulation or business code of conduct.

(5) Channels for whistleblowing or corruption complaints

The Board of Directors assigns the independent directors or the Audit Committee to investigate the complaints which are doubtful to be corruption in the Company directly or indirectly through the channel provided. The person who makes complaint has to inform the details of the complaint together with his/her name, address and telephone number for contact via the following persons as follows:

1. Independent Directors or the Audit Committee  
E-mail: [audit\\_committee@snp.co.th](mailto:audit_committee@snp.co.th)  
Postal Independent Directors or Audit Committee  
Srinanaporn Marketing Public Company Ltd.  
325/6-9 Larn Luang Road, Si Yak Maha Nak  
Dusit, Bangkok 10300.
2. Secretary of the Company or Manager of Human Resource or Manager of Internal Audit  
E-mail: [cg@snp.co.th](mailto:cg@snp.co.th)  
Postal Secretary of the Company or Manager of Human Resource or Manager of Internal Audit  
Srinanaporn Marketing Public Company Ltd.  
325/6-9 Larn Luang Road, Si Yak Maha Nak  
Dusit, Bangkok 10300.

In case there is the whistleblower or the person who makes complaint against the Chief Executive Officer or the Executive Committee, that person is required to inform the Chairman of the Audit Committee directly. All groups of stakeholders of the Company can make complaints concerning corruption. The whistleblower or the person who makes complaint will be kept confidential.

**Protective measure and keeping confidential**

To protect the rights of complainant and the person who gives information with honesty, their names and address and other information will be kept confidential. Responsible persons for investigation can access such information only.

In case of the complaints, the company will set protective measure for the whistleblower or the complainant, witness, and the person who gives information not to be disturbed, unsafe unrighteous or in danger caused by the complaints. The responsible person will keep information, complaints, evidence confidential. Such information will not be disclosed to other person except performing under responsibility according to law.

(6) Process of investigation and penalties

- Upon receiving whistleblowing or complaints, responsible person will screen, examine and investigate the truth.
- During the investigation, responsible person may inform the progress to the whistleblower or the complainant from time to time.
- After the investigation, it is found that the information and evidence are reasonable to believe that the accused has committed corruption. The accused will be informed of the allegations and can prove himself by finding more information and evidence to show that he is not involved in the corruption.
- If the responsible person considers that the accused has really committed corruption, he will submit the case together with recommendations to the Audit Committee and/or Executive Committee for consideration and imposed the proper punishment.
- Corruption is the misconduct to the policy on anti-corruption and code of conduct of the Company. The accused has to be imposed disciplinary punishment as set by the order of the Company. If such corruption is illegal, the accused has to be punished legally too. The disciplinary punishment of the Chief Executive Officer and his decision is final.

(7) Dissemination of anti-corruption policy

- The announcement of anti-corruption policy of the Company is attached in the prominent place where everyone can see and read.

- The policy on anti-corruption is publicized through communication channels of the Company such as website, annual report (56-1 One report) etc.
- The policy on anti-corruption will be reviewed regularly at least once a year.

#### (8) Determination of conducting anti-corruption

The Company adheres to ideology of conducting its business according to the code of conduct and will continue in upgrading the compliance with the policy on anti-corruption of the Company actively such as making public relations, communicating to executives, employees as well as trading to know and understand and comply with the policy correctly and regularly. However, in the near future, the Company will consider to announce the Declaration of Intent against Corruption and apply to participate in the Project of the private sector in anti-corruption (Thailand's Private Sector Collective Action Coalition against Corruption) with an aim to be a certified company from CAC within the year 2024. However, throughout the year 2022, complaints or any action leading to corruption are not found.

#### **Emerging risk management**

Important risk in 2022 was the risk of the outbreak of new COVID -19 pandemic. The Company has monitored the outbreak of COVID-19 closely and continuously. The effect on the Company's business caused by COVID-19 depended on several factors such as time, severity, scope of the outbreak, geographic effect, effect on domestic and international economic activities including the strict measures launched by the government. However, the Company has operated its business according to crisis management plan and business continuity management: BCM and handled the crisis which may affect negatively the business performance such as preventive measure for products distribution which has to be adjusted properly when meeting with clients, meetings and seminars on line as well as working from home. As a result, the Company could continue its operation under the situation of COVID-19 pandemic.

Moreover, the Company has analyzed business circumstance from several crises arising in 2022 both from internal and external factors such as economic trend, society, politics, technology, industry, competitor, and other relevant to set important risk for doing business at present and in the future. The above-mentioned is corporate risk covering 5 aspects as follows:

#### (1) Strategic Risk

Risk factors and risk management measures

##### **1. New investment and overseas investment**

The Company has performed continuously proactive business operation in snacks and beverages market as it perceives the opportunity and readiness for expanding business in ASEAN including China. However, in the oversea investment, the Company will encounter risk of delay and several uncertainties such as in acquiring necessary permission for business operation, machinery and equipment, source of investment fund, selection of customers, cost management, recruitment and selection of the Management and skilled labor, political stability, demand and supply of the market, demand of consumers, rules and regulations and tax of the countries of investment.

- Send the high-position executive who is knowledgeable, capable and skillful to be member of Board of Directors of the subsidiaries and/or joint venture to follow up closely their operations.
- Organize meeting regularly between high-position executives of the Company and executives of subsidiaries.
- Formulate investment policy on subsidiaries in writing. Determine control measure according to internal control system for overseas subsidiaries to apply.

## 2. Direction of business strategy

The technological progress and the changing behavior of consumers which have resulted in a New Normal lifestyle may affect the direction of business strategy and prevent the Company from achieving its goal and from successful investing and gaining returns as planned. Strategy and business direction is regularly reviewed to be consistent with the economic situation and the changing direction of the world. Meetings of high-position executives are held for consultation and brainstorming. The strategy at the organization level will be communicated to employees of all levels through their superior of each line to transform into the strategy at the operation level and to prepare business plan.

## 3. Human resource and organization structure

The Company has expanded their business overseas to seek new business opportunity and has introduced digital technological system and innovations into the operations to drive its business. However, if the Company cannot find and develop human resources with capability and sufficient and timely experience, or the organization structure, manpower, capability, knowledge as well as the corporate culture does not allow the Company to compete with other companies or attract talented people to work with the Company and build up growth with sustainability, it may affect the business operation and achieve the goal in long term.

The Company has reorganization and working process to be consistent with the strategic direction of the business and determination of the guideline for overall human resources development as well as the planning and manpower administration as follow:

- Review the organization structure to be consistent with the strategic direction and business operations of the Company and its subsidiaries.
- Review the manpower.
- Recruit employees from, as the first step, existing internal employees to provide them with appropriate career path.

- Recruit employees from outside people who are talented and have specific experience for importance position.
- Develop capability of employees according to their career path.
- Improve working procedure with the assistance of technology to increase efficiency.
- Review the appropriateness of the delegation of authority (DOA).

## (2) Operation and Business Risk

Risk factors and risk management measures.

### 1. Quality and safety of the products

The Company places importance to maintaining the compliance with the international standards concerning quality and safety of the products. If the quality and safety of the products does not meet the international standards, it may affect negatively the satisfaction of customers, reputation and image of the organization.

- As a measure in risk management regarding the quality and safety of the products, the Company has applied the end-to-end process from the step of procurement up to the delivery of goods to the customers according to the International Standards for Quality Management and Safety of Food (ISO 2200, GMP, HACCP, ISO/IEC 17025), The Company's production system has been assessed regularly and certified by independent assessors of public and private organizations.
- The Company handles complaints and recommendations concerning products and service sent to our customers-hotline 02-o23-4680 or contact@snp.co.th.
- Label and warning to consumers according to the Notification of Ministry of Public Health are provided on the package of the products.

## 2. The Company's reputation

Expectation of the different groups of stakeholders and the present technological progress which have contributed to the fast communication may help to spread quickly and widely the events or news which have negative impact on the Company. If the Company cannot handle completely the negative issue which may happen to the Company and cannot communicate to the stakeholders with effectiveness, its image and trustworthiness will be affected.

- Follow up closely information, news and issue involving the Company in order to create good understanding promptly according to the complaint handling mechanism of the Company and deal with the complaint to the end.
- Conduct proactive communication via the Company's website coupled with planning of negative issue management and communication in time of crisis. Predict the negative issue which may happen and make a regular review.
- Manage relations with the mass media as a system with efficiency.

## 3. Cyber Security

The issue of cyber security has a tendency to be increasing and creates several forms of effect such as phishing, using ransomware and spyware virus to get important information and business operations resulted in the leakage of important information and business secret and overall damage of the Company including business loss and negative image.

- Formulate policy on Information Security to be applied by all employees. To build understanding of the employees to work together in the same direction for efficiency and effectiveness of the operations of the Company.
- Formulate policy concerning structure of organization security for mutual inspection of personnel in information technology.

- Set the rule and regulations for users of information technology system as a guideline for information technology system security.
- Use firewall to specify the number of computers which can access the information.
- Specify username and password and limit appropriately and carefully the right to access the database of the users in the Company. Install secure shell to capture the passwords.
- Inspect the information system consistently and access risk which may occur from the vulnerability of the system.
- Provide knowledge to the employees in protecting the information from leaking outside.
- Install BCM system to cope with the threat on the information system of the Company and perform regular test on the system.
- In 2022, the IT General Control (ITGCs) audit according to ISO 27001: 20013 Information Security Management System (ISMS) was performed independent auditor of P&L IT Audit Co., Ltd. According to the audit, the Company's information system has sufficient general control and has appropriate compliance with the standard.

## 4. Economic Crisis

Natural disaster risk, political unrest including the outbreak of COVID-19 which are still uncertain and unpredictable may have an effect on economy continuously leading to economic crisis of the country and global economic crisis and will also affect the business operations of the Company.

Thus, the Company gives importance to the management of risk from external factors, particularly epidemic such as COVID-19 pandemic which may lead to economic crisis. Risk management for economic crisis is as follows:

- Evaluate the probability of occurrence and impact from crisis in each core process.



- Analyze an impact from the crisis which may occur to the organization.
- Consider guidelines or emergency response plan to cope with the crisis.
- Prepare annual risk management plan to cope with the business interruption from crisis and business continuity management for consideration of the Risk Management Committee. Review the plan regularly.
- Follow up regularly the situation of crisis and evaluate the key risk indicators of business interruption from crisis and business continuity management.

### (3) Financial Risk

Risk factors and risk management measures.

#### 1. **Fluctuation of the rate of exchange**

The Company gives importance to the management of the rate of exchange of the Company and overseas subsidiaries caused by the fluctuation and difference of transactions in business operations and circumstances which may affect significantly the performance of the Company. Thus, the Company set the policy on financial risk concerning the exchange rate to be risk appetite and will not make profit from the rate of exchange as follow:

- In the Agreement with trading partner (Local Currency) In remittance and payment, Thai Baht or local currency will be used.
- Foreign currency deposit account (FCD) and management of revenue and expense account which is in foreign currency will be natural hedge.
- Review risk management and study the transaction of the overseas subsidiaries which have financial risk concerning the exchange rate.
- Follow up economic news and government policy on the overseas subsidiaries to find financial tools and guidelines for financial risk management concerning the exchange rate.

- Present guidelines for risk management and prepare risk management plan concerning the exchange rate with financial executives of the Company and financial executives of overseas subsidiaries.

### (4) Compliance Risk

#### 1. **Compliance with Personal Data Protection Act**

The Company gives importance to risk management concerning information safety and ensures the compliance with legal requirements of personal data protection. If the Company cannot conduct risk management in this area, its business continuity, reliability, image, reputation will be affected and it may result in a legal action taken against the Company significantly.

- Formulate written policy concerning personal data protection.
- Communicate and organize training of the requirement of law in order to prepare the measures and operations of the Company to be consistent with the Personal Data Protection Act B.E.2565 (2022).
- Prepare legal form to comply with the legal requirements. Prepare preventive and corrective measures for normal situation and an undesirable situation of personal data violation.
- Study, design and manage information technology system concerning relevant personal data collection such as management system for exercising the rights of the personal data owner.

#### 2. **Change of policy, rules and regulations of the government and regulatory bodies**

The Company intends to perform business operations correctly according to the corporate governance and gives importance to compliance with law, rule and regulations of the regulatory bodies, both public and independent organizations. Violation against law, rule and regulations will affect its business continuity, reliability, image and reputation and may result in a legal action against the Company.

- Establish Legal Unit and Compliance Unit to follow up closely and regularly the amendments of law, rule, notification, order and regulation which may involve the Company.
- Organize communication and training and dissemination of information concerning the promulgation or amendment of law, rule, notification, order and regulations which may involve the Company.
- Review and evaluate the compliance with law, order, notification and regulations related to the Company closely and regularly by the Internal Audit Unit of the Company.
- Hire local legal firm to give advice concerning compliance with law, order, notification and regulations which is related to overseas subsidiaries.

(5) Environment, Social and Governance Risk: ESG Risk

Risk factors and risk management measures.

### 1. Climate change

The Company intends to perform business which gives value to stakeholders coupled with creating value for society and environment. As the Company's business is a type of production industry which should have involved the climate change, its business continuity and trustworthiness can be affected if the Company cannot perform satisfactorily risk management concerning climate change.

- Formulate written policy on environment
- Aim at environmentally-friendly production and procurement such as reduction of plastic container, improvement of machinery to reduce waste from production, waste water treatment, use of solar energy in the factory etc.
- Control pollution to be within the specified limit or better according to the requirements of law and regulations.

- Initiate different projects to keep relations with community and stakeholders.
- Implement the project of carbon footprint for organization (CFO) to promote the implementation of carbon footprint for organization as a system.
- Implement the project of environmental management system according to ISO 14001: 2015.
- Contract consultant for the implementation of sustainability development of the organization so that the Company has sustainable business operations according to the international standard.

### 2. Water Management

Realizing the importance of water in all dimension, with the concept of "Without sustainable water management, risk of water crisis will occur with negative effects on the shareholders and the business", the Company intended to promote access to the source of clean and sanitary water for consumption.

- Define water as one of the main driver in business operations.
- Integrated collaboration of the employees of the Company and subsidiaries in water management as an efficient system.
- Promote the water-saving project with a focus on efficient use of water to reduce the use of fresh water from natural water source.
- Comply with the requirements and regulations relating to water management such as water pumping and draining.
- Specify performance index and target in water pumping and draining.
- Conduct risk management from water crisis and water stress by evaluating risk of occurrence and impact. Determine sufficient and appropriate measures and plans to cope with the crisis and water stress.

- Conduct monitoring and inspecting system on the crisis and water stress and evaluate the use of water directly and indirectly throughout the life cycle of the products. Monitor the sufficiency of water in the river basin in the area where the factory is located.
- Operate to achieve the 6<sup>th</sup> Sustainable Development Goal of the United Nations on Clean Water and Sanitation.
- Promote participation of stakeholders by providing knowledge and raising their awareness about sustainable water management and water conservation.
- Cooperate with the government, trading partner and surrounding community in managing important issues regarding water in the location area of the Company.
- Disclose information concerning water management and possible impact with transparency and consistent with the Global Reporting Initiation (GRI).
- to stakeholders in all areas which the Company get involved in business operations. The Company will give mutual respect without preference to the difference of nationality, origin, religion, belief, gender, color, language, race, social status, or other status.
- Take precaution and avoid action which violates human rights of the stakeholders directly or indirectly.
- Communicate with stakeholders, publicize the policy of the Company concerning human rights and provide them with knowledge, understanding in order to involve them in giving respect to human rights.
- Follow up, examine and assess risk and social impact regarding human rights regularly. Find appropriate guidelines or measures in risk management by assigning different units to be responsible for risk management of the unit under their responsibility.

### 3. Human rights

The Company upholds the ideology of conducting business based on business ethics and corporate governance coupled with social responsibility taking into account all groups of stakeholders according to the Company's corporate governance and business ethics and code of conduct. If the Company fails to manage social and human rights risk satisfactorily, the business's continuity, reliability image of the Company will be affected. The Company will not get attention of customers and investors who place importance to human rights and may result in a legal action concerning human rights taken significantly against the Company.

- Create corporate culture as an organization adhering to respect to human rights according to the policy.
- Respect human rights and comply with law and principle of human rights. Give equitable treatment
- Establish organization structure staffed with competent management. Define scope of operations of the Board of Directors and executives with clarity.

### 4. Corporate governance and anti-corruption

The Company intends to conduct business operations which creates value for the stakeholders as well as creating social and environmental value on the basis of corporate governance and sustainable development. The Company expressed its intent to take part in the attempt to achieve the Sustainable Development Goals (SDGs) of the United Nations. If the Company cannot manage satisfactorily risk concerning social area and human rights, its business continuity, reliability and image can be affected. Moreover, it will not get attention of customers and investors who give importance to sustainable business operations and may result in a legal action against the Company significantly.

- Appoint outsider as independent directors to examine, give approval, and perform as check and balance of decision before submitting to the meeting of shareholders.
- Define measures and guidelines for entry into connected transactions which comply with law, rule and regulations.
- Appoint Corporate Governance and Sustainable Development Committee to be responsible for the supervision of the Company and its subsidiaries to comply with corporate governance and anti-corruption.
- Define policy on anti-corruption in writing and circulate to employees for information and adoption correctly and consistently.
- Show evidence of transparent operations to stakeholders with a focus on corporate governance by participating in the evaluation of CG score rating conducted by the Thai Institute of Directors (IOD).
- Organize efficient channel for complaints and whistleblowing.
- Have the system of risk management according to international standard.
- Have available standards for protection of network, equipment, program and data from cybercrime or unauthorized access. Protect safety of personnel data of employees, customers and trading partners.

### **Crisis Management**

To handle the crisis management which may lead to business interruption, the Risk Management Committee of the Company has approved the policy on Risk and Business Continuity Management and establish the Crisis and Business Continuity Management Governance Structure. The policy has been implemented continuously since 2021 up to 2022 and has also been practiced at the subsidiaries. For the preparation of the system of business continuity, the Company has analyzed business activities, resources, or important

assets, possible impact caused by business interruption including evaluation and preparation of risk management plan, emergency respond plan, restoration plan after emergency and business continuity management plan. Top executive of each line as well as employees concerned have the duty to practice, rehearse, maintain, and review the risk management plan regularly. Appropriate measure for crisis management has to be considered and report the result of performance to the Risk Management Committee regularly.

### **Corporate culture in risk management**

The Company intends to promote risk management culture throughout the organization. In this connection, executives will communicate to the employees on the importance of risk management and serve as role model in risk management as well as applying risk management with effective result. Risk term and definitions, risk appetite and risk assessment, role and responsibility of different risk are specified as the same standard. Risk management will be included in the agenda of meeting of the operational level and management level. Risk management will a topic in the training and development of Board of Directors and Committee executives and employees. Experience in risk management is shared among different units concerning guidelines for the operations and for the benefit of continuous risk management. The Company promotes self-learning by digital learning to raise awareness about risk management of the employees. Moreover, the Company will upgrade the topic of risk management by different communication formats such as including the topic of risk management in the pre-test and post-test of the orientation and making publicity concerning risk management and participatory activities. Internal communication channel will be provided for inquiry on risk management. Ethics e-testing will be conducted annually. Corporate Governance & Business Code of Conduct Handbook containing corporate governance and business code of conduct will be prepared and circulated to employees for information and application. The handbook will be useful for the work of the Board of Directors and Committees, executives and employees in increasing the efficiency, reducing errors and achieving the business goal.

Promotion of risk culture. The Company intends to promote risk management as a corporate culture. Executives will communicate with employees on the importance of risk management and serve as role model in risk management and find methods in implementing effectively risk management. The term and vocabulary about risk management will be used for common understanding. Risk appetite is specified. Criteria for risk assessment is set as the same standard. Role and responsibility of person in charge of risk is specified. Risk management is included in the agenda of the important meeting both in executive level and operational level. Risk management is included in the training and development of the Board of Directors, executives and employees. Experience in risk management is shared among different lines concerning guidelines and benefit of risk management. The Company promotes self-learning by digital learning to raise awareness about risk management of the employees. Moreover, the Company will upgrade the topic of risk management by different communication formats such as including the topic of risk management in the pre-test and post-test of the orientation and making publicity concerning risk management and participatory activities. Internal communication channel will be provided for inquiry on risk management. Ethics e-testing will be conducted annually. Corporate Governance & Business Code of Conduct Handbook containing corporate governance and business code of conduct will be prepared and circulated to employees for information and application. The handbook will be useful for the work of the Board of Directors and Committees, executives and employees in increasing the efficiency, reducing errors and achieving the business goal.

### 3. Customer-relations management

The Company intends to develop products and service to meet the customers' satisfaction and for the maximum benefit of the customers and to treat customers with responsibility, honesty and care. Sales and Marketing Department will organize meeting on joint business plan with modern trade and wholesale

distributor to create consistency between the business plan of the Company and the customers and to be informed on their opinion and find business opportunity from business allies.

Moreover, to evaluate the satisfaction of the customers to the Company, a survey on satisfaction was conducted on 18 modern trade customers (57% of the sales in 2022). From the survey result, if there is issue which needs improvement, the Company will consult with the concerned departments for improvement and re-evaluation. However, from the survey in 2022, there was only a few issues which need improvement.

In 2022, the Company had conducted marketing activities with customers continuously to promote the sales by hiring outside persons (third party) together with the employees of the Company who are in charge of product sorting and sales promotion to take care of the customers and give recommendations in sales. Moreover, in order to ensure that the product of the Company always have quality according to standard, the products which are about to expire can be returned to the Company at no cost.

Moreover, complaint and inquiries can be sent to different channels such as call center 020234677 and social media such as Facebook of every product such as Jele' Beautie club, Bento Squid, Lotus Yummy & Enjoy, Magic Farm Fresh. Page Administrator is available for enquiry service such as product return, etc.

For the consumers, the Company realizes the importance of production of food and beverage which are provided with quality, safety and healthy. In responding to the fast changing behavior of consumers, the Company has conducted research and development on the product continuously by the process of plan, product concept/product design before launching a new product. The focus group will consider the concept for each product for approval of the Company. The Company will listen the comments before developing the new product for the market.

Promotion of customer relations

1. Cooperate with customers in the preparation of joint business plan at the beginning of the year for common understanding as the basis for the preparation of the work plan for sales.
2. Prepare a quarterly business review to evaluate the situation and to consider additional work plan (if necessary) for improvement of the work plan to be efficient and meet the target.
3. Jointly determine KPIs, including sales and sales promotion expenses, as well as trading terms agreements (TTA), service levels (OTIF), and display and in-store visibility, etc.

4. Supply Chain Management

Risk from trading partners

Identifying major trading partners

As the Company gives importance to selection of the best quality raw materials for consumers, standard working procedure in evaluating and selecting new suppliers as a system. The supplier groups of raw materials, packaging and mixture are major trading partners. Major and minor trading partners have to be subject to the evaluation system as well as the annual evaluation as specified by the Company. In the evaluation, quality, price, delivery and the evidence of their responsibility to governance, social and environment provided with clear and adequate supporting document will be considered. The suppliers who have been selected will be included in the Approved Vendor List (AVL) of the company.

Economic Risk Assessment

Assessment of the economic risk of each trading partner is performed consistently, both in the stage of selection of new trading partner and in the annual evaluation of efficiency of the trading partners. In the assessment of the economic risk, financial status, organization size, performance, reputation in the business circle to ensure of their business stability and can deliver products and service in time, continuously and sustainably.

Assessment of governance, social and environment risk

The Company selects raw materials with care in order to get the best product in terms of quality and being environmentally-friendly for consumers and stakeholders. Clear criteria is set in selecting trading partners which conduct business by taking into account governance, social responsibility, environment (ESG) and occupational safety and health by 20% weighting. Thus, the trading partners which are selected have been certified against the ISO international standards in the area of food and environment. After the selection, the Company will monitor the operations of the trading partners quarterly to ensure that they continue to meet the standard as expected. In 2022, 65 trading partners (100%) were evaluated in ESG.

Procurement policy and criteria in selection of trading partners

Trading partners which are stakeholders of the Company are managed as a system. Written procurement policy has been issued, approved and applied throughout the organization. The policy includes scope of responsibility, type of procurement, procurement process (application, selection of suppliers, placing order, follow up goods or service), performance evaluation, review of Approved Vendor List (AVL). According to the review of the Internal Audit in 2022, the procurement policy has concise internal control. The policy is applied regularly.

**Code of conduct for trading partners in procurement  
Monitoring compliance with Code of conduct**

The Company has been existent in the Thai society for over 30 years. The Company has performed business operations based on business ethics and code of conduct by conforming with the standards for the products, social responsibility and self -development as a guideline in conducting business with stakeholders. The Company believes that sustainable business operations will be a strong foundation for business continuity in all circumstances.

As “trading partners” are essential stakeholders for the business growth, they will be treated on the basis of

equitability, transparency and fairness and in avoidance of situation or action which may create conflict of interest and in complying with the obligation or mutual agreement for good business relations in accordance with the guidelines in sustainable management of trading partners and responsibility to customers, consumers, community, society and environment.

To fulfil the purpose with effectiveness, importance is given to the supply chain management which will be materialized under the supervision of the Company. The “Guideline in sustainable treatment of trading partners” is prepared as manual for the trading partners to apply in the same direction as the Company. The Company wishes to receive cooperation from trading partners in performing business with business ethics, respect to human rights, care of occupational safety, health and environment for business stability and growth together. From the monitoring of the compliance with business ethics and code of conduct of the trading partners after the purchase in 2022, all trading partners passed the evaluation criteria. Noncompliant action was not found.

#### Inspection of the establishment on the compliance with Code of conduct

The Company has inspection system of the establishment of the suppliers of the main raw material used directly in the production in order to monitor its compliance with the Code of conduct concerning governance, social and environment. Such suppliers are producers and/or suppliers of fish meat, sugar and packaging. The inspection will be on quality and the compliance with the environmental law of the raw material which the supplier has conducted self-check together with the evaluation of the outside organization such as the report on the analysis of safety of fish meat to Department of Fisheries concerning the compliance with the law on fishing gear and illegal labor, etc.

Moreover, the Company has coordinated with the business allies who are packaging producers and distributors in waste reduction by reducing the dimension of packaging and used packaging from the producers who have been certified in accordance with the national and international standards for environment.

#### **Assistance to trading partners and upgrading to sustainable business operations**

##### Policy of payment and credit term

In considering the appropriateness of the credit term, payment conditions and punctuality in debt payment by specifying clearly the payment period and communicate to the trading partners on this matter. The credit term received from the trading partners is averagely 45-60 days which is normal for the business in general. In 2022, the Company made payment to trading partners according to the credit term and there was creditors who had to wait for a long time.

##### Promotion of Sustainability

The Company has constructed a factory in Ratchaburi which is close to the source of coconut water which is the raw material for the factory. The construction of the factory near to the source of raw material will save the transportation cost and keep the freshness of the raw material and help to reduce the greenhouse gas emissions. Moreover, the factory takes part in creating income and occupation for the agriculturalists in the surrounding community of the factory.

## **5. Taxation**

##### Tax policy and tax privilege

The Company has guidelines concerning taxation to be applied in complying with the applicable and regulations. The Account Department is responsible for reviewing the guidelines for improvement to be up-to-date.

##### Effective tax rate

In 2021 and 2022, the Company had profit (loss) before tax of 507 million baht and 649 million baht. The income tax expense was 86 million baht and 137 million baht respectively. The effective rate of the Company in 2021 and 2022 was 16.86% and 21.14% respectively based on the income rate of the country at the rate of 20%. The different rate of tax mostly resulted from the loss share from investment in the joint venture, deferred tax and expenses that are not tax deductible.

### 6. Business, Social and Environmental Innovation

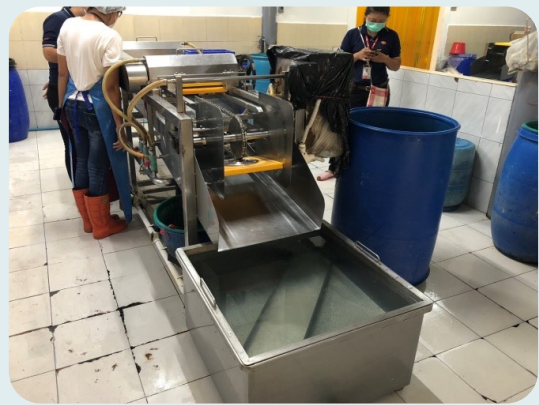
With the aim to achieve sustainable development goals, innovation to provide good health and well-being for the consumers is among the strategies of the organization in addition to driving the economic, social and environment aspects of the organization. In 2022, promotion of innovation is conducted as follows: 1.Innovation through new product 2.Innovation through process 3.Innovation from research and development.

#### Innovation through new products

In supporting the farmers by buying agricultural products, the Company has produced new products, namely, coconut water mixed with palm juice and coconut jelly of the trademark “Magic Farm Fresh”.

Moreover, the Company provides knowledge and understanding in the hygienic processing and production to small scale producers such as producers of coconut water, coconut jelly and palm juice.

On 20 and 26 July 2022, the Company made inspection of the production site of coconut water to provide knowledge in hygienic practice to the supplier.





## Future food and Alternative Protein

In 2022, the Company has dedicated effort to a research and development project to create innovation under the project of “Surimi-like, protein from green bean to substitute Surimi” which is in the category of future food innovation and alternative protein innovation. It is an important research and development project to find source of raw material for sustainable food production by the use of innovation and technology and standard and quality production process. The project will be beneficial for the Company in providing opportunity to deliver product of different form and taste and reasonable price resulting in variety of new products in the market.

The research and development project of “Surimi-like, protein from green bean, Surimi substitution” was proposed to the Subcommittee on innovation projects which are necessary for the country development under the National Innovation Agency (NIA). The project was approved by the Subcommittee in the 2<sup>nd</sup>/2022 meeting on 20 April 2022, with the financial support of 2,125,000 baht.

Goal of 2023-2024: The Company has a plan to develop natural protein and raw material with nutrient value for creation of new products as follows:

### Short-term plan:

- Jele´ Chewy Vitamin Cup Product with nutrient.

### Long-term plan:

- Bento, Plant-based surimi (From the Project of “Surimi-like, protein from green bean, Surimi substitution”).



## Innovation through process

The Company realizes the importance of water management and gives support to the sustainable water management. Water used in the production process is vital. Therefore Branch 00004 Ratchaburi has created innovation to reduce water in the production process by installation of Cleaning in Place (CIP Mobile) in the production line which is useful in

- 1) Reducing waste water in the waste water treatment
- 2) Reducing working time
- 3) Reducing amount of water used in the production process
- 4) Increasing quality by reducing contamination

CIP Mobile helps to reduce the use of water in the production process by 37.5% from the normal use and can save the cost of water of 20,128 baht or can reduce greenhouse gas emissions of 1,072 kgCO<sub>2</sub>e.



### Innovation from research and development

Realizing the importance of reduction of the use of plastics to decrease the amount of plastics waste which is a global problem by developing plastic container with easy peel cover made of foil for Coconut Fresh and Grass Jelly Fresh of Ratchaburi Branch.



The above-mentioned innovation can reduce the use of plastic cover of 57,335 kg or greenhouse gas emissions of 384,552 kgCO<sub>2</sub>e.

### 3.3.2 Environmental dimension

#### Environmental and resource management

##### 1. Environmental management

The Company has strong determination to perform business in order to obtain high quality products which meets the demand of the customers coupled with its responsibility for the environment and society for balanced, stable and sustainable development.

##### Policy on internal environmental management

To achieve its goal, the policy on internal environmental management of the Company is as follows:

##### Environmental Management Policy

- 1) Environmental protection by conservation and use of the natural resources with sustainability, worthiness and with the maximum efficiency by using modern technology and preventing and controlling pollution at the source
- 2) Comply strictly with applicable law and requirements relating to environment
- 3) Promote and support knowledge and understanding of the environment among employees and relevant persons. Raise their awareness about environmental

conservation for the benefit of good environment, internal and external of the organization.

- 4) Improve and develop continuously environmental management by specifying objectives and goal, monitoring and achieving the objectives, goal and work plan in environmental management of the organization

##### Departments in the Organization responsible for the environment

The Company appointed Environmental Management Representative (EMR) and Environmental Management System Team (EMS) consisting of representatives of factory, sales, supply and personnel of the 4 branches to be responsible for environmental management. Manager of each factory is EMR which reports directly to the General Manager of the branch.

##### Internal environmental action goals

Two overall goals are as follows:

1. Green Industry
  - All factories will become Green Industry at the level 4 in 2024.
  - Promoting main trading partners (Raw material and packaging producers).



## 2. Eco Factory

- Three factories will receive Gold Awards in 2025



### Participation of executives and employees in environmental management

Realizing the importance of environmental management in the organization, the Company transfers the knowledge of environmental management, promote the implementation of the policy on environmental management of the employees and relevant persons and follow-up the progress of the implementation regularly. Moreover, all employees are encouraged to participate in environmental management. The Company also participates in the preparation of ISO 14001:2015 Environmental Management System.

For the performance, the Company's Branch 2 on Buddhamonthon Road 5 has been certified to be Green Industry, level 2 on 24 January 2022. At present, the 4

Branches have been certified to be Green Industry at level 2 and level 3. Moreover, the Company's Branch 2 on Buddhamonthon Road 5 has been certified to be Eco Factory, Silver Award. The achievements reflect the attempt of the Company to perform business operations which takes into account the balance dimensions and eco-efficiency.

### Responsibility of EMR

1. To ensure that the environmental system of the Company complies with ISO 14001:2015 Environmental Management System and has been implemented with effectiveness.
2. To monitor, review and report to the executives on the performance of EMS and environmental performance with regular improvement.
3. To give advice to the EMS teams on cause and solution to the incompliance problem.
4. Follow up on the fulfillment of the requirements of law and regulations .

### Responsibility of EMS Team

1. Ensure that the environmental system of the Company complies with ISO 14001:2015 Environmental Management System and has been implemented with effectiveness.
2. Digest the characteristics of the environmental issue, evaluate the significance, communicate and improve environmental issue as well as risk and opportunity for environment of the Unit under responsibility.
3. Solve environmental problem, inconformity with the requirements with efficiency.
4. Communicate efficiently with the responsible units to ensure that they comply with policy, objectives, workplan, improvement measures and operational control.
5. Follow up on the fulfillment of the requirements of law and regulations .

6. Provided recommendations to the Environmental Management Representative (EMR) on improving the performance of EMS, including environmental performance and any other necessary improvements.
7. Organize working atmosphere which promotes environmental awareness

2. Efficient use of electricity and energy



Policy on energy management

Recognizing the importance of energy use with efficiency, guidelines for energy conservation has been provided for the implementation of employees to promote participation in energy conservation in the same direction leading to the goal of cost saving as well as energy saving according to the government policy. Details of the guidelines are as follows:

1. Energy conservation is considered to be a part of the business operations and the executives must give importance to energy management.
2. The Company promotes participation of employees in energy conservation by complying with the energy management guidelines in order to reduce energy consumption and production cost.
3. Energy conservation plan of each unit are collected to provide a basis for calculating energy consumption index target which will be reviewed regularly.
4. Focus on the compliance with the Energy Conservation Promotion Act B. E.2535 (1992) amended in B. E.2550 (2007) in order to achieve energy conservation in the organization efficiently.
5. Energy management policy, energy consumption reduction target and energy management workplan are reviewed at least once a year.
6. Promote training of employees concerning energy conversations and guidelines for the implementation to be in the same direction.
7. Develop efficiency in energy consumption of the organization to achieve the cost-effective use of energy.

## Goal in electricity consumption reduction

The Company sets the target in reduction of electricity bought from the power utilities 0.05 % of the sales (Electricity Use/Sales).

## Energy management and evaluation

The Company promotes participation of all employees in energy conservation by proposing energy conservation plan of different units. Moreover, the Company conducts training on energy conservation for employees so that the implementation will be in the same direction. Moreover, the executives also give importance and support energy conservation as a whole. The Company uses electricity supplied by the power utilities as well as solar energy which can be classified as follows:

### Electricity Use in 2022 (Unit: MJ)

Energy source	Branch 0001 Settakit Road	Branch 0002 Buddhamonthon Road 5	Branch 0003 Omnoi	Branch 0004 Ratchaburi	Total
Electricity from power utilities	15,503,616	11,897,467	35,768,261	18,229,248	81,398,592
Solar energy	1,642,370	95,969	2,972,059	4,134,660	8,845,058

### Table of electricity consumption in 2021 (Unit: Megajoules)

Energy source	Branch 0001 Settakit Road	Branch 0002 Buddhamonthon Road 5	Branch 0003 Omnoi	Branch 0004 Ratchaburi	Total
Electricity from power utilities	12,840,927	13,008,240	31,323,146	16,032,672	73,204,985
Solar energy	1,652,983	-	3,273,773	3,535,357	8,462,113

## Performance

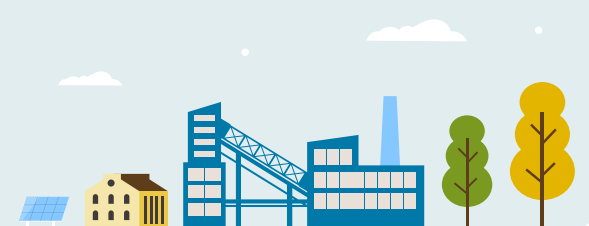
### Comparison of Electricity Use

Energy Use (THB)	2021	2022	% Change
Electricity Use	72,663,439.61	96,157,364.83	32.33%
FT-Diff	-	(15,375,289.60)	100.00%
Clean Energy	(2,350,586.94)	(2,456,960.56)	4.53%
Adjusted Electricity Use	64,263,926.42	78,325,114.67	21.88%
Sales	4,357,885,081.34	5,556,144,507.43	27.5%
Adjusted Electricity Use/Sales	1.47%	1.41%	-0.06%
Clean Energy (MJ)	8,462,113	8,845,058	5.00%

According to the target of reduction of electricity to be bought from power utilities by 0.5% of electricity use/sales, in 2022, the Company could reduce the use of electricity by 0.06% of electricity use/sales by using clean energy from the additional installation of solar roof of 5% of 2021. As a result, the Company could save electricity fee in 2022 in the amount of 2,456,969.56 baht or 4.3% higher than the previous year.

However, as at the end of 2022, electricity fee (Ft) was adjusted and it was not possible to make a direct comparison, therefore, the total of electricity use was adjusted to be equal to the one of last year by deducting the difference amounting 15,375,289.60 baht which was derived from the average electricity fee in 2022, subtracted the average electricity fee in 2021 and multiplied by the units used in 2022.

Average electricity fee of 2022	4.25 Baht/kWh	Moreover, solar roof has been installed at Buddhamonthon Road 5. Thus, all the 4 branches are provided with solar roofs.
Average electricity fee of 2021	3.57 Baht/kWh	
Difference	0.68 Baht/kWh	
Number of kWh in 2022	22,619,720 kWh	
Balance	15,735,286.60 Baht	



**3. Efficient use of water**

Policy on water management

The Company realizes the importance of water in all dimension and promotes the access of clean water for sanitary consumption under the concept “Without sustainable water management, risk of water crisis will occur with negative effects on the stakeholders and the business”.

The sustainable water management in the value chain of the Company is as follows:

- 1) Water is regarded to be among the principal drivers of business.
- 2) Integrated collaboration of employees of the Company and subsidiaries in water management as an efficient system.
- 3) Promote the water saving project with a focus on efficient use of water to reduce the use of fresh water from the natural water source.

- 4) Comply with the requirements and rules and regulations relating to water management such as water pumping and draining.
- 5) To achieve the 5th Sustainable Development Goal of the United Nations on Clean Water and Sanitation.
- 6) Promote participation of the stakeholders by providing knowledge and raising their awareness about sustainable water management and water conservation.

Goal in water consumption reduction

The overall target rate of water use per production unit is 5% lower than the previous year (2021).

Water management and evaluation

The Company has waste water treatment system to control the waste water discharged from the factory in every step. Waste water will be subjected to pH analysis and quality inspection in all steps before being discharged from the factory. As a result, the rate of water use per production unit lowered by 5.41 % and achieved the target.

Risk management in water use

The Company conducted risk management concerning water use as follows:

Policy on risk management in water use

The Company's guidelines for sustainable water management in the value chain relating to risk management in water use are as follows:

1) Conduct risk management from water crisis and water stress by evaluating risk of occurrence and

impact. Determine sufficient and appropriate measures and plans to cope with the crisis and water stress.

2) Conduct monitoring and inspecting system on the crisis and water stress and evaluate the use of water directly and indirectly throughout the life cycle of the products. Moreover, the Company monitors the sufficiency of water in the river basin in the area where the factory is located with collaboration of employees of all levels in fulfilling the target.

Water use of each establishment

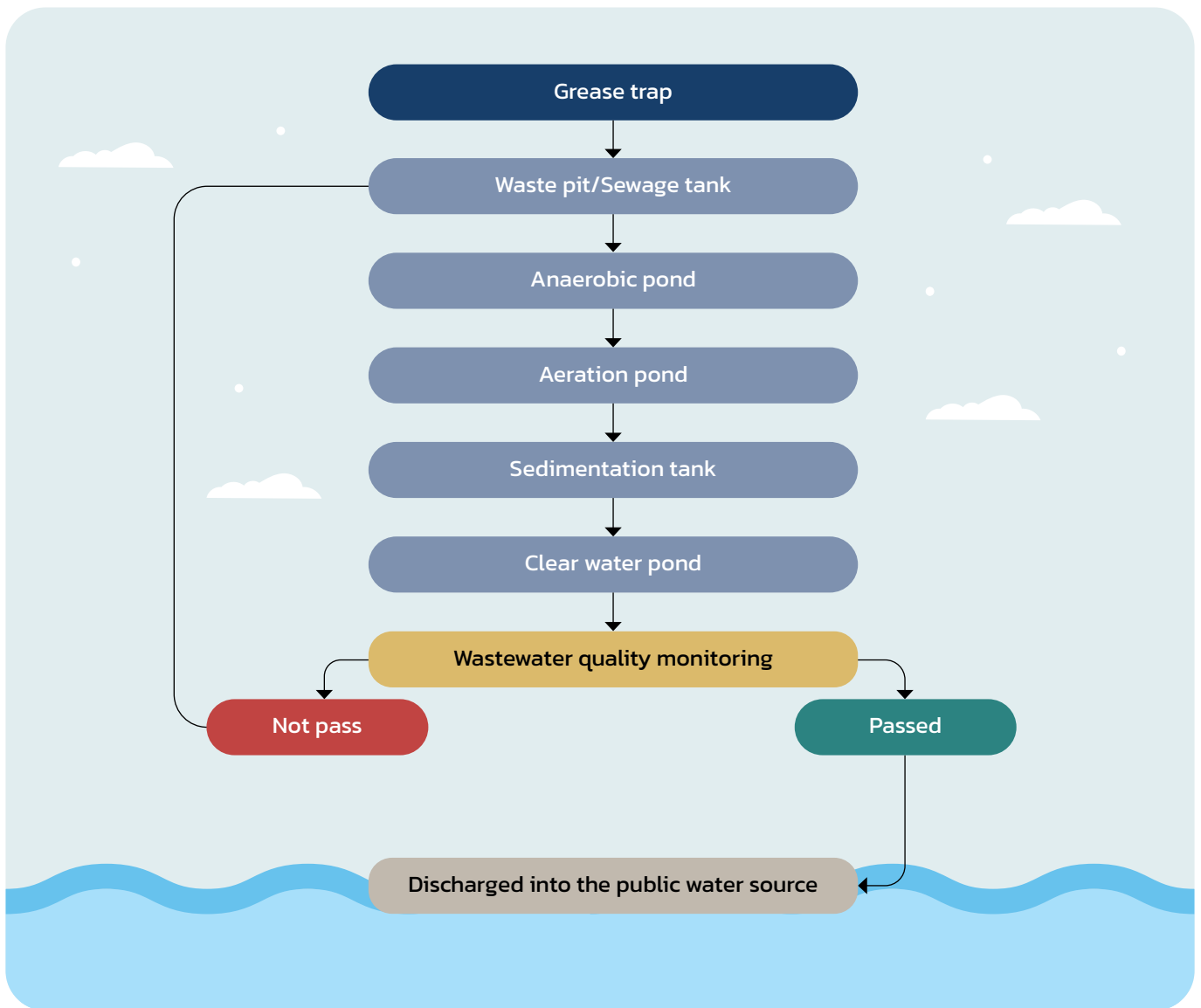
As a whole, the Company uses water from 3 sources, namely, water supply, ground water and surface water. Water use of each establishment is as follows:

(unit: m<sup>3</sup>)

Water source	Branch 0001 Settakit Road	Branch 0002 Buddhamonthon Road 5	Branch 0003 Omnoi	Branch 0004 Ratchaburi	Total
Water supply	1,493	6,128	626	-	8,247
Ground water	97,456	29,716	115,759	-	242,931
Surface water	-	-	-	233,709	233,709
<b>Total</b>	<b>98,949</b>	<b>35,844</b>	<b>116,385</b>	<b>233,709</b>	<b>484,887</b>

Waste water treatment and community

The Company has waste water drainage control system. The waste water treatment system can manage the waste water drainage to comply with the requirements of the standard for waste water drainage from factory specified by Ministry of Industry. For example, the value of pH is 5.5 - 9.0, BOD not exceeding 20 mg/l and COD not exceeding 20 mg/l, etc. The waste water treatment system is a fixed film operated by low energy which can be handled easily. Operating diagram is as follows:



In the determination of waste water quality to be discharged into public water, waste water sample is taken and sent to inspected registered testing company or laboratory of the Department of Industrial Works for inspection. If the result is satisfactory, the waste water can be discharged into the public water source.



#### Report on risk from water shortage for production

The Company has prepared emergency plan to cope with environment risk. The plan is reviewed according to the schedule.

Risk factor, cause, impact and risk management as follows:

Risk factor/cause: When the use of water exceeds the rate of water use per day (Based on the information of the maximum water use per day when the production is higher).

Important impact: Production line is interrupted.

Risk management:

1. As there are several branches, if the water shortage happens in the factory in Samut Sakhon, surface water from Branch 0004 in Ratchaburi can be brought in to help the operation to continue without interruption. On the contrary, the water from 3 branches in Samut Sakhon can provide water to the factory in Ratchaburi if there is water shortage problem.
2. Reduction of production without affecting customers or distribution as the Company keeps adequate stock to meet the customer demand of one week.

#### 4. Waste disposal from business process

Policy on waste from business process management

The Company has sustainable waste management policy by reducing loss from the production waste, reducing unnecessary containers made of paper or plastics and/or single-use container in order to reduce the amount of garbage to be disposed by landfill. The Company tries to find way to make reuse of the waste and recycling to provide value to the waste suitably in order to use resource in recognition of its value and in maximizing the use.

Target of waste from business process reduction

Realizing the importance of waste reduction, the target of waste from the production is determined taking into account the type of products and the establishment. Work instruction (WI) is provided for employees to work in the same direction.

Waste from business process management and evaluation

Measures/guidelines for waste management of the Company covers general waste, recycled waste and hazardous waste as follows:

**Table showing waste management measures/practices**

Type of waste	Example	Method of disposal
General Waste	Fish scrap, flour, unqualified container, waste from canteen and house of employees.	By outside organization <ul style="list-style-type: none"> <li>Collect waste from canteen and house of employees to be sold as animal feed.</li> </ul>
Recycled waste	Box, cup, plate and bowl.	<ul style="list-style-type: none"> <li>Collect and forward to outside agencies to dispose of properly,</li> <li>Destroy the products and sent to be recycled by outside organization.</li> </ul>
Hazardous waste	Laboratory chemicals, cleaning chemicals, chemicals container, toner cartridge.	<ul style="list-style-type: none"> <li>Dilute with water before subject to disposal process.</li> <li>Place in chemical bottle and dispose in the specified area.</li> <li>Sent to outside organizations which have permission from Department of Industrial Works for disposal.</li> </ul>

The amount or weight of all waste will be recorded and reported to the National Environment Board regularly. Responsible persons are available to control the cleanliness of the waste collection area and coordinate with the outside organizations to collect the waste. All waste to be taken outside the factory area will be controlled strictly and managed according to the law, rules and regulations. Waste from main raw materials and from containers production is as shown in the following Table.

(Unit: kg)

Amount of Waste	Branch 0001 Settakit Road	Branch 0002 Buddhamonthon Road	Branch 0003 Omnoi	Branch 0004 Ratchaburi	Total
Main Raw material	19,822	-	113	2,405	22,340
Container	4,655	6,330	40,438	12,317	63,740
<b>Total</b>	<b>24,477</b>	<b>6,330</b>	<b>40,551</b>	<b>14,722</b>	<b>86,080</b>

For waste disposal, at the beginning, waste will be classified into hazardous waste and general waste. The method used in waste disposal complies with the requirements of Department of Industrial Works. The contractors, Better World Transport Co., Ltd. and Better World Green Public Co., Ltd. Received permission from Department of Industrial Works to conduct waste disposal.

### Activity to support and promote waste management

Realizing the importance of environmental management, a model project was prepared by the Company aiming toward the environmentally friendly organization in response to the Company's policy on environmental management system according to the International Standards of ISO. The Activity was organized on 22 June, 2022 as follows:

## How to throw away your garbage to the bin of right color

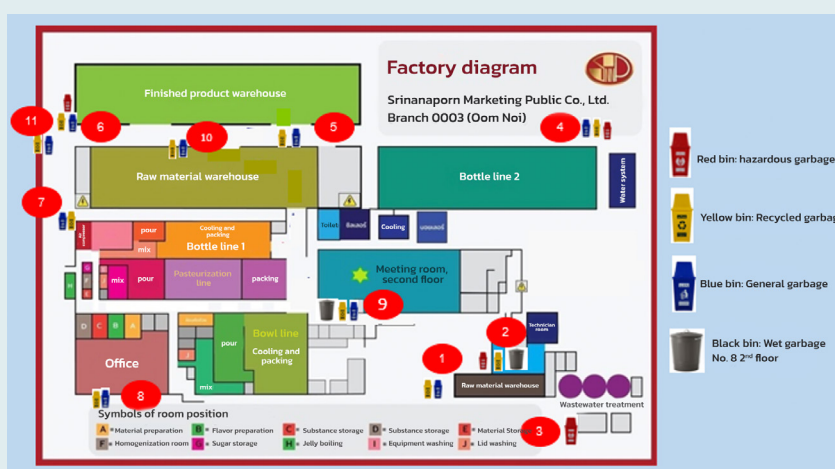
### Objectives

- To raise awareness of employees about garbage sorting before throwing away
- To organize garbage sorting system to minimize the workload in garbage disposal
- To promote behavior based on the 3RS principle (Reduce, reuse and recycle) among employees.

### Implementation

- Each Branch organizes training on initial garbage sorting for employees
- Sorted garbage (glass bottles, plastic bottles, aluminum can, etc.) are sold
- Income (other than operation cost) will be spent on food, equipment and reward for the following activities.

### Diagram of the activity



### Benefits

- The garbage is reduced, reused and recycled and resulted in the overall decreasing amount of garbage of the country and solution of the garbage problem impacted on the people and environment.
- The income from sales which helps save the Company’s expense will be spent in organizing further activities and as welfare for employees.
- The overall economic, social and environment benefit.

Result of the activity of each Branch

Amount of Waste	Branch 0001 Settakit Road	Branch 0002 Buddhamonthon Road 5	Branch 0003 Omnoi	Branch 0004 Ratchaburi	Total
Amount of recycled waste sold (kg)	25,368	16,664	8,821	1,221	52,074
Income (after operation cost deduction) Baht	19,309	16,664	12,737	5,328	54,038
Money spent	In organizing internal activities, buying tools, providing welfare for employees	In buying New Year’s gift for employees and in organizing this activity	In organizing internal activities, providing welfare for employees	In organizing internal activities, providing welfare for employees	



At present, each Branch organized training for employees concerning initial waste sorting and continue to sort waste for sales.

**5. Greenhouse gas reduction**

Policy on greenhouse gas management

The Company conducts risk management concerning greenhouse gas emissions and to conduct business to low carbon society by setting the target in terms of amount of carbon dioxide to be reduced from the business per production unit. Promoting cooperation of stakeholders in the supply chain such as agriculturalist, producers, SMEs, small-scale operators, trading partners, suppliers of the Company in decreasing impact and adjust themselves to the climate change. Promoting evaluation of the environmental impact throughout the life cycle of products and service. Conducting activities to reduce carbon dioxide emission. Promoting projects to cope with crisis from climate change with cooperation with stakeholders.

Goal in greenhouse gas management

Net greenhouse gas emission from the business performance of the Company is lower than the one of the base-year not less than 10% and will become net zero within 2032.

However, the Company wanted to add evaluation of Scope 3 emissions and use 2022 as base-year.

Greenhouse gas reduction and evaluation

The Company was assessed and certified Carbon Footprint for Organization (CFO) from Thailand Greenhouse Gas Management Organization (Public Organization) on 24 May 2022 for greenhouse gas emissions in 2021.

## 6. Responsible management of raw materials

### Policy of responsible management of raw materials

The Company gives importance to supply chain management covering raw material development and looking for and development of trading partner. The



Company intends to encourage the trading partner to adopt the same guidelines and direction as the ones practiced by the Company by adopting the business ethics and code of conduct, respect of human right, taking care of occupational health and safety of employees and environmental management.

Therefore, the Company has prepared “SNNP Supplier Sustainable Code of Conduct” comprising the following content:

- Vision, Mission and Goal of the business.
- Business ethics and code of conduct.
- Responsibility for safety, occupational health and environment.
- Labor and Universal Declaration of Human Rights.
- Responsibility for community and society.
- Complaint.

### Inspection of corporate governance, social and environmental responsibility of the trading partner

To inspect suppliers who deliver raw materials and packaging used to produce products In terms of corporate governance, society and the environment, Purchasing department (central) has a guideline for the purchasing department. in each synchronization establishment and request documents related to governance, society and environment to main partners to be sent for inspection By considering the practice in accordance with the Company’s guidelines according to the “Sustainable Practice Guidelines for SNNP Suppliers” and considering the development of partners to be in accordance with such guidelines.

### Supply process of raw materials according to corporate governance and social and environmental responsibility

In the procurement, inspection of corporate governance, social and environmental responsibility of the trading partner is performed. The Supply Department will look for the main trading partner from the companies which have similar practice with the Company.

### 3.3.3 Social Dimension

#### 1. Respect to Human Rights

The Company gives importance to the respect of human rights believing that every man has equal right by birth. In human resource management, employees are entitled to equal treatment as well as equal benefit as specified by the labor law. Moreover, the Company gives importance to the management of human resource which are valuable resource and are essential for driving the organization to achieve growth with quality. Policy on human resource is clearly defined. The Company places importance on human resource development, appropriate compensation and welfare, their safety and occupational health. The Company promotes creating shared value between business and society by supporting knowledge, material and equipment to community continuously to create better quality of life and stable economy in their local area with sustainability.

#### Policy on respect to human rights

The Company intends to conduct business with morality by adhering to business ethics and corporate governance coupled with social responsibility taking into account all groups of stakeholders in accordance with corporate governance and business ethics. In human rights protection throughout the business process, the Company treats stakeholders under the principle of human rights in accordance with the recognized standard continuously and strictly, particularly the support and compliance with the Universal Declaration of Human rights(UNGCR) of United Nations, the United Nations Global Compact (UNGCR,) United Nations Guiding Principles on Business and Human Rights (UNGP), The International Labor Organization Declaration on Fundamental Principles and Rights at Work (ILO) and labor act of the countries which the Company have invested.

#### Guidelines for preventing risk concerning human rights

To ensure that the Company has guidelines for preventing risk concerning human rights, in 2022, the Company formulated the policy on human rights to prevent violation of human rights in all business activities. The policy is used by Srinanaporn Marketing Public Co., Ltd., its subsidiaries and affiliates. The Company encourages trading partners throughout the supply chain to treat employees and stakeholders and to have relation with surrounding community in accordance with the principle of human rights.

Moreover, in 2022, the Company began to adjust the application form of the employees by omitting gender. In the application form, there is no choice of male or female only but opened for the applicant to choose. If the applicant does not want to mention about gender, he can do so. The Company has no preference about the applicant in terms of gender or status but they will be treated equitably. The Company supported the execution of rights of employees in expressing their view and proposing guidelines for organizing welfare which is beneficial to the employees through the Welfare Committee of the Company.

viewed at “Human Rights Policy” in the Company’s website



<https://investor.snp.co.th/storage/download/corporate-governance/20220523-human-rights-th.pdf>

## Human rights management process and complaint process

In 2022, there was no complaint concerning violation of human rights and there was no incident concerning forced labor and child labor.

## 2. Fair treatment to labor and taking care of employees

### Sickness and injury

The Company is committed to maintain good health and strong mind of employees and taking care of their well-being so that they will not become sick from abnormal working condition or from disease. Moreover, employees are protected from hazardous work or risk of disease. The working environment is organized to be suitable for the physical and mental requirements of the employees.

The absenteeism rate (excluding from accidents) of monthly employees in 2022 is as follows:

Total sick leaves per year	=	36,516.00 hours
Absenteeism rate	=	1.98%
Average number of employees in 2022	=	744
Number of working days	=	298 days or 2384 hours



$$\text{Absenteeism Rate} = \frac{100 \times (\text{Total number of employees} \times \text{Number of hours on sick leave})}{(\text{Total number of employees} \times \text{Total number of working hours})}$$

## Labor Welfare Committee

Welfare Committees of the establishment have been appointed according to the Labor Protection Act B.E.2541(1998) to provide employees with a chance to give opinion in organizing welfare beneficial to them. The Committee is responsible for: Consultation with employers in organizing welfare, giving comments, suggestions on the matter, Checking, controlling and looking after the welfare provided by employers and Making proposal to the Labor Welfare Committee concerning guidelines for organizing welfare which are beneficial for employees. The Welfare Committees have meetings every 3 months.

### Welfare Committees of the Establishment

Office	Terms of office
Welfare Committee of the Headquarters	18 Sept 22 – 17 Sept 24
Welfare Committee of Branch 00001	02 Aug 21 – 01 Aug 23
Welfare Committee of Branch 00002	18 Sept 22 – 17 Sept 24
Welfare Committee of Branch 00003	29 Jul 22 – 28 Jul 23
Welfare Committee of Branch 00004	02 Feb 22 – 01 Feb 24

### Annual Health Check-Up and Nursing Room

In addition to the appointment of welfare committee of the establishment, nursing room providing medical advice in healthcare is available for employees. Moreover, annual health check-up by leading hospital as well as health insurance and provident fund of which the employees can choose the program according to their ability are provided. These projects are implemented by the Company to promote physical and mental quality of life of the employees based on the belief that happy personnel will work in happiness for the optimum benefit of the Company.

### Welfare of SNNP

Welfare	Welfare according to type of employees	
	Monthly	Daily
Life insurance & medical treatment expense from accident	✓	-
Group health insurance	✓	-
Nursing rooms	✓	✓
Annual health check-up	✓	✓
Compensation fund	✓	✓
Provident fund	✓	-
Social security fund	✓	✓
Funeral benefits	✓	✓
Employee uniform	✓	✓
Employee dormitories	✓	✓
Provide cheap food	✓	✓
Annual party	✓	✓

Goal: During 2023-2024, the Company will provide the employees with the loan welfare or source of loan such as hire-purchase loans for automobiles, hire-purchase loans for motorcycles, loan welfare and/or source of loan for accommodation, house improvement and renovation, emergency loan and cost of living loan.



## Recruitment, compensation, resignation and promotion of the disadvantaged

### Recruitment

The Company has a clear policy on recruitment. The Human Resource Department is responsible for finding suitable tool for the application and selection. The decision to employ the person is under the responsibility of the executive of the unit, Moreover, the Company has a policy for promotion or rotation to fill the vacancy with appropriateness, continuity and goal achievement.

Performance in 2022. In 2022, owing to the situation of COVID -19, the Company gave importance to recruitment which was safe for the applicants and employees by conducting initial screening and interview by telephone or video call. For the applicants who came to the office directly, strict preventive measure was implemented.

At present, the total employees of 5 offices (including Headquarters) is 4, 210 (including 18 executives) which can be classified according to gender, age range and others as follows:

### Nature of employment/Overview of employees

Criteria	2020		2021		2022	
	Number of employees	%	Number of employees	%	Number of employees	%
Total	3,192	100	2,755	100	4,210	100
<b>Employee Type</b>						
Monthly	812	25.44	764	27.73	792	18.81
Daily	2,380	74.56	1,991	72.27	3,418	81.19
<b>Sex</b>						
Male	1,348	42.23	1,144	41.52	1,547	36.75
Female	1,844	57.77	1,611	58.48	2,663	63.25
<b>Nationality</b>						
Thai	1,308	40.98	1,270	46.1	1,416	33.63
Foreigners	1,884	59.02	1,485	53.9	2,794	66.37
<b>Age Range</b>						
Below 30 years old	1,333	41.76	1,065	38.66	2,150	51.07
During 31-40 years	1,229	38.5	1,010	36.66	1,501	35.65
Over 41 years old	630	19.74	680	24.68	559	13.28

#### Remarks:

1. Number of employees includes monthly and daily employees
2. Number of employees and retirement rate includes retirement, early retirement, death, termination of employment, withdrawal, dismissal of all cases
3. Percentage is based on the total number of employees of each year

operational goals During 2023-2024, proactive recruitment will be conducted by organizing roadshow in universities and job fair in the target universities. Moreover, good image of the Company will be promoted by on-line media or in the educational institutions channel in order to attract new generations to join in the Company by apprenticeship. Recruitment website will be developed. Frequency in publicity through social media such as Facebook, Line will be increased.

### Compensation

It is the policy of the Company to give compensation according to the fair structure which can motivate employees such as salary, wage, bonus, incentive comprising diligence allowance, responsibility allowance,

position allowance and social security contributions. Moreover, the Company encourages employees to be member of Provident Fund which is a long-term saving for financial health when they are not in the working age or when they are retired. Members of Provident Fund will pay the same amount of money as the contributions paid by the employer which varies from 2% to 15% up to their ability.

Performance in 2022 From the statistics of Provident Fund membership of 2022, it was found that 431 employees (54.42%) are members of Provident Fund whereas the number of employees which were members of Provident Fund in 2021 was 440 (57.59%). Membership of Provident Fund in 2022 was lower than the one in 2021 by 3.17%.

### Statistics of membership of Provident Fund

Employees	2020		2021		2022	
	Number of employees	%	Number of employees	%	Number of employees	%
Total	812	100	764	100	792	100
Members of Provident Fund	461	56.77	440	57.59	431	54.42

#### Remarks:

1. Number of employees refers to monthly employees
2. Percentage is based on the total number of employees of each year

Operational goals , During 2023-2024 the Company will try to increase the number of employees who are member of Provident Fund averagely not less than 60% in 2024.

Wages In 2022, the wage rate was raised in accordance with the Notification on the Minimum Wages (No.11) which was published in the Government Gazette dated 19 September 2022. According to the Notification, the wage rate is raised from 331 Baht/day to be 353 Baht / day (applicable to the Headquarters in Bangkok and the Branch in Samut Sakhon) and from 315 Baht/day to be 332 Baht /day (applicable to the Branch in Ratchaburi).

In realizing the importance of the introduction of technology in human resource management, the software program “Tiger Soft” has been developed for use on mobile phone. With this program, employees can access information such as holiday, welfare and their personal information such as leaves and working time on their mobile phone.

### Resignment in 2022

The resignation rate of monthly employees was 2.89% higher than the rate in 2021 and the resignation rate of the daily employees was 4.79 % lower than the rate in 2021.

## Employee turnover rates

Employees	New employee rates						Employees Leave The Organization					
	2020		2021		2022		2020		2021		2022	
	Number of employees	%	Number of employees	%	Number of employees	%	Number of employees	%	Number of employees	%	Number of employees	%
Total number of employees	3,192	100	2,755	100	4,210	100	3,192	100	2,755	100	4,210	100
Employees paid a monthly salary	812	25.44	764	27.73	792	18.81	812	25.44	764	27.73	792	18.81
Employees paid a daily salary	2,380	74.56	1,991	72.27	3,418	81.19	2,380	74.56	1,991	72.27	3,418	81.19
Changes						Changes						
Employees paid a monthly salary	91	11.21	120	15.71	145	18.31	149	18.35	111	14.53	138	17.42
Employees paid a daily salary	716	30.08	430	21.6	2,454	71.8	1,329	55.84	685	34.4	1,012	29.61

Operational goals During 2023-2024, the Company will try to decrease the resignation rate of the monthly employees to not less than 10% and daily employees to not less than 30% in 2024.

## Promotion of the disadvantaged

The Company promotes the disadvantaged by persons with disabilities employment. In 2022, the Company employed 12 persons with disabilities according to Section 33 of the Empowerment of Persons with Disabilities Act, B.E. 2550 (2007) 2nd amendment of B.E. 2556 (2013). The Company also employed 17 persons who are physically handicapped, hearing impaired and with movement disabilities according to Section 35. The proportion of persons with disabilities employment of 1% complies with the Act.

## Employment of disabled persons

Disabled persons	2020	2021	2022
Nakhon Pathom Provincial Association for the Promotion of Persons with Disabilities (Section 35)	30	18	17
Direct employment (Section 33 )	14	12	12
<b>Total</b>	<b>44</b>	<b>30</b>	<b>29</b>

## 3. Potential Development and opportunities for personnel growth

### Analysis Of Development Needs And Evaluation Of Development

The company is aware of the importance of upskilling employees and therefore has prepared an annual training plan for employees in the organization. separated by each line of work There is a training plan. course name designation The target group of employees who must be trained in that course, including the duration of the training. In addition, the company has clearly defined the procedures for training procedures. for employees to use as operational guidelines It is considered that training is important for all employees.

### Goal in human resource development

The goal for human resource development during 2023-2024 is aimed to cover 60% of the total employees. The average training hour within 2024 is not less than 10 hours/person/year.

Moreover, the potential development plan will be improved by taking into account the business strategic direction, goal, vision and mission of the Company in order to improve the employees to achieve excellence in their profession and become organization leaders. Potential employees will be developed to be ready for important position in the future and for business competition. The human resource development plan which includes reskill, upskill and new skill development will enhance the readiness of the employees to cope with the on-going change in business and technology and will serve as the masterplan of the long-term human resource development planning.

### Training and development

In 2022, under the COVID-19 situation, the Human Resource Department conducted mainly in-house training on important training courses particularly on the training program which are essential for the business operations such as occupational safety and health, necessary professional skill and technique for each year, etc. In 2022, the number of trainees was 1,124 (30%) of the average number of employees. The average training hours was 6 hours/person/year.

### Training and development of employees

Employees	2020 Hour/person/year	2021 Hour/person/year	2022 Hour/person/year
Trained employees (%)	10	20	30
Average training hours (Hour/person/year)	6	6	6

### Benefit of training and development

Apart from the training and development according to the annual plan, the following workshops were conducted to increase efficiency of the employees, to reduce cost and to create value-added.

### Workshop to increase efficiency

Training course/ Project	Benefit to Company	Quantitative benefit
Improvement of blade of fish strip cutting instrument	Reduction of cost of raw material	Fish scraps were reduced by 8,340 kg/year and Greenhouse gas emissions were reduced by 5,727 kg CO <sub>2</sub> e/year
Improvement of seal	Reduction of cost of raw material	Packaging waste was reduced by 3,432 kg/year and Greenhouse gas emissions were reduced by 6,709 kg CO <sub>2</sub> e/year
Garbage sorting	Reduction of cost of garbage disposal	General waste was reduced 10%/month

ISO 14000:2015 environmental awareness training



Basic hygiene training for employees working in food production



Basic fire safety and evacuation training



Waste sorting workshop



#### 4. Motivation and employee retention

To acquire an employee to participate in the work, various processes are involved comprising recruitment, selection, interview and development. Financial and non-financial resource is required. Therefore, if the resignation rate is high, the Company will have to cope with the loss of resource in finding substitution. Moreover, as competent employees are essential for the Company's achievements, it is necessary to give importance to employee retention.

##### Guidelines and criteria for evaluation

Performance management is implemented in order to create consistency of the objectives and the working goal of all levels, to increase the appreciation of the employees in the value of their work on the success of their Company and to motivate employees to use the best of efforts to perform the work to achieve the goal. Moreover, employees will receive feedback and suggestion from their superior for improvement.

Performance evaluation is conducted annually. Evaluation according to the Company's goal will be conducted on 3 components, namely, Personal performance (KPI) (50%) which is the evaluation of the role or responsibility of the position and special assignment, Desirable working behavior (30%) which is based on the following 6 core competency: 1) Aiming to success 2) Learning ability 3) Team working 4) Ethics and transparency in the work 5) Vision and 6) Teamwork driving and Working consistency in the year (20%). Performance evaluation is performed 2 times a year, namely, the 1st evaluation (1 January-30 June) and the 2<sup>nd</sup> evaluation (1 June -31 December).

In 2022, 100% of the employees were evaluated based on the goal of 100%. From the evaluation, 80% of the performance of employees falls within the standard criteria specified by the Company (Grade B).

##### Privilege for the employees from the evaluation

The result of evaluation is used in the development and improvement of the performance, working methods or supporting equipment. Moreover, the evaluation result will be used in the consideration of compensation for employees such as reward (bonus), promotion and other suitable compensation.

In 2022, the employees who had higher performance than the standard (Grade A) would receive reward (bonus) of special rate, promoted and adjusted compensation.

Apart from the above-mentioned privileges such as rewards, employees will be able to learn about the level of their performance from the evaluation. Employees with lower performance than the standard will be closely monitored by the superior and developed by the individual development plan. Employees whose performance meets the expectation of the Company will be promoted to have higher satisfaction which will result in better working environment and achievement of the overall business plan. For the employees whose performance is continuously lower than the standard, the Human Resource Department will give advice to the relevant employees and responsible units for improvement of skill and performance as well as work rotation to be suitable for their property and interest.

## 5. Satisfaction and organizational commitment of the employees

### Goal: Satisfaction and organizational commitment

In 2022, a study was conducted on the employee distribution according to generation in order to prepare questionnaire on organizational commitment. It was founded that the number of employees of generations Y and Z accounts for 86.95 % of the total employees. Different age range is a challenge which the Company

has to manage and respond to their expectation, attitude and way of life and to create a balance between the efficient work and the happy working environment so as to strengthen the organizational commitment of the employees.

From the survey of satisfaction and organizational commitment of the employees, 774 employees participated in answering the questionnaire. The result of the survey in which the full score is 5 is as follows:

### The average factor affecting employee engagement in the amount of 12 aspects as follows:

No.	Factor	Average
1	Career path	3.14
2	Working environment	3.19
3	Acceptance	3.38
4	Salary and welfare	3.45
5	Private life	3.47
6	Policy and administration	3.5
7	Responsibility	3.51
8	Work stability	3.54
9	Type of work	3.63
10	Success in work	3.71
11	Chain of command and control	3.74
12	Relationship with colleagues	3.85

### Average value of 3 organizational commitment of the employees

No.	Aspect	Average
1	Faith and acceptance of organization's goals and corporate value	3.49
2	Dedication for the benefit of the organization	3.58
3	Desire to maintain membership of the organization	3.74

## Result of the evaluation

In 2022, the result of the survey was analyzed. It was found that the lowest average of the factor which contributes to the organizational commitment is career path (3.14%) and the lowest average value of 3 aspects of organizational commitment is faith and acceptance of organization's goals and corporate value (3.49).

In 2023-2024, the activity will be conducted on career path to motivate employees to increase knowledge, skill and competency in order to create motivation and organizational commitment. Focus will be on reaching employees in different lines and levels in order to listen to their opinion through different activities as follows:

- ✔ Site visit to be conducted by Personnel Department to explain to the employees on performance evaluation and promotion, welfare criteria.
- ✔ Activities to communicate to employees concerning business direction, movement and news through various communication channels such as the Company's website, Outlook system, Application Line, direct communication from Chief Executive Officer, Managing Director, Deputy Managing Directors, etc.
- ✔ Activities to strengthen relations between top executives and employees through different projects such as blood donation project, 5-S project, annual merit-making project at the Headquarters and Branches, etc.

## 6. Occupational safety, health and environment

### Occupational safety, health and environment of employees

The Company has formulated policy and guidelines for occupational safety, health and environment for employees, outside service providers who perform their work in the Company's area and those who made contact with the Company. The policy and guidelines comply with the Occupational Safety, Health and Environment Act B.E. 2554 (2011) and the Ministerial Regulation of 2549 (2006) concerning the standard for management of occupational safety, health and environment.

Occupational Safety, Health and Environment Committees for the establishment have been appointed by the Company. The responsibility of the Committee are as follows: Consider policy and plan in occupational safety in order to prevent and reduce accidents, injury, sickness, nuisance or unsafe condition, Report and recommend measures or guidelines for improvement to comply with law and standards in occupational safety, Consider projects or training program, Make a survey on the performance in occupational safety and check the hazard statistics at least once a month, Report on the annual performance and identify problem, constraints and give recommendations upon completion of its term. The committee consists of Chairman who is employer or representative of employer of the executive level, representative of employer of the commanding level, representative of employee and professional safety officer or representative of employer of the commanding level who serves as committee member and secretary. Employees of the operational level (permanent employee and contract employee) can participate in the committee by 95% of the total employees.



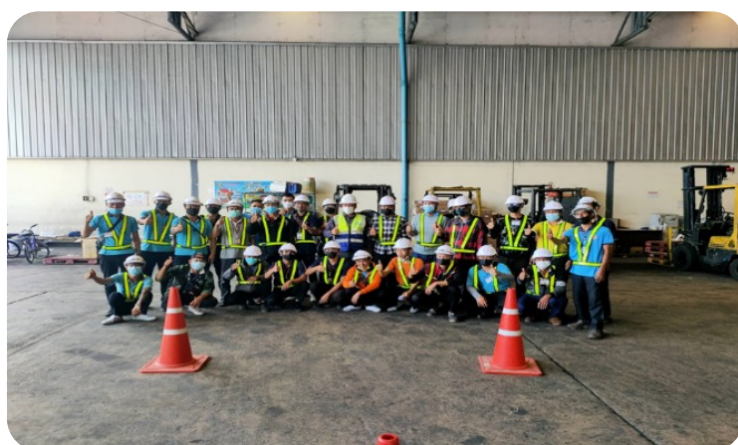
## Occupational Safety, Health and Environment Committees of the establishment

office	Terms of office
Occupational Safety, Health and Environment Committee of the Headquarters	18 Sept 22 – 17 Sept 24
Occupational Safety, Health and Environment Committee of Branch 00001	21 Jul 22 – 20 Jul 24
Occupational Safety, Health and Environment Committee of Branch 00002	20 Sept 22 – 19 Sept 24
Occupational Safety, Health and Environment Committee of Branch 00003	29 Jul 21 – 28 Jul 23
Occupational Safety, Health and Environment Committee of Branch 00004	22 Jan 22 – 21 Jan 24

### Prevention of occupational hazard

The Company gives importance to occupational safety, health and environment and realizes that safety in work will not be possible without the understanding and full cooperation of all employees. Therefore, new employees have to attend training course in accident prevention and occupational safety. The topic is a condition in probation. Moreover, safety talk is included in the weekly meeting of the factory in order to stress on the risky points to be improved and expanded. The Committee on Occupational safety, Health and Environment will make an inspection of the factory area and identify risky points and prevention. Guidelines for accident prevention is provided in the following training of employees:

- ★ Training course in correct and safe driving of forklift. The objective of the training is to increase skill in forklift driving, in initial checking and maintaining forklift. Employees can use the knowledge obtained from the training in moving things or product efficiently.



- ★ Training course in safety in electricity and machinery work. The objective of the training is to provide knowledge in electricity and machinery work with safety, cause and prevention of accident from electricity and machinery, use of personal protective equipment (PPE) and first aid for the person who has accident.



**Statistics of injury and death in work**

From the statistics in 2022, the total number of employees in 4 factories who had accident was 69 which was lower than the one in 2021 (71). There was no death involving the work.

**Workplace injury statistics and fatality rates**

Data	Unit	2020				2021				2022			
		1	2	3	4	1	2	3	4	1	2	3	4
Number of injuries	Person (s)	4	47	25	11	9	32	17	13	16	23	18	12
Injury frequency rate	Time	0.94	28.62	9.03	8.99	2.49	22.39	6.1	15.64	3.59	8.84	4.31	8.42
Injury severity rate	Times	11.27	145.53	51.65	26.17	9.98	-	71.76	24.85	18.86	103.45	24.91	34.38
Average severity index	Day	12	5.09	5.72	2.91	4	5.28	11.76	1.58	5.25	11.7	5.78	4.08
Work-related fatalities	Person (s)	-	-	-	-	-	-	-	-	-	-	-	-

**Remarks:**

Injury frequency rate (IFR) = (total number of employees who missed work through injury X 1,000,000) / total number of hours worked by employees in that department  
 Injury severity rate (ISR) = total number of employees who left their role in the company due to injury X 1,000,000 / total number of hours worked by employees in that department  
 Average severity index (ASI) = ISR/IFR, meaning that each injury occurrence provides a daily ASI

**Targets for 2023 – 2024:**

We aim to reduce injuries in all 4 manufacturing plants to fewer than 50/year within 2024, and to ensure a rate of 0 workplace fatalities.

## 7. Community and social development

It is generally accepted that the Company should have good relations with the community in the area of business operation. Such relations should be on the participatory basis of the community as individual or group in community development in order to strengthen the community, reflecting value of democracy and promoting the exchange of experiences in working together.

### Study of the impact from community development and community demand

In 2022, despite the on-going situation of COVID -19 and the measure of social distance was still implemented, the Company continued to take care of the community together with the CSR activities with a focus on the activity which creates shared value between the Company and the community.

In 2022, Branch 00003 of Srinanaporn Plc. with participation in the project of Corporate Social Responsibility, Department of Industrial Works (CSR-DIW), organized a dialogue with the Hua Koo Community which is around the factory within the distance of 5 km. The objective of the activity was to take part in solving the problems which is the demand of the community with the Company's skill, knowledge, or business operations process.

From the dialogue, it is found that the majority of the people living in the community which are foreign workers such as workers from Myanmar, Laos PDR, Cambodia has little knowledge about cleanliness, sanitation and living together will lead to contagious disease such as COVID -19. Based on the result of the dialogue, 2 projects were prepared, namely, "Srinanaporn's Care of the Community" and "Our Pleasant Srinanaporn Dormitory."



### The Project "Srinanaporn's Care of the Community"

The objective of the project was to increase understanding and to raise awareness of the Hua Koo Community about the importance of cleanliness, tidiness and how to live together with happiness and satisfaction in the pleasant environment. The training is in the form of media which can be used for further training. The training is in line with the guidelines for sustainable development which is the integration of the goals of quality of life, health, sanitation and environmental quality. Environment is essential for the community as it is the foundation of health. The poor environment can result in poor health of the community. Moreover, good health, sanitation and environment are the fundamental rights of all people.

**Goal 1:** Not less than 80% of the people who stay in the community dormitories attended training in good hygienic practice.

**Result:** Organize training for the people who stay in the dormitories in the factory area. The workers of other factories who stay in the same dormitories and dormitory owners also attended the training. The training comprises morning and afternoon sessions and was held at 2 dormitories. Attendants of the training was not less than 80% of the people who stay in the community dormitories.



**Goal 2 :** Not less than 60% of the dormitory owners participating in the project have satisfaction of the better environmental condition.

**Result:** 80% of the dormitory owners participating in the project have satisfaction of the better environmental condition.



### The Project “Our Pleasant Srinanaporn Dormitory”

The objective of the project was to promote the hygiene and living environment of the employees who stay in the Srinanaporn Dormitory which will result in good health and can live with other people in the Community. The training is in line with the guidelines for sustainable development which is the integration of the goals of quality of life, health, sanitation and environmental quality. Environment is essential for the community as it is the foundation of health. With poor hygiene and poor environment, the employees’ health will be affected.

**Goal 1:** Not less than 80% of the people who stay in the community dormitories and dormitories of the factory attended the training in good hygienic practice.

**Result:** From the survey of 375 employees who stayed in the community, all of them attended the training (100%) which exceeds the goal. The training was on the following topics:

- Good hygiene
- Dormitory
- Living condition, living with the community.



**Goal 2:** Not less than 60% of employees who participated in the project are satisfied with the better living condition.

**Result:** From the evaluation of satisfaction, 92 % of the employees who participated in the project gave feedback to the evaluation.

In 2022, Branch 00001 of Srinanaporn Plc., also participated in the project of Corporate Social Responsibility, Department of Industrial Works (CSR-DIW) by organizing an activity of “Clean Community”. As the factory has a lot of foreign workers, the activity has used the competency of the organization and the ability of employees in communicating with foreign workers together with the knowledge of sanitation to conduct training. The training of the Hua Koo community dormitories in sanitation can be further developed into an awareness raising of the people in the community and the discipline for living together.

**Goal 1:** Not less than 30 people who live in the community.

**Result:** There were 56 participants in the training.



**Goal 2:** Availability of the handbook concerning how to live in the community in Thai and Myanmar.

**Result:** The dormitories have regulations of cleanliness of the area in front of the room and regulations of how to live in the community.

กฎระเบียบของหอพัก	အိမ်ထောင်စည်းကမ်း
1. ห้ามร่วมชุมนุมการพนัน ห้ามตั้งเสียงดังทะเลาะวิวาท ให้เกิดความรำคาญ	1. လောင်းကစား မရောင်းဝယ်ရိုး စွဲညစ်ခြင်း၊ ခုန့်ခြင်းခြင်း၊ စိတ်အနှောင့်အယှက်ဖြစ်စေခြင်း မပြုပါနှင့်။
2. ห้ามร่วมชุมนุมยาเสพติดทุกชนิด	2. မည်သည့်အဆားကိုမျှ မရောင်းချပါနှင့်။
3. ห้ามกินสิ่งสกปรก และ ตั้งเสียงดังสร้างรำคาญรบกวนแก่ผู้อื่น	3. ပါတီတွေ မစားဘူး။ ကျွယ်လောင်သော ဆူညံသံကို သူတပါးကို စောင့်ယှက်စား။
4. ห้ามมีวนน้ำบนทางหรือหน้าระเบียงห้องพัก	4. ကျွမ်းစေ့ သို့မဟုတ် တံတွေး စိတ်စင်ခြင်း နှင့် တံတွေးမထွေးပါနှင့်။
5. ต้องรักษาความสะอาดของห้องพักและบริเวณรอบห้องพักให้สะอาดอยู่เสมอ ไม่ทิ้งขยะทิ้งเศษอาหาร	5. အခန်း၏ သန့်ရှင်းမှုနှင့် အခန်းပတ်လည် ဧရိယာကို အပြည့်ရှင်းဆောင် ထိန်းသိမ်းထားရမည်။ အမှိုက်မပစ်ရ။
6. ห้ามวางสิ่งของบนหน้าห้องพัก ให้อ่างได้เฉพาะของเท่านั้น	6. အခန်းရှေ့မှာ ပစ္စည်းတွေ မထားပါနဲ့။ အိမ်သာထားရန်။
7. ห้ามนำสัตว์เลี้ยงของบุคคลเข้ามาเลี้ยงในห้องพัก	7. အိမ်မွေးတိရစ္ဆာန်များကို အိမ်ထောင်အတွင်းသို့ မခေါ်သွားပါနှင့်။



Image showing the team presenting the community halls of residence rules in Thai-Burmese languages.



Image showing the team presenting cleaning supplies for the community halls of residence.



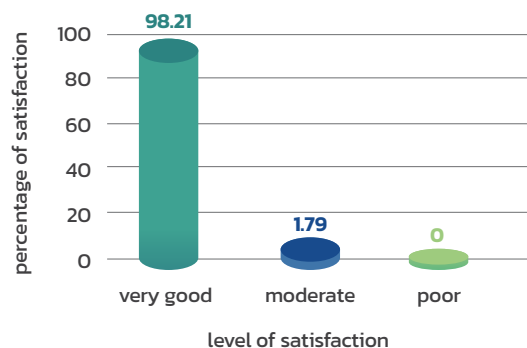
Produce and display signage encouraging residents to keep the community halls of residence clean

**Goal 3:** Not less than 60% of the participants are satisfied with the activity

**Result:** 98.21% of the participants are satisfied with the activity.

percentage of satisfaction in the overview of the audience plan

- very good
- moderate
- poor



### Community and social development by business operations process

Apart from participating in community and social development in the project of Corporate Social Responsibility, Department of Industrial Works (CSR-DIW), the Company continued to implement the project “SNNP for Sustainability” which is the social activity which the Company has conducted continuously for sustainable coexistence. Such activities include offering scholarship to poor children, health promotion, promotion of custom and tradition and other participatory activities as follows:

Supporting education for the youth as education is a foundation of sustainable social development, in 2022, the Company provided scholarship to poor students through different projects: 120 scholarships (180,000 Baht) through Thanapat Fund of Phra Phrom Mongkolyan (Wiriyang Sirintharo) for educational institutions and students in Kok Srisuphan District, Sakhon Nakhon Province. Offering Jele´ Beautie to 506 monks and novices who sat in the religious examination at Bowornnivet Temple. Provided sport shirts to students in 3 provinces the South.



120 scholarships (180,000 baht) through Thanapat Fund of Phra Phrom Mongkolyan (Wiriyang Sirintharo) for educational institutions.



Offering Jele' Beautie to 506 monks and novices who sat in the religious examination at Bowornnivet Temple.



Provided sport shirts to students in 3 provinces the South.



Promotion of custom and tradition Realizing the importance of conserving local custom and tradition, the Company tries to promote the local identity to be developed further and create income for the local area. The good relations between the factory and the local people is strengthened through religious tradition as follows: Participated in Kathin /Thod Pha Pa ceremony in 2022 for 30 temples in Nakhon Pathom Province. Participated in Candle ceremony on the occasion of the Buddhist Lent at Om Noi Temple, Samut Sakhon Province. Organized almshouse on the occasion of Vesakha Bucha Day at Sri Rattana Dhammaram Temple, Bang Pli District, Samut Prakan Province for the maintenance of Buddhism and temple which is the spiritual anchor of the people.



Candle ceremony at Om Noi Temple.



Hosts of Kathin Ceremony and Thod Pha Pa Ceremony in 2022.



Almshouse on the occasion of Visakha Bucha Day at Sri Ratanathammar Temple in Bang Phlee District, Samut Prakan Province.

Promotion of the Company's products. The Company delivered its products to different government organizations for public benefit and as an encouragement to medical personnel such as at the Red Cross Society, Police Hospital, Phra Mongkutklao Hospital.etc.

Offering the Company's products to the National Blood Service, Region 3, Chonburi Province, Thai Red Cross Society.



Offering the Company's products to the Red Cross Samut Songkhram.



Offering the Company's products to Police Hospital.



Offering the Company's products to Phra Mongkutklao Hospital Foundation in the project to fight against COVID-19.



Presentation of the Company's products to volunteers at COVID-19 patient screening point, Krathumban District, Samut Sakhon Province.

Community Relations Team. In addition to performing the role of the Company's representative in making a direct contact with the community, the Community Relations Team helped to look after the living condition of the surrounding community such as cleaning Sukhaphiban 2 road of Om Noi Sub-district, Krathumban District, Samut Sakhon Province and provided them with what they requested for, such as community garbage bins. The Company also supported the employees to become volunteer in providing service to the community.

Cleaning of Sukhaphiban 2 Road, Om Noi Sub-district, Krathumban District, Samut Sakhon.



Donation of surplus raw material bins to Hua Koo community for use as community garbage bins.



Sending employees to be trained as civil defense volunteers.

### Promotion and Development of Persons with Disabilities

The Company intends to provide opportunity and equal treatment to persons with disabilities so that they can have profession to take care of themselves and their families. In 2022, there were 29 persons with disabilities living in Nakhon Pathom and Samut Sakhon who were employed by the Company in accordance with the Empowerment of Persons with Disabilities Act, B.E. 2550 (2007) with the 2nd amendment B.E. 2556 (2013). They have been well paid and received equitable rights and welfare as general employees. They were assigned to be responsible for the job which is suitable for persons with disabilities to perform conveniently and safely.

 <b>แบบรายงานผลการปฏิบัติตามกฎหมายว่าด้วยการจ้างงานคนพิการ ประจำปี ..2565..</b>		<b>ส่วนที่ 2</b>
รายงานผลการปฏิบัติตามกฎหมายว่าด้วยการจ้างงาน ประจำปี ..2565.. ข้าพเจ้า บริษัท / ห้างหุ้นส่วน / โรงเรียน/อื่นๆ ..... บมจ. ศรีน่านพร มาร์เก็ตติ้ง ..... สำนักงานใหญ่ตั้งอยู่ที่เขต ..... คูสิต ..... เลขทะเบียนนายจ้าง (ประกันสังคม) ..... 1000166473 .....		
การตรวจสอบเอกสารเบื้องต้น <input checked="" type="checkbox"/> เอกสารครบถ้วน		ตรวจสอบย้อนหลังพบว่า ยังไม่ได้ปฏิบัติตามกฎหมาย ..... ปฏิบัติแต่ไม่ครบอัตราส่วน.....
โทรศัพท์ 02-106-9327 ถึง 29, 31      ลงชื่อ ..... ผู้แทนนิติบุคคล      ลงชื่อ ..... ผู้จัดการ      เจ้าหน้าที่รับเอกสาร อีเมล: borihan.....@gmail.com      วันที่ 7/12/22      วันที่ 7/12/22		



a physically handicapped person and hearing while working.

The promotion of the well-being of people in the community and social activities reflect the Company’s awareness of social responsibility. It is the policy of the Company to perform business for the economic and social benefit in compliance with law and resolutions.

Goal of 2023-2024. At present, 2 Branches (Branch 00001 and Branch 00003) have already participated in the in the project of Corporate Social Responsibility, Department of Industrial Works (CSR-DIW). It is expected that the remaining 2 Branches ((Branch 00002 and Branch 00004) will participate in the project in 2024.

## GRI content index

**Statement of use** Srinanaporn Marketing Public Company Limited has reported the information cited in this GRI content index for the period 1 January 2022 – 31 December 2022 with reference to the GRI Standards.

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

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	56-1 One Report p.131
	2-2 Entities included in the organization's sustainability reporting	56-1 One Report p.131
	2-3 Reporting period, frequency and contact point	56-1 One Report Appendix 7, (Cover)
	2-4 Restatements of information	-
	2-5 External assurance	56-1 One Report p.164
	2-6 Activities, value chain and other business relationships	56-1 One Report pp.17-19
	2-7 Employees	56-1 One Report p.104
	2-8 Workers who are not employees	-
	2-9 Governance structure and composition	56-1 One Report pp.157-160
	2-10 Nomination and selection of the highest governance body	56-1 One Report pp.163-164
	2-11 Chair of the highest governance body	56-1 One Report pp.157-159
	2-12 Role of the highest governance body in overseeing the management of impacts	56-1 One Report p.158
	2-13 Delegation of responsibility for managing impacts	56-1 One Report pp.162-166
	2-14 Role of the highest governance body in sustainability reporting	56-1 One Report p.179
	2-15 Conflicts of interest	56-1 One Report pp.201-210
	2-16 Communication of critical concerns	56-1 One Report pp.61-62
	2-17 Collective knowledge of the highest governance body	56-1 One Report pp.294-311
	2-18 Evaluation of the performance of the highest governance body	56-1 One Report pp.194-195 56-1 One Report pp.168, 181
	2-19 Remuneration policies	56-1 One Report p.181
	2-20 Process to determine remuneration	56-1 One Report p.181
	2-21 Annual total compensation ratio	56-1 One Report pp.67-68
	2-22 Statement on sustainable development strategy	56-1 One Report Attachment 5
	2-23 Policy commitments	Policy and Guidelines in Corporate Governance and Business Ethics

GRI STANDARD	DISCLOSURE	LOCATION
	2-24 Embedding policy commitments	“56-1 One Report Attachment 5 Policy and Guidelines in Corporate Governance and Business Ethics”
	2-25 Processes to remediate negative impacts	56-1 One Report pp.52-58
	2-26 Mechanisms for seeking advice and raising concerns	56-1 One Report p.146
	2-27 Compliance with laws and regulations	56-1 One Report p.68
	2-28 Membership associations	56-1 One Report pp.183-186
	2-29 Approach to stakeholder engagement	56-1 One Report pp.47-48
	2-30 Collective bargaining agreements	56-1 One Report pp.102-106
GRI 3: Material Topics 2021	3-1 Process to determine material topics	-
	3-2 List of material topics	56-1 One Report p.71
	3-3 Management of material topics	56-1 One Report p.72
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	
	201-2 Financial implications and other risks and opportunities due to climate change	56-1 One Report p.56
	201-3 Defined benefit plan obligations and other retirement plans	-
	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	-
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	-
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	56-1 One Report p.58
	205-2 Communication and training about anti-corruption policies and procedures	56-1 One Report pp.74-77
	205-3 Confirmed incidents of corruption and actions taken	56-1 One Report p.190

GRI STANDARD	DISCLOSURE	LOCATION
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	56-1 One Report pp.65
GRI 207: Tax 2019	207-1 Approach to tax	56-1 One Report pp.86-87
	207-2 Tax governance, control, and risk management	56-1 One Report pp.52-53, 78
	207-3 Stakeholder engagement and management of concerns related to tax	56-1 One Report p.62
	207-4 Country-by-country reporting	56-1 One Report pp.86,126
GRI 301: Materials 2016	301-1 Materials used by weight or volume	-
	301-2 Recycled input materials used	56-1 One Report pp.96-98
	301-3 Reclaimed products and their packaging materials	-
GRI 302: Energy 2016	302-1 Energy consumption within the organization	56-1 One Report pp.91-94
	302-2 Energy consumption outside of the organization	-
	302-3 Energy intensity	56-1 One Report pp.92-93
	302-4 Reduction of energy consumption	56-1 One Report p.93
	302-5 Reductions in energy requirements of products and services	56-1 One Report p.92
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	56-1 One Report p.95
	303-2 Management of water discharge-related impacts	56-1 One Report pp.57, 64, 82
	303-3 Water withdrawal	56-1 One Report pp.81-82 , P94
	303-4 Water discharge	56-1 One Report p.95
	303-5 Water consumption	56-1 One Report p.94
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	56-1 One Report p.122
	304-2 Significant impacts of activities, products and services on biodiversity	-
	304-3 Habitats protected or restored	56-1 One Report p.114-123
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	-
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	56-1 One Report p.60-61
	305-2 Energy indirect (Scope 2) GHG emissions	56-1 One Report p.60
	305-3 Other indirect (Scope 3) GHG emissions	56-1 One Report p.41
	305-4 GHG emissions intensity	56-1 One Report p.6

GRI STANDARD	DISCLOSURE	LOCATION
	305-5 Reduction of GHG emissions	56-1 One Report Attachment 8 p.4, 56-1 One Report p.99
	305-6 Emissions of ozone-depleting substances (ODS)	56-1 One Report Attachment 8 p.4, 56-1 One Report p.99
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	56-1 One Report Attachment 8 p.4, 56-1 One Report p.99
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	56-1 One Report p.96-97
	306-2 Management of significant waste-related impacts	56-1 One Report p.96-99
	306-3 Waste generated	56-1 One Report p.96-99
	306-4 Waste diverted from disposal	56-1 One Report p.97
	306-5 Waste directed to disposal	56-1 One Report p.97
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	56-1 One Report p.85
	308-2 Negative environmental impacts in the supply chain and actions taken	56-1 One Report p.84-85
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	56-1 One Report p.106
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	56-1 One Report p.103
	401-3 Parental leave	-
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	56-1 One Report p.56
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	56-1 One Report pp.112-113
	403-2 Hazard identification, risk assessment, and incident investigation	56-1 One Report p.113
	403-3 Occupational health services	56-1 One Report pp.111-114
	403-4 Worker participation, consultation, and communication on occupational health and safety	56-1 One Report pp.111
	403-5 Worker training on occupational health and safety	56-1 One Report pp.112-113
	403-6 Promotion of worker health	56-1 One Report pp.102-104



GRI STANDARD	DISCLOSURE	LOCATION
GRI 403: Occupational Health and Safety 2018	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	56-1 One Report pp.112-114
	403-8 Workers covered by an occupational health and safety management system	56-1 One Report pp.104-105
	403-9 Work-related injuries	56-1 One Report p.113
	403-10 Work-related ill health	56-1 One Report p.102
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	56-1 One Report p.107
	404-2 Programs for upgrading employee skills and transition assistance programs	56-1 One Report pp.107-108
	404-3 Percentage of employees receiving regular performance and career development reviews	56-1 One Report p.107
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	56-1 One Report p.104
	405-2 Ratio of basic salary and remuneration of women to men	-
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	56-1 One Report p.113
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	56-1 One Report pp.201-210
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	56-1 One Report p.102
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	-
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Human Right Policy in Company Website
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	-

GRI STANDARD	DISCLOSURE	LOCATION
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	56-1 One Report pp.114-123
	413-2 Operations with significant actual and potential negative impacts on local communities	-
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	56-1 One Report p.86
	414-2 Negative social impacts in the supply chain and actions taken	56-1 One Report pp.56-57
GRI 415: Public Policy 2016	415-1 Political contributions	56-1 One Report p.189
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	56-1 One Report p.84
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	56-1 One Report p.84
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	56-1 One Report Attachment 9, 10
	417-2 Incidents of non-compliance concerning product and service information and labeling	56-1 One Report Attachment 9, 10
	417-3 Incidents of non-compliance concerning marketing communications	56-1 One Report p.163
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	56-1 One Report p.63

**Certificate Number:**  
TGO CFO FY22-068



**THAILAND GREENHOUSE GAS  
MANAGEMENT ORGANIZATION**  
(Public Organization) 

**CERTIFICATE**

Awarded to

**SRINANAPORN MARKETING PUBLIC COMPANY LIMITED**

Company address verified:  
325/6-9 Lanluang Road, Si Yaek Mahanak Sub-district, Dusit District Bangkok 10300

Thailand Greenhouse Gas Management Organization certifies that the quantity of Greenhouse Gas of the above organization has been verified by School of Energy and Environment University of Phayao and found to be in accordance with the requirements of the standard detailed below.

**Standard**

**TGO Guidance of the Carbon Footprint for Organization**

Verification Period: [01/01/2021 - 31/12/2021]

Total Greenhouse Gas Emission (Scope 1&2): 27,291 tonCO<sub>2</sub>e/year

Direct GHG emissions	17,387 tonCO <sub>2</sub> e/year
Energy Indirect GHG emissions	9,904 tonCO <sub>2</sub> e/year
Other Indirect GHG emissions	27,553 tonCO <sub>2</sub> e/year

The agreed level of assurance is: Limited, at materiality of 5%

Registration Date: 24 May 2022

  
Mr. Kiatchai Maitriwong  
Executive Director  
Thailand Greenhouse Gas Management Organization (Public Organization)

