



# *Sustainability Development Report 2020*





# ***Achieving Sustainable Development***

**From the cover page:** This report presents the development of business sustainability in economic, social, and environmental aspects. The purpose of the report is to provide our business performance and related information, including agenda for sustainable development to all stakeholders. We hope you find this information useful.

# Content (GRI 102-46)

08

Getting to know TIPCO Foods Business Group

21

Suitability Management

54

Economic Aspect

72

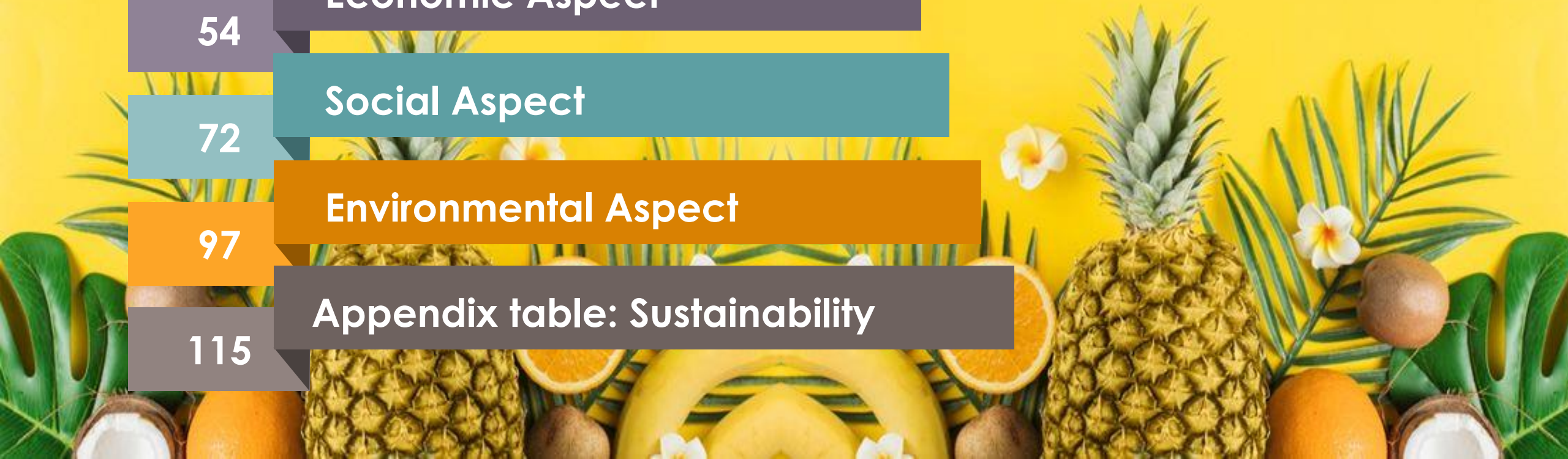
Social Aspect

97

Environmental Aspect

115

Appendix table: Sustainability



# Executive Summary, 2020 (GRI 201-1)



## Economic Aspect



## Social Aspect



## Environmental Aspect



### Total Income

**2,576**  
Million Baht

### Net Income

**482**  
Million Baht

### Employee Gender Ratio

**60% : 40%**

### Energy Utilization

**30%**  
Compared to 2019

### EBITDA

**918**  
Million Baht

### Number of stocks

**482**  
Million shares

### Customer Satisfaction

**99%**

### Water Utilization

**35%**  
Compared to 2019

### Dividend per share

**0.94\***  
Baht per share

### Total Assets

**6,487**  
Million Baht

### Workplace Accidents

**0 times**  
In a million hours

### Greenhouse Gas Emissions

**44%**  
Compared to 2019



\*Including the 1<sup>st</sup> & 2<sup>nd</sup> interim dividend paid at 0.44 Baht per share and the second half year dividend at 0.50 Baht per share, subjected to the approval of shareholders meeting No.1/2

# Successful Awards (GRI 102-12, 102-13)



The company was listed in “Thailand Sustainability Investment (THSI)” in 2020 by the Stock Exchange of Thailand (SET) and the Money and Banking Magazine on 15 December 2020.



Processed food factory received the Excellent Establishment on Labor Relations and Welfare Award 2020 for 10 consecutive years from the Ministry of Labor on 29 September 2020



Wang Noi factory received the Excellent Establishment on Occupational Health and Working Environment National Quality Award 2020 (Golden Award) from the Ministry of Labor on 27 October 2020



# Message from the Chairman (GRI 102-14)



In 2020, the economic impact of COVID-19 pandemic has been substantial and broad-based. The crisis unavoidably affected the Company's business operation and became a challenge for the Company throughout the year. The overall business performance in each section is summarized as follows:

**Processed Food Business:** In the previous year, world demand for canned pineapple remained virtually unchanged. However, for the domestic market, the quantity of pineapple which is a main raw material significantly decreased as a result of the drought situation. Therefore, the price of raw material dramatically rose meanwhile the selling price of products such as canned pineapple did not change accordingly. As a consequence, this allowed a decline in sales income when comparing to the previous year. The Company has implemented the measure to control prices and quantities volatility of raw materials by issuing a long-term contract of raw material purchases. In addition, the economic downturn which affected purchasing power and consumption demand caused a drop in income from other processed fruits such as canned aloe vera and mix fruit bowl. In 2020, the Company has developed new products such as dried pineapple core and low sugar dried mango to serve consumer needs in overseas markets.

**Beverage Business:** In 2020, the domestic growth of the juice market and mineral water market dramatically declined due to the negative growth of domestic beverage consumption. The impact of the COVID-19 pandemic which led to a lock down policy, temporary closure of department stores which are our main distribution channel, and more severe competition regarding the price were considered as main causes. However, the Company was able to maintain the market leader position in both the total fruit juice market segment as well as the premium fruit juice segment.



# Message from the Chairman(con') (GRI 102-14)



**Extract and Agricultural Business:** In the previous year, the demand for extracts in the supplementary food industry and medical industry increased. However, the drought has caused raw material constraints on production, so the productivity did not meet the target. As a result, this allowed a decline in extract business income. For agricultural business, the income from Homsuwan Pineapple increased as a consequence of distribution channel expansion to wholesale market and home delivery service as well as new products development such as honey Homsuwan pineapple buns and crackers.

**Retail Business (TIPCO Squeeze bar):** In the years 2020, retail business has been critically affected by the COVID-19 pandemic since many department stores were temporarily closed (Lockdown). Some branches were closed temporarily. Some branches were permanently shut down. Additionally, a lifestyle change (New Normal) caused a substantial decrease in the number of visitors. Under such circumstances, the Company has adapted to the changes by providing the home delivery service and launching new products to serve customer needs.

The Company became a member of Thailand's Private Sector Collective Action Coalition Against Corruption (CAC) and was certified by the CAC Council. The Company has conducted business based on the principles of good corporate governance, integrity, morality, honesty, transparency, social and environmental responsibility, and equitable treatment of all stakeholders. Sustainable business growth and duty responsibility are the core concepts adopted by the Tipco Foods Group as per its policy "Tipco develops its business along with the environment and society."

On behalf of the Board of Directors, I would like to thank the shareholders, trading partners, and business alliances in all sectors for the support and trust in the Company throughout all these years. Also, I would like to extend my appreciation to all executives and employees for their dedication and hard work among the economic challenges throughout the 2020 year.

Laksana Supsakorn  
Chairman of the Board of Directors  
TIPCO FOODS PCL



# Company Profile (GRI 102-1)



## TIPCO FOODS PCL

<b>Company's stock name</b>	TIPCO
<b>Year of Establishment</b>	1976
<b>Core Business</b>	Food and Beverage
<b>Business Activities</b>	Sale and Manufacturer of canned pineapples, pineapple juice, mixed fruit juice, and beverage
<b>Company Registration No.</b>	0107535000052
<b>Head Office</b>	118/1 Rama 6 Road, Phayathai, Phayathai District, Bangkok 10400
<b>Tel. No.</b>	0-2273-6200
<b>Fax No.</b>	0-2271-4304, 0-2271-1600
<b>Paid-up Capital</b>	482,579,640 Baht
<b>Website</b>	<a href="http://www.tipco.net">http://www.tipco.net</a>



# Our Experiences (GRI 102-2)



Established as Thai Pineapple Co.,Ltd with registered capital of 10 million Baht



Started Ready-to-Drink business, Tipco F&B Co.,Ltd



1993

1989



Listed on Stock Exchange of Thailand

Invested in Tipco Biotech Co.,Ltd, owned cultivated areas, bio laboratory, and Herbal extraction plant



2007

2004



Started Retail Business under the brand of "Squeeze"

Increased 'Aura Mineral Water' production capacity to 120 million bottles/year



2014

2009



Tipco Biotech Co.,Ltd started selling Homsuwan Pineapples.

Launched Mineral Water Source "Phu Nam Yod" with production capacity 140 million bottles/year

2018

2017



Established Tipco Pineapple Co.,Ltd to support processed fruit business transfer, 100% held by the Company

2020



The company was honoured "Thailand Sustainability Investment (THSI)" 2020



1976

# Head office and Factory (GRI 102-14)



**Mae Rim Mineral Water Factory**

205/1 Moo 2 Pong Yaeng  
Mae Rim District, Chiang  
Mai 50180



**Phu Nam Yod Mineral Water Factory**

999 Moo 7 Phu Kham,  
Wichian Buri District,  
Petchabun  
67180



**Fruit Juice and Beverages Processing Factory**

90/1 Moo 7 Sanub Thub,  
Wang Noi District, Phra  
Nakhon Si Ayutthaya  
13170



**Head Office**

118/1 Tipco Tower 1, Rama 6  
Road, Phayathai, Phayathai  
District, Bangkok  
10400



**Fruit Processing Factory**

212 Moo 16 Ao Noi,  
Muang District,  
Prachaubkirikhan  
77210

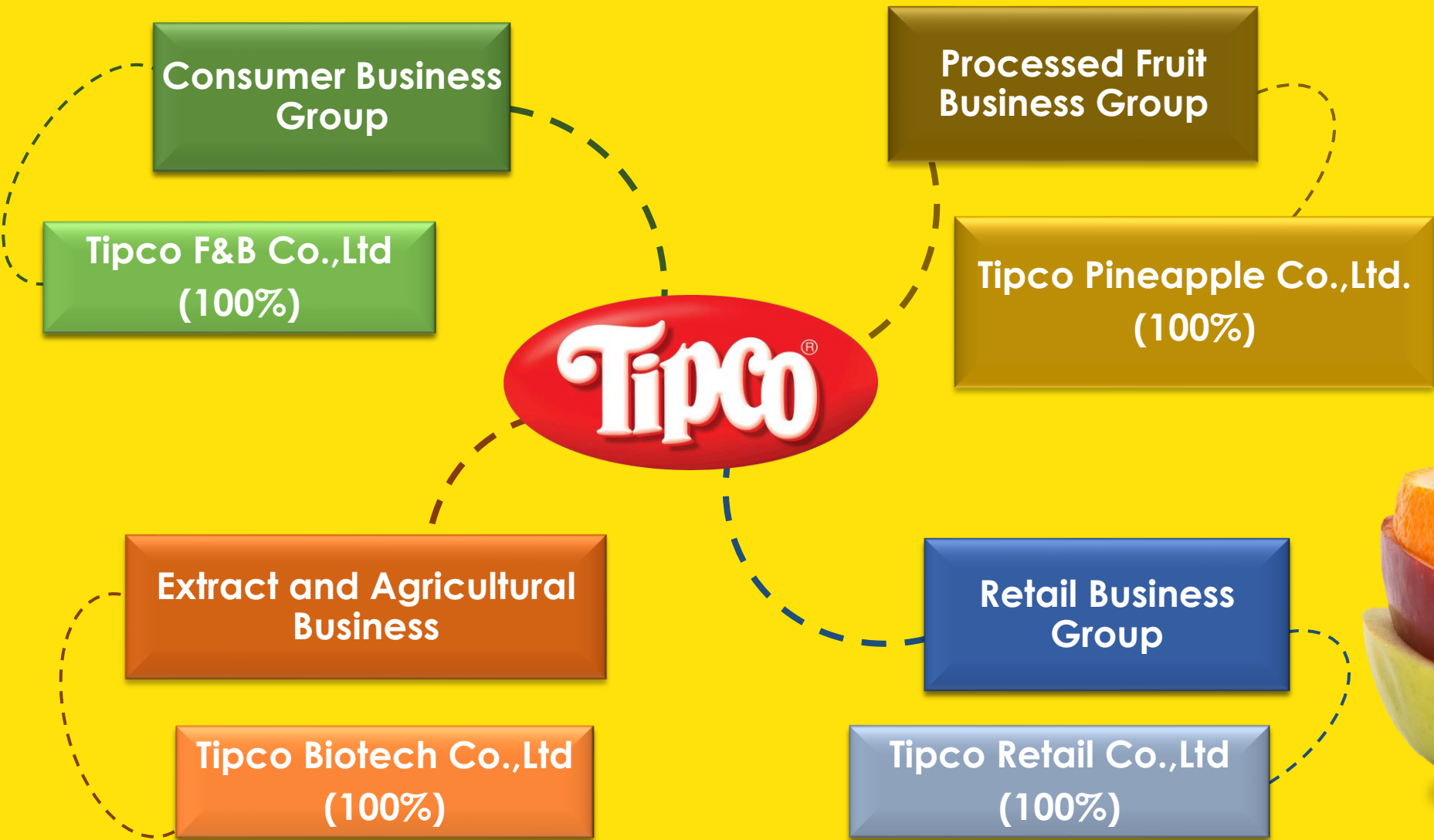


**Herbal Extraction Factory**

504 Prachaubkirikhan,  
Muang District,  
Prachaubkirikhan  
77210



# Shareholding structure of Tipco Food Business Group (GRI 102-5)



Consumer Business is managed by Tipco F&B Co.,Ltd, sale and manufacturer of ready-to-drink beverages. The products available are given below:

## 1 100% Vegetable and Fruit Juice

### Tipco®

#### Tipco 100% Fruit



### Tipco® squeeze



### Tipco® SUPER KID



### Tipco® Profiber



### Tipco® SUPER FRUIT ESSENCE



## 2 Vegetable and Fruit Juice



## 3 Aura Mineral Water



## Bottled Mineral Water



At present, the company owned two natural sources of mineral water from

- ✓ Mineral spring at Pong Yaeng, Mae Rim District, Chiang Mai
- ✓ Mineral spring Phu Kham, Wichian Buri District, Petchabun

# Processed Fruit Business

(GRI 102-7)



Processed Fruit Business is managed by Tipco Pineapple Co., Ltd, sale and manufacturer of products as given below:

## Processed Fruits

- Canned Pineapple
- Pineapple Juice Concentrate
- Aseptic Crushed
- Pineapple in plastic cup
- Pineapple in retort pouch
- Canned Tropical Fruit Salad
- Tropical fruit salad in plastic cup
- Canned Aloe Vera
- Aseptic Crush
- Coconut milk and Canned coconut water



# Retail Business (GRI 102-7)



Retail Business is managed by Tipco Retail Co., Ltd, a subsidiary company which is a joint venture between Tipco Foods PCL and Tipco F&B Co.,Ltd. The business is engaged in retail business under the brand of “Squeeze Juice Bar by Tipco”

## Squeeze Juice Bar by Tipco



**SQUEEZE**  
ALL FRUITS ALL RIGHT by Tipco





# Extract and Agricultural Business (GRI 102-7)



Tipco Biotech Company Limited is a subsidiary company which is engaged in the extract and agricultural business as follows:

## Extract Business

- Producer of extracts from natural substances which are used as ingredients for producing foods, beverages, cosmetics, dietary supplements, and medicines.
- The company's plant extract factory is equipped with the largest solvent in Thailand operating at the high level of efficiency and safety.
- Provides a full range of services covering raw material procurement, dehydration, grinding, and extract substance production.
- Works with customers in developing extracting processes from laboratory experiments to industrial production.



## Agricultural Business

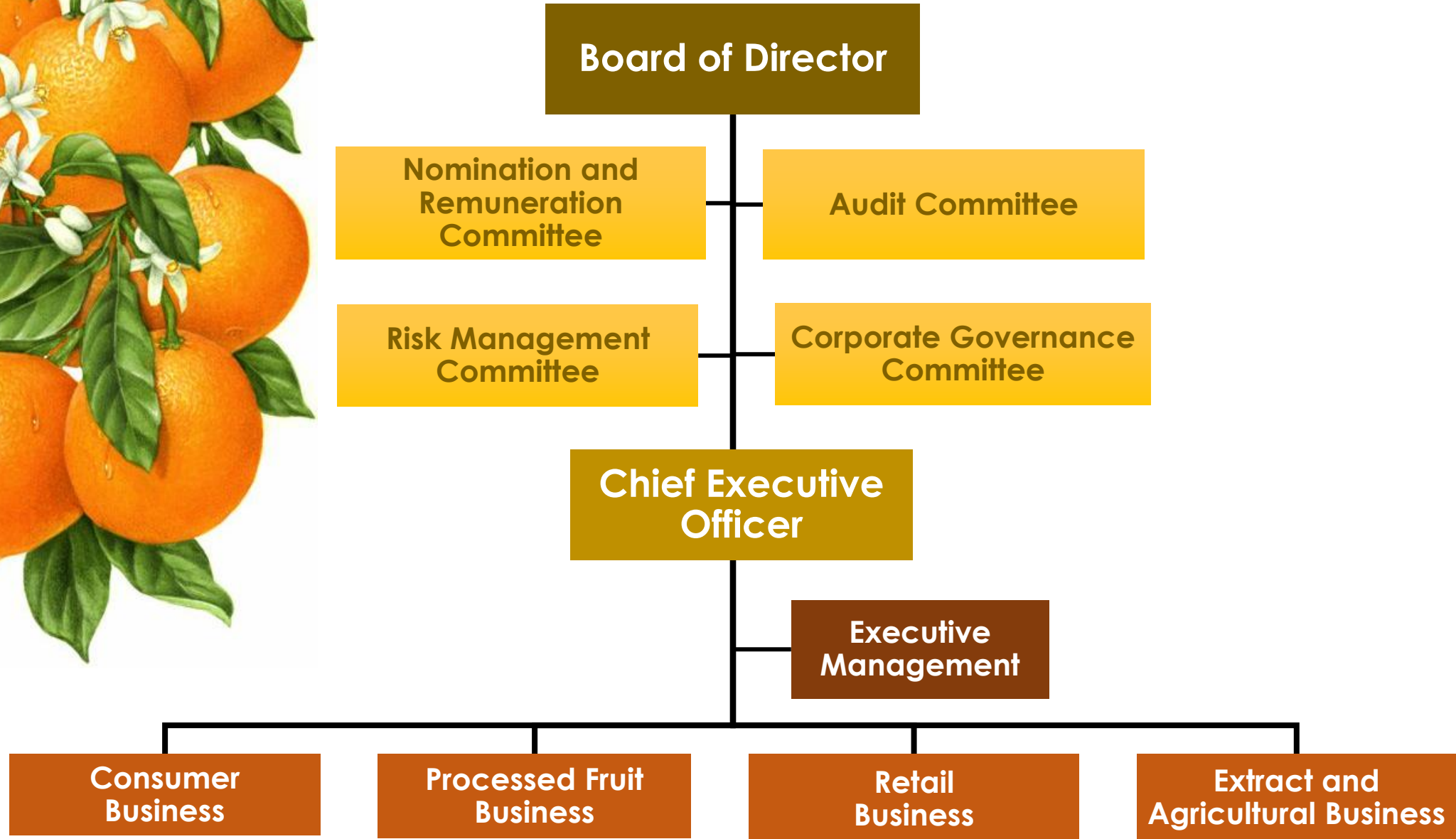
- Conducts research and development of new plant varieties and cultivation.
- Supports and develops raw materials used for the foods and beverages business
- Successfully developed the Tipco Homsuwan pineapples, available in both fresh fruits and processed fruits.
- Grew Pattavia pineapple which is used for canned pineapple production and processed products





# Organization Chart

(GRI 102-18, GRI 102-20, GRI 102-22, GRI 102-23)





## VISION

### **A market driving company that enhances value to stakeholders**

To realize our mission, TIPCO not only focuses on the needs of consumers but also leads and drives changes in consumers' behaviours and living patterns. Leading and driving the market will enhance value to all stakeholders from employees, customers, trading partners, business alliances, shareholders and lenders to communities and society as a whole. That is, we aim to improve the well-being of every party.



## MISSION

### **Bring wellness to society**

Wellness means the state of being in good health, physically and mentally. Wellness can be achieved through our overall way of living, not through any particular activity. Wellness requires self-discipline and time. There is no short-cut. Thus, TIPCO aims not only to sell products, but also to learn and understand people's way of living in order to create and propose living patterns that lead to the well-being of people by using products and services to bring wellness to society.

# Core Value



Passion



Innovation



Commitment



Teamwork



Openness

# SUSTAINABILITY MANAGEMENT



SUSTAINABILITY DEVELOPMENT STRATEGY

2

CORPORATE GOVERNANCE

3



1

MATERIALITY ASSESSMENT



# MATERIALITY ASSESSMENT



# MATERIALITY ASSESSMENT (GRI 102-31, SDG 16, G1.1C)



## Main Issue

**In 2019**, The company has conducted a materiality assessment in 3 aspects; economic, environmental, and social aspects.  
**In 2020**, the Company presented and conveyed materiality information to all stakeholders. In addition, the Company has identified strategy and ran business according to the sustainability plan which corresponded to stakeholders' requirement.

## Achievement

**In 2019**, identified strategy and the goal of sustainability.  
**In 2020**, sustainably ran business by focusing on economic, social, and environmental aspects.

## 2021 Target

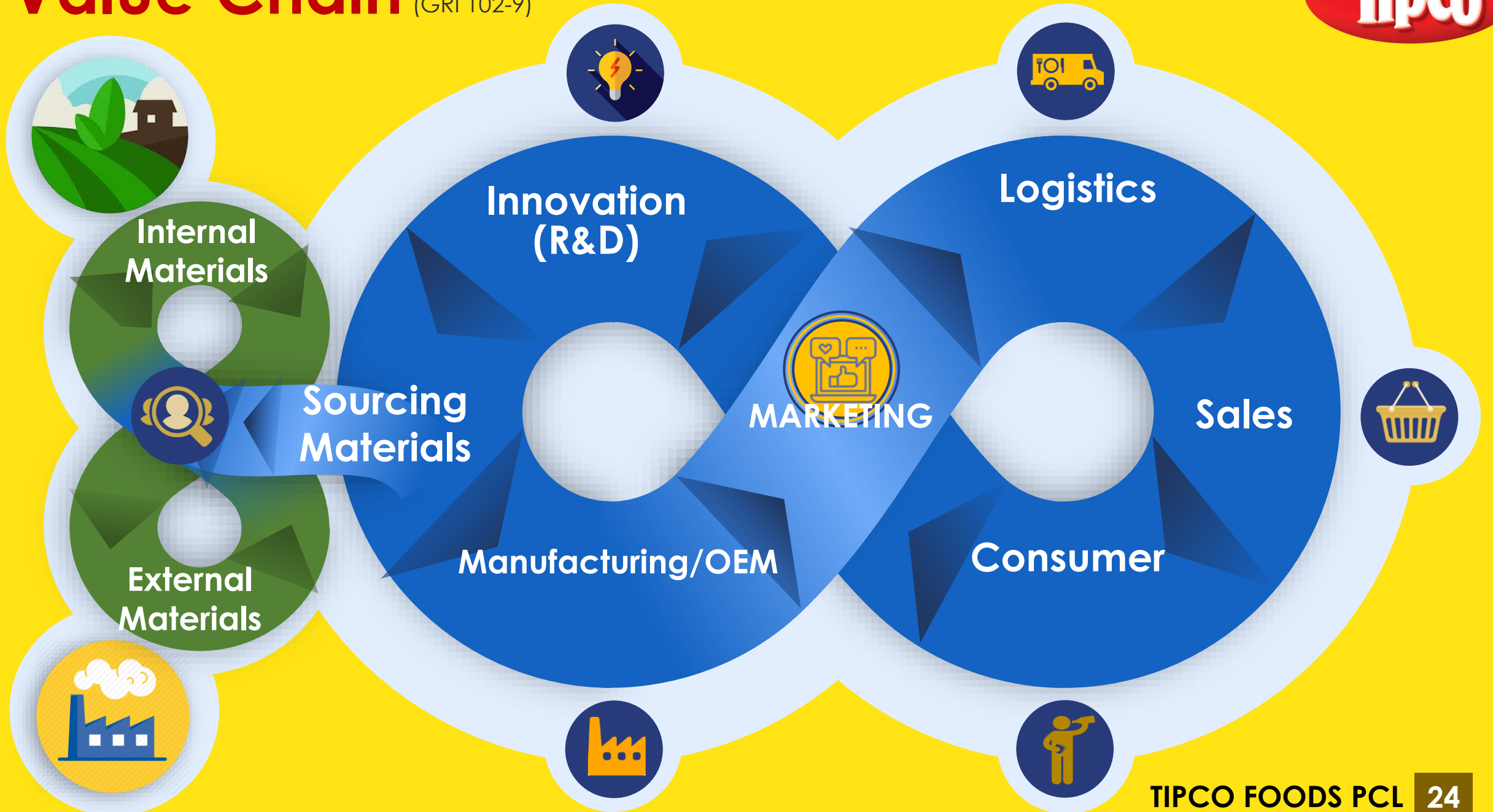
- Conduct Materiality Assessment corresponding to global sustainability reporting standard
- Analyze the scope of sustainability management to determine what issues are most important to relevant stakeholder groups

## Significant Progress

The Company has conducted a materiality assessment by imposing the scope of the questions in accordance with Global Report Initiative(GRI), summarizing into 5 issues, and adapting to 2020 sustainability management strategy.



# Value Chain (GRI 102-9)





# Stakeholders (GRI 102-40, GRI 102-42)



**Tipco Foods  
Business Group**



**Directly impact  
Regularly Engage**



**Indirectly impact  
Regularly Monitor**

# Expectations of Stakeholders (GRI 102-43)




**Executive & Employee**




- Expectations of Stakeholders**
- Good compensation and welfare
  - Job security
  - Potential and knowledge development for career
  - Health and safety in the workplace

- Missions to Accomplish**
- ✓ Set appropriate remunerations and welfare
  - ✓ Set goals, strategies, and working plans
  - ✓ Determine KPIs for transparency in assessment
  - ✓ Organize training sessions
  - ✓ Establish safety rules

- Participation Activities**
- ✓ Executives and staffs meeting
  - ✓ Communicate with employees via HR Portal and E-mail
  - ✓ Survey employee attachment to their workplace
  - ✓ Organize recreation activities
  - ✓ Arrange safety training session



**Consumer**



- Expectations of Stakeholders**
- Create new products serving customer demand
  - Use high quality of raw materials for production
  - Pay attention to health and safety of customers
  - Communicate and disclose all related product information

- Missions to Accomplish**
- ✓ Seek for consumers demands as well as new innovation for production
  - ✓ Source good quality of raw materials
  - ✓ Comply with global manufacturing standards
  - ✓ Provide full information through many different medial channels for customer access

- Participation Activities**
- ✓ Make quarterly consumer survey
  - ✓ Make consumer satisfaction assessment
  - ✓ Advertise via many different medias such as TV, billboards, Facebook, company's website
  - ✓ Organize exhibition and trade show.



**Stockholders & Analysts**



- Expectations of Stakeholders**
- Publish important and keep update performance information
  - Efficient business and risks management
  - Gradually grow business
  - Regularly pay dividends

- Missions to Accomplish**
- ✓ Provide accurate and complete important information of the company
  - ✓ Establish risks management policy and disclose to all related persons
  - ✓ Keep a sustainable growth of company performance
  - ✓ Precisely determine a dividend policy

- Participation Activities**
- ✓ Arrange Annual General Meeting
  - ✓ Company Visit, IR Website
  - ✓ Annual Report
  - ✓ News/activities in Stock Exchange of Thailand
  - ✓ Open for comments via website and telephone

# Expectations of Stakeholders (GRI 102-43)



**Business partner**



## Expectations of Stakeholders

- Gradually increase income of business partner
- Support and promote business partners for efficiency maximization
- Transparent and fair selection criteria of business partner

## Missions to Accomplish

- ✓ Comply with goods payment schedule
- ✓ Organize training session for business partner's operation improvement
- ✓ Set a fair selection criteria of business partner
- ✓ Ensure that data is adequately protected to prevent loss

## Participation Activities

- ✓ Supplier Audit
- ✓ Business training session for business partner
- ✓ Business partner quality assessment
- ✓ Visit Business partner's business
- ✓ Business partners satisfaction survey



**Distributor**



- Timely receive appropriate amount of products
- Products meet the requirements of the standard
- Fair price negotiation available

- ✓ Ensure timely service delivery by production planning
- ✓ Set production standard and regularly check their quality
- ✓ Price items fairly for all relevant

- ✓ Arrangement of Distributor seminar
- ✓ Visit distributor's business
- ✓ Complaint and comment system available
- ✓ Annual attachment survey



**Social community**



- Respect to community's rights
- Take responsibility of community's environment
- Enhance and develop quality of life of social communities
- Eco-friendly production process

- ✓ Efficient waste management from production process
- ✓ Purchase qualified raw materials from community located nearby
- ✓ Keep developing eco-friendly production process and operation
- ✓ Maintain and recover biodiversity

- ✓ Organize various kind of activities for social community development
- ✓ Complaint and comment channel managed by Community Relation Department
- ✓ Social and community representative interview
- ✓ Factory tour activity
- ✓ Annual Report
- ✓ Community satisfaction survey

# Expectations of Stakeholders (GRI 102-43)



## Mass media & Academic



### Expectations of Stakeholders

- ❑ Accurate information communication and latest updates
- ❑ Joint and build relationship with mass media
- ❑ Opinion exchanges for company's benefit

### Missions to Accomplish

- ✓ Organize activities and join trade show for important information communication
- ✓ Present information via various channel of communication
- ✓ Publish press release and encourage communities to participate in company activities.

### Participation Activities

- ✓ Participate in Public Relation Activities
- ✓ Join exhibition and trade show as well as business visit and factory tour
- ✓ Hold a press conference
- ✓ Available channel for comments for mass media
- ✓ Acquire information via social medias
- ✓ Coordinate with academics to conduct research
- ✓ Annual report



## Government agencies



- ❑ Comply with environmental and social regulations
- ❑ Coordinate with government agencies as well as propose good solutions for sustainable development
- ❑ Keep developing eco-friendly production process and operation

- ✓ Comply with economic, environmental, and social rules and regulations
- ✓ Organize Environmental Conservation Activities
- ✓ Keep developing eco-friendly production process and operation
- ✓ Coordinate with government agencies for any particular issues.

- ✓ Business visit and factory tour
- ✓ Perform a production audit for a sustainable efficiency
- ✓ Join Environmental Conservation Activities
- ✓ Annual Report



# Key assessment issues

(GRI 102-46)



## Area of Assessment of each issue

- 1 Internal and External Stakeholders
- 2 GRI Standard
  - Economic Aspect
  - Social Aspect
  - Environmental Aspect
- 3 September – October 2019

## Sample of Stakeholders Selection

<b>32</b> Internal Stakeholders	<b>32</b> External Stakeholders
------------------------------------	------------------------------------

## Sustainability of Business Main Issues

- 1 Economic Issue
- 1 Environmental Issue
- 3 Social Issues



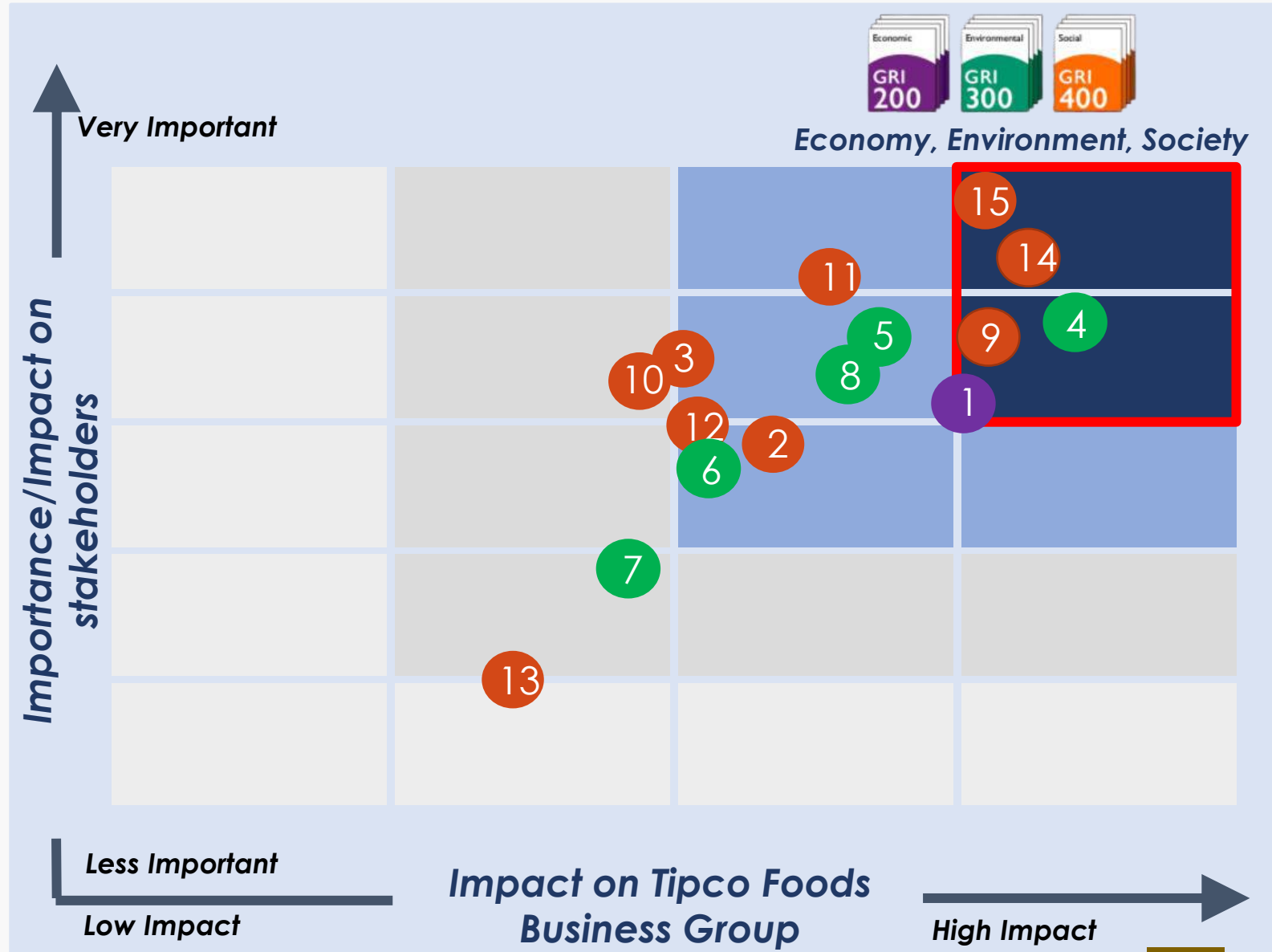
Economy, Environment, and Society

Global Reporting Initiative (GRI 2016)

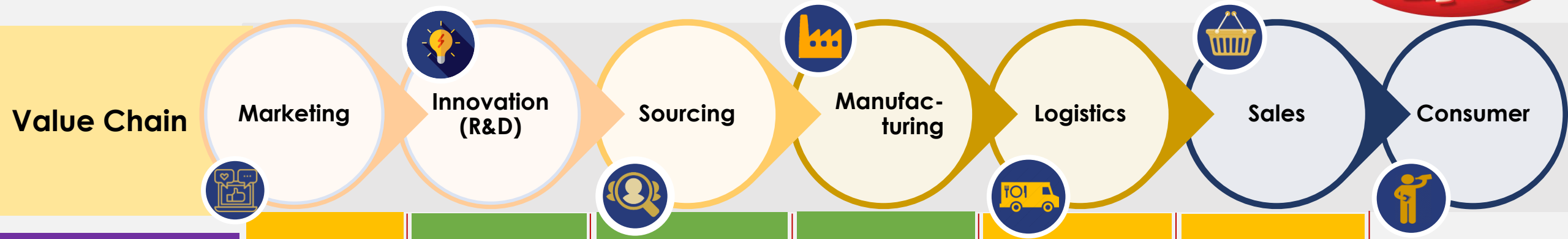
# Key Materiality Assessment Results (GRI 102-47)



1	<b>Innovation Development</b>
2	Retaining Qualified Employees
3	Sustainable supply chain management
4	<b>Environmental &amp; Regulatory Compliance</b>
5	Efficient Energy Utilization
6	Efficient Water Utilization
7	Biodiversity maintenance and recovery
8	Waste Management
9	<b>Occupational Safety and Health</b>
10	Employee Potential Development
11	Human Rights respect
12	Community & Society Participation
13	Political Participation
14	<b>Consumer Health and Safety</b>
15	<b>Product Quality</b>

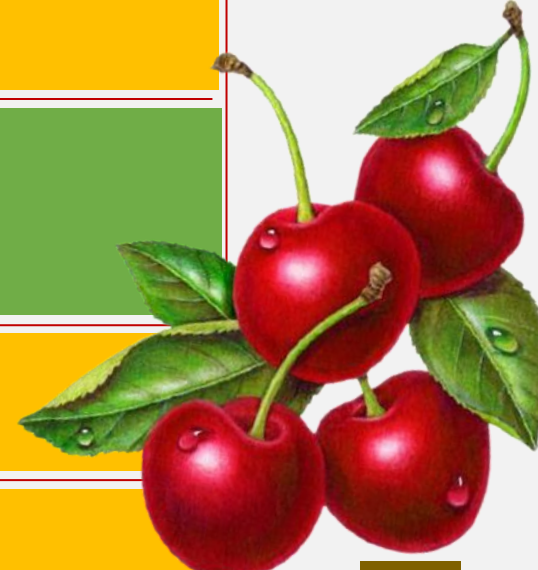


# Key Materiality Assessment Summary (GRI 102-33 ,GRI 102-44)



Value Chain	Marketing	Innovation (R&D)	Sourcing	Manufacturing	Logistics	Sales	Consumer
Innovation Development	Indirectly impact	Directly impact	Directly impact	Directly impact	Indirectly impact	Indirectly impact	Indirectly impact
Comply with Environmental Regulation	Indirectly impact	Indirectly impact	Indirectly impact	Directly impact	Directly impact	Indirectly impact	Indirectly impact
Occupational safety and health of employees	Indirectly impact	Indirectly impact	Indirectly impact	Directly impact	Directly impact	Directly impact	Directly impact
Health and safety of consumers	Indirectly impact	Directly impact	Directly impact	Directly impact	Indirectly impact	Indirectly impact	Indirectly impact
Product Quality	Indirectly impact	Directly impact	Directly impact	Directly impact	Indirectly impact	Indirectly impact	Indirectly impact

- Directly impact
- Indirectly impact
- No impact







# SUSTAINABILITY DEVELOPMENT STRATEGY

(GRI 102-31, SDG 16, G1.1C)

## Main Issues

**There are 3 aspects of sustainability strategies; economy, environment, and society.**

The purpose is to ensure effective management and operations for long term development of business corresponding to both internal and external stakeholders by opinion exchanges.

## Sustainability Strategies

**1 “Innovation Leader”**

**2 “Managing Resources”**

**3 “Safety”**

## Achievement

In 2019, identified strategy and the goal of sustainability. In 2020, the Company managed and operated according to sustainability strategies. In addition, the Company developed and delivered health products by applying new innovation corresponding to consumers' demands.

## 2021 Goals

- Improve production process for economic, environmental, and social sustainability
- Create stakeholders' awareness of sustainable business management



# Conceptual Framework of Sustainability Strategy

(GRI 102-15)



The company is attempting to manage their businesses under the concept of sustainability by prioritizing products quality and development along with applying new innovations. Additionally, the Company also takes responsibility of employees' safety in workplace as well as social communities and environment for creating long-term sustainability and development.



## “Innovation Leader”

Create new innovations for product development for a better quality of consumer products



## Managing Resources”

Create production developments in order to maximize efficiency and productivity



## “Safety”

Create safe workplaces and society by participating in safety skills and knowledges development program.



# Sustainability Development Work Plan (GRI 102-15)



# Sustainability Development Achievement in 2020



## Economic Aspect

### Good Corporate Governance and Business Ethics

- ✓ The Company received a total score of 91%, or an “Excellent” rating from annual corporate governance assessment

### Production process development and product quality

- ✓ Develop 2 new products

### Risk Management

- ✓ All risks concerned including affiliated companies and subsidiaries

## Environmental Aspect

### Water Management

- ✓ Improve wastewater treatment and rainwater drainage system

## Social Aspect

### Employee Treats

- Develop skills and knowledges in safety, reducing accidents at the workplace to zero
- Organize health activities for reducing Non-Communicable Diseases (NCDs) in employees

### Responsibilities of business towards consumers

- Products are qualified by quality and safety standard

### Society and Community Development

- Organize activities in social communities for enhancing pineapple farming quality

# Goals of Sustainability Development in 2021 (GRI 102-15)



## Economic Aspect

### Good Corporate Governance and Business Ethics

- Obtain an “Excellent” rating from corporate governance assessment
- Extend a membership of Private Sector Collective Active against in 2022

### Production Process and Logistics Development

- Develop production process and logistics for maintaining nutrition and increasing products quality of 1-2 products per year

### Risk Management

- Manage all risks including affiliated companies and subsidiaries, emphasizing economic, environmental, and social aspects.
- Identify and evaluate project investment condition based on economic, social and environmental aspects for business acquisition in the future.

## Environmental Aspect

### Waste disposal and management

- Reduce wastes in production process by 5% of 2020's figure

### Energy Management

- Reduce energy utilization in compressed air system and improve main equipment; 5% of utilization in 2020 (5 factories)

### Water Management

- Reduce water utilization in production process by 5% of 2020's figure

### Greenhouse Gas Management

- Source quality of coal for high calorific value in production process, and also reduce energy utilizing in lightning system by changing to LED, reducing greenhouse gas emission by 5% from 2020 (5 factories)

## Social Aspect

### Employee treats

- Develop skills and knowledges in safety, reducing accidents at the workplace to zero
- Provide annual medical check-up package for reducing Non-Communicable Diseases (NCDs) in employees

### Responsibilities of business towards consumers

- Increase canned pineapple importer satisfaction to less than 95%
- All production will be tested and qualified by quality and safety standard of products

### Society and Community Development

- Organize activities in social communities for enhancing pineapple farming quality
- Create and maintain relationship between the Company and communities and nearby areas

# CORPORATE GOVERNANCE AND BUSINESS ETHICS



# CORPORATE GOVERNANCE AND BUSINESS ETHICS

(GRI 102-31,SDG 16, G1.1C)



## Significant Issue

The Company adopted the SEC Corporate Governance Code for Listed Companies as the guidelines for developing the Good Corporate Governance and Business Ethics Policy in order to promote a culture of good governance among employees at all levels. This was to assure all stakeholders that it has adopted the efficient, transparent, auditable, and fair management system. In addition, the Company has joined CAC for keeping good corporate governance standard in long run.

## 2020 Achievement

- ✓ Complied with good corporate governance practices and guidelines
- ✓ The company has properly adapted CG Code to a particular issue.
- ✓ The company was certified as an alliance of CAC Project.

## 2021-2022 Goals

- Receive an “Excellent” rating from corporate governance assessment
- Extend a membership of Private Sector Collective Active against Corruption (CAC)) in 2022

## 2020 Achievement

According to the 2020 annual corporate governance assessment conducted by the National Corporate Governance Committee, the Company received a total score of 91%, or an “Excellent” rating, details as follows

	2020	2019
Rights of Shareholders	99%	99%
Equitable Treatment of Shareholders	96%	96%
Rights of Stakeholders	91%	88%
Information Disclosure and Transparency	95%	90%
Board of Directors' Responsibility	86%	84%

- Business Ethics Violation -None-



# Board of Directors and Committees Performance



(GRI 102-31,SDG 16, G1.1C)

In 2020, there were 4 Audit Committees meetings of Senior Executives, Auditors, Internal Auditors. The accomplishments are as follows;

- Financial Statements Audit
- Compliance with securities law and SET's regulation
- Internal Control System Efficiency Review
- Appointment of the Company's auditor in 2021
- Transactions Cross-Review
- Good Corporate Governance Review
- Internal Audit Compliance

In 2020, Nomination and Remuneration Committee complied with authorizations and held 2 meetings. The accomplishments are as follows;

- Select and nominate persons qualified for being directors according to the Company's operating procedures
- Propose and determine remuneration rates of directors including evaluate board of director and committees
- Propose and determine employment conditions and remuneration of executive directors based on performance assessment
- Provide recommendations regarding successors of the Chairman of the Executive Committee and the Managing Director to the Board of Directors. Review succession plans for high-level executives, executives and key positions as prepared by the Chairman of the Executive Committee or the Managing Director.

In 2020, Corporate Governance Committees complied with charters and held 6 meetings. The accomplishments are as follows;

- Good Corporate Governance policy review
- Business Ethics approval consideration





# Corporate Governance Policy (GRI 102-31,SDG 16, G1.1C)



Board of Directors attempts to comply with good corporate governance and the international standard; The Organization for Economic Co-Operation and Development (OECD) in order to enhance management efficiency, develop business towards sustainability, and also ensure stakeholders' confidence, including establish good corporate governance policy for all executive and employee's compliance based on practices as follows;

Aware of shareholders' rights and equities

1

Properly determine meeting procedures

2

Determine "Business Ethics"

3

- Fighting against corruption 3.1
- Responsible political involvement 3.2
- Equal and fair treatment of stakeholders 3.3
- Social and environmental responsibility 3.4
- Compliance with labor laws and respect for employees' rights 3.5



4

Establish regulations of financial information and non-financial information disclosure in accordance with laws

5

Establish policy of corporate governance

- 5.1 Create awareness and responsibility as assigned
- 5.2 Build transparency based on honesty.
- 5.3 Sustainably increase competency of business

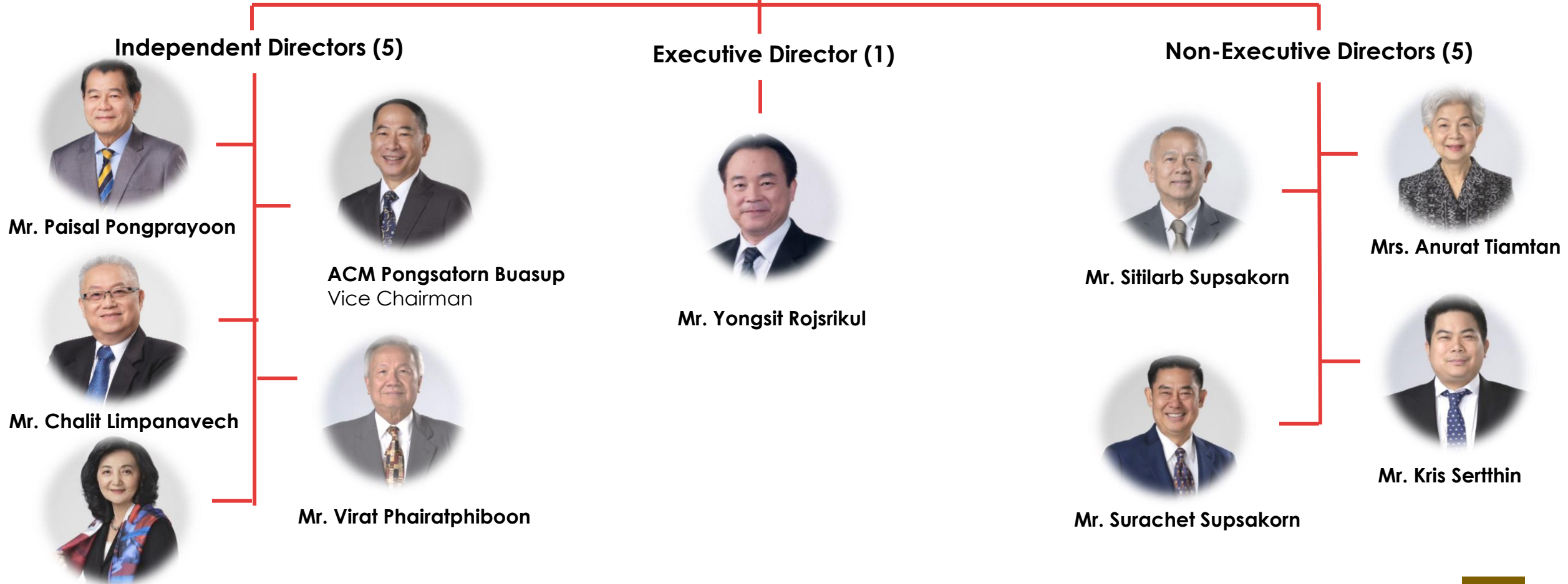
# Board of Directors Composition



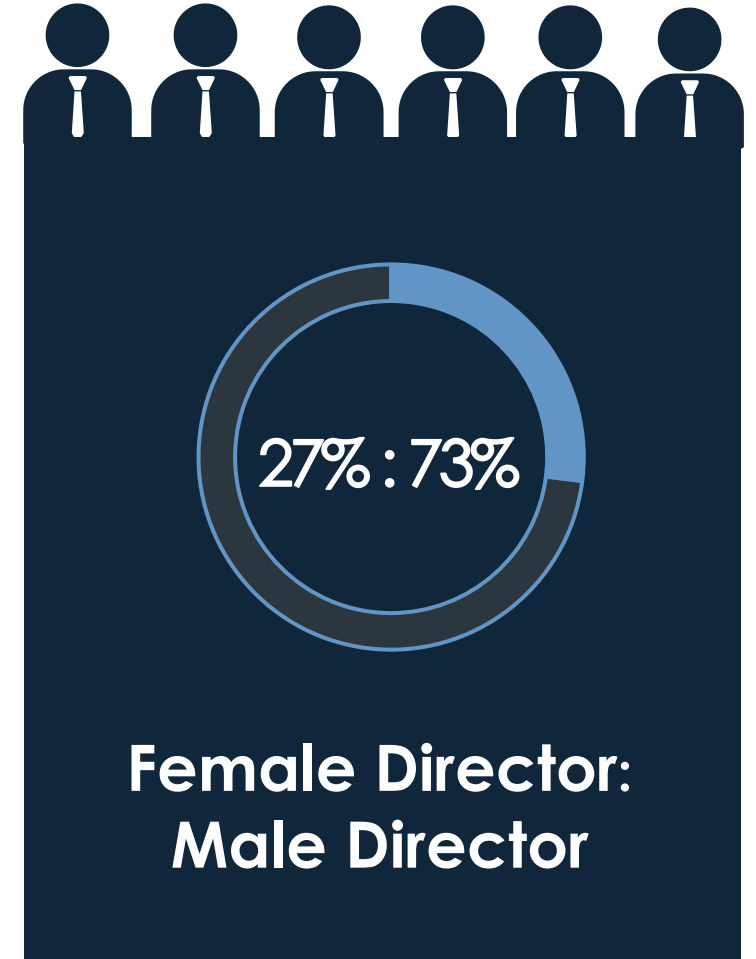
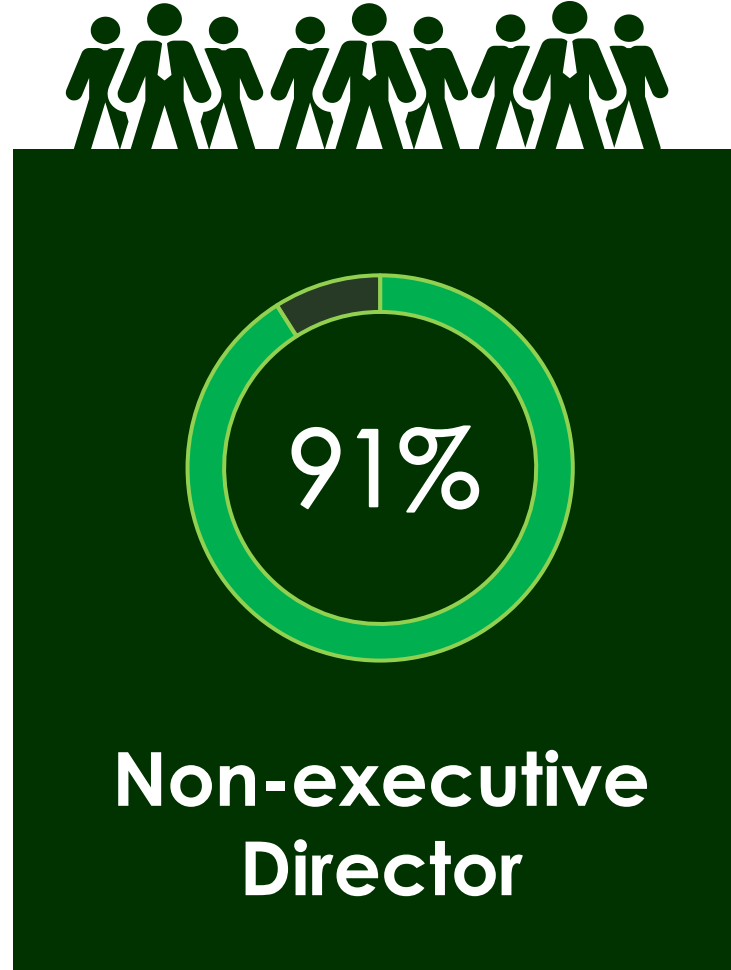
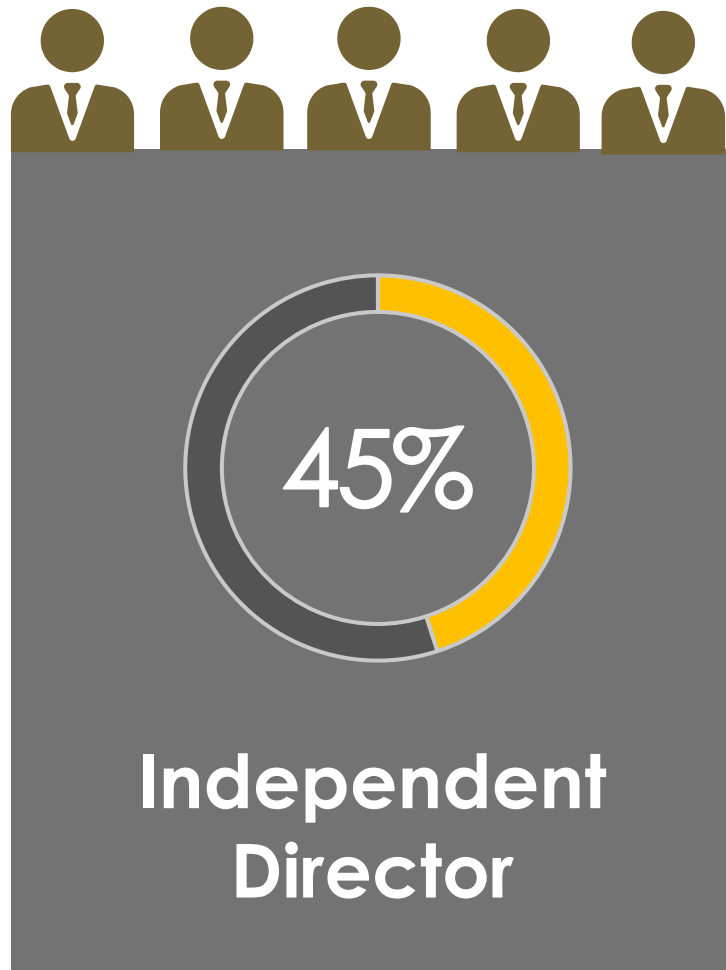
(GRI 102-18, SDG 16, G2.1C, G2.2C, G2.2O, G2.3C)



**Ms. Laksana Supsakorn**  
Chairman of the Board of Directors  
Non-Executive Directors



# Board Composition (GRI 102-18, SDG 16, G2.1C, G2.2C, G2.2O, G2.3C)



# Audit Committee Composition (GRI 102-18,SDG 16, G2.1C, G2.2C)

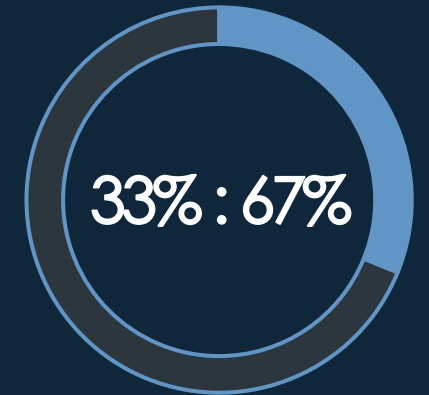


**Mr. Virat Phairatphiboon**  
Chairman of Audit Committee

Audit Committees have expert knowledges and adequate experiences in financial statement review



**Independent  
Directors**



**Female Directors :  
Male Directors**



**Mr. Paisal Pongprayoon**



**Mrs. Achara Pricha**

# Nomination and Remuneration Committee

## Composition

(GRI 102-18, SDG 16, G2.1C, G2.2C)



The Nomination and Remuneration Committees take responsibility of selection of persons qualified for being directors and executive management according to the Company's operating procedures and determine remuneration rates for the Company and related companies.



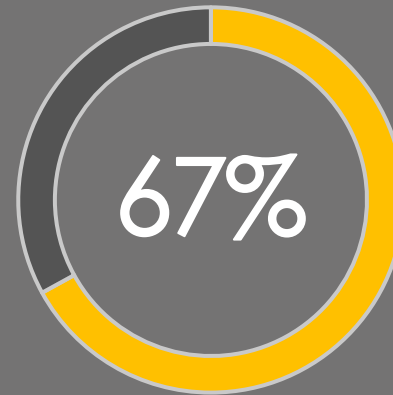
**Mr. Paisal Pongprayoon**  
Chairman of Nomination  
and Remuneration Committee



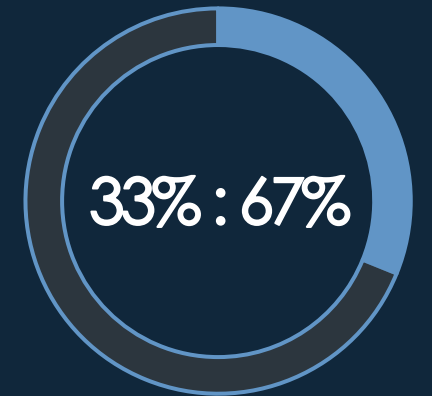
**Mr. Surachet Supsakorn**



**Mrs. Achara Pricha**



**Independent  
Directors**



**Female Directors :  
Male Directors**

# Corporate Governance Committee Composition

(GRI 102-18, SDG 16, G2.1C, G2.2C)



Corporate Governance Committees take responsibility of determination and review of the good corporate governance policy against corruption, including supervising all practices and management in accordance with corporate governance and anti-corruption policy. All directors and committees are Corporate Governance Committees.



# Board of Directors/Committees Evaluation

(GRI 102-18, SDG 16, G2.1C, G2.4C)



Self-assessment of boards of directors and committee was conducted and published by Stock Exchange of Thailand, using for evaluation of listed company's Board of Directors' performance. There are 2 types of assessment form

1. Self-assessment form for the board of directors
2. Self-assessment form for an individual director



*The self-assessment forms for the board of directors and an individual director contain 6 topics as follows;*

- 1 Structure and Qualifications**  
(Board of Directors Form and an Individual Form)
- 2 Role, Duties, and Responsibilities**  
(Board of Directors Form and an Individual Form)
- 3 Meetings of Board of Directors**  
(Board of Directors Form and an Individual Form)
- 4 Performance of Duty of Directors**  
(Board of Directors Form)
- 5 Relationships with management team**  
(Board of Directors Form)
- 6 Self-development of the directors and executives development**  
(Board of Directors Form)

## Corporate Governance Training Session for Employees

All new employees will be trained in organizational ethics.

# 100%

*All trained employees passed  
assessment test and acquired  
organizational ethics  
knowledges.*

\* Total number of employees on 31 December 2020 : 1,572  
persons





# 2020 Online Anti-Corruption Day (GRI 102-17)



Board of Directors' Declaration of intention to join as one of the Thai private sector collective action in the Private Sector Collective Action Coalition Against Corruption (CAC) from 5 August 2019, effective until 5 August 2022.

## 2022 Operational Goals

The company is in process of preparing for certificate of Recertification which is an alliance in the project to build the Thai Private Sector Collective Action Coalition Against Corruption (CAC) Recertification before the deadline on August 5, 2022.



# Whistleblowing or Complaint-Filing Channels



For any queries regarding to accuracy of financial statement, internal control system, or any fraudulent or corrupt practices, all stakeholders are able to directly contact Board of Directors via the following channels:

**E-mail : [anti-corruption@tipco.net](mailto:anti-corruption@tipco.net)**  
Directly contact Corporate Governance Committees

**E- mail: [viratpt@hotmail.com](mailto:viratpt@hotmail.com)**  
Directly contact Chairman of Audit Committee

**[www.tipco.net](http://www.tipco.net)**  
Topic: Fraudulent or Corrupt Practices

**02-273-6888**  
Chief Executive Officer

**02-273-6400**  
Chairman of the Board

**Send to Chief Executive Officer/Chairman of the Board**  
118/1 TIPCO Tower, Rama 6 Road, Phayathai Sub-district, Phayathai District, Bangkok. 10400



# Communication Channels and Participation with Stakeholders

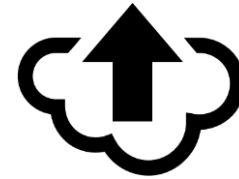


The company has set several measures and communication channels during the COVID-19 outbreak to ensure both internal and external stakeholders' confidence in business management detailed as follows;



## Internal Stakeholders

**Executives and Employees**  
Communicate via online channels such as E-mail, HR Portal, line Group



## External Stakeholders

**Business Partners and Alliances**  
Contact and coordinate via telephone, E-mail, and Conference Call (Microsoft Team)

**Shareholders and Analysts**  
Contact and share information via telephone, E-mail, [www.tipco.net](http://www.tipco.net)



# Participation with Stakeholders



## 2021 Annual General Meeting of Shareholders



**Body Temperature Check**



**Social Distance**



**Avoid touching**



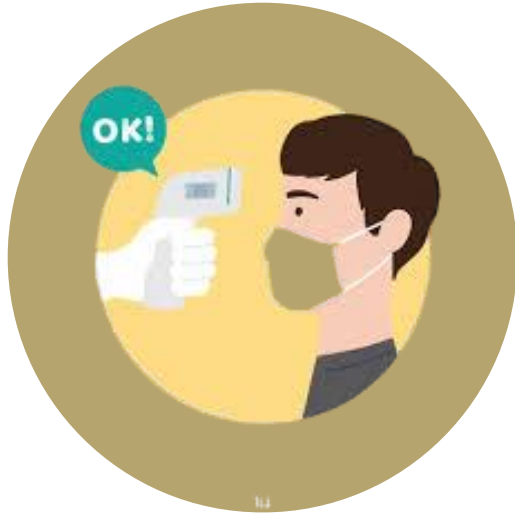
**Seats Preparation**



# Preventive Measures for COVID-19

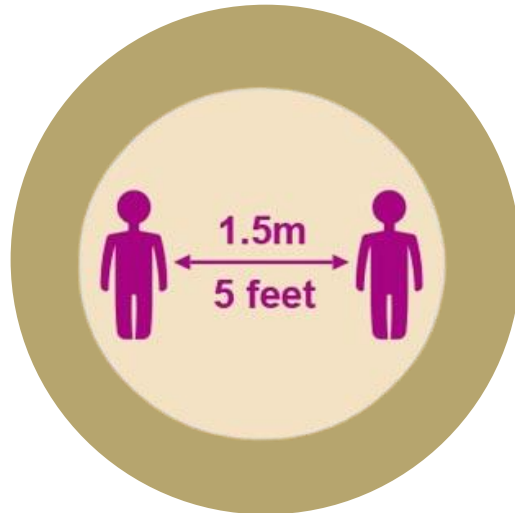


The company held activities for stakeholders in order to inform business management information and performance as well as receive requests. Since there has been COVID-19 pandemic during 2020, the Company has set several preventive measures in shareholders meeting as follows;



## **Body Temperature Check**

The check was arranged by hospital care team. All screened attendees were given labels to stick on their clothes, required to wear a mask during meeting, and filled in the Health Form.



## **Social Distance**

Kept a safe space when checking proxy and making onsite meeting registration.



## **Avoid Physical Touching**

Only written questions were accepted during meeting. Shareholders were able to send questions via email in advance to [Investors@tipco.net](mailto:Investors@tipco.net). All answers were posted on company's website within 14 days after meeting.



## **Seats Preparation**

Limit a number of seats available in meeting room.

# ECONOMIC ASPECT



# Economic Aspect

Tipco®

Creative  
Innovation

2

1  
Enterprise Risk  
Management



# Enterprise Risk Management



**Management**



# Environmental, Social and Governance: ESG Risk Management

(GRI 102-15,SDG 1-17, G5.10)

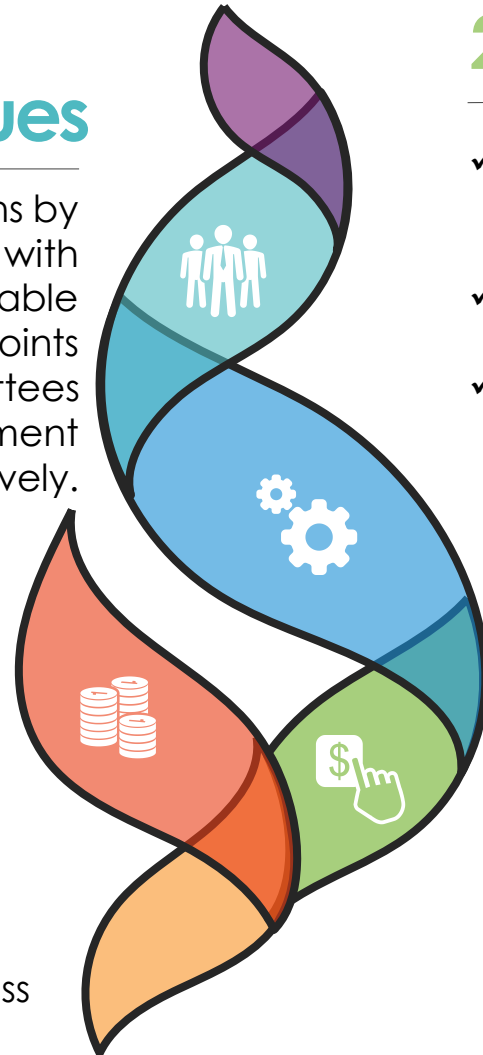


## Main Issues

The Company continuously manages all risks concerns by taking all company's businesses into consideration with integrated organizational strategies for sustainable business expansion. Additionally, the Company appoints Corporate Risk Management Committees to supervise, support, and develop risk management effectively.

## 2021 Goals

- Identify key risks and develop methods corresponding to the business environment in present and future.
- Quarterly review risk management strategies, emphasizing on economy, society, and environment.
- Control loss arising from impact of risks on business such as raw material price fluctuation.



## 2020 Achievements

- ✓ Develop risk management for both company and all subsidiaries, emphasizing on economy, society, and environment.
- ✓ Assess all risks concerns and set risk identification tools and techniques for quarterly monitoring.
- ✓ Issue quarter report of risks monitoring and present to Corporate Risk Management Committees.

## 2020 Significant Progress

- Assessment result of risks management in economic, social, and environmental aspect was recorded as "Moderate".
- Develop risk indicators to control loss and reduce the potential impact of risks more efficiently.
- Corporate Risk Management Committees quarterly monitor risks, thus risks management can be updated on a timely basis.

# Policy, Practices, and Risk Management Strategy

(GRI 102-15,SDG 1-17, G5.1C)



## Risk Management Policy

The Company appointed Corporate Risk Management Committee to set strategies and risk management in various aspects with warning systems and preventive regulations for risk impact assessment, efficient business security enhancement, quarterly report, including create risks awareness and preventive practices for all levels of operations. In addition, the committees assigned the responsibility of risk management and reporting regarding problem solving progression to Internal Control Audit Department. The Audit Committee will be in charge of making presentation to Board of Directors in next quarterly meeting of Audit Committees.

## Practices

### Corporate Risk Management Committees take responsibilities of

1. Assess all risks that impact on business operation of organization in both short-term and long-term, and also review all risk concerns at least 1 time a quarter.
2. Assign responsibilities to risk management subcommittee for creating sub plans regarding to the risk concerns.
3. Monitor and report business performance to audit committee and the board of directors.

## Organizational Strategy

Changes in economic environment, society, environment, including rapid change in new technologies and main raw material price fluctuation like pineapples, lead to an adaption of management. In order to cope with the vulnerable circumstances, the company has created new efficient strategies supporting sustainable business growth by placing importance on society and environment.



# Corporate Risk Management Committee Structure (GRI 102-15,SDG 1-17)



**TIPCO FOODS PUBLIC COMPANY LIMITED**

บริษัท ทีปโก้ฟู้ดส์ จำกัด (มหาชน)

Registration No. 010753500052

ทะเบียนเลขที่ 010753500052

คำสั่งที่ TF/2/2564

เรื่อง แต่งตั้งคณะกรรมการบริหารความเสี่ยงองค์กร (Corporate Risk Management Committee)

เพื่อให้การบริหารความเสี่ยงของบริษัท ทีปโก้ฟู้ดส์ จำกัด (มหาชน) และบริษัทย่อยเป็นไปอย่างเหมาะสมและมีประสิทธิภาพ และเพื่อให้สอดคล้องกับสถานการณ์ปัจจุบัน จึงเห็นสมควรให้ออกคำสั่งที่ TF/2/2563 โดยปรับเปลี่ยนรายชื่อและควมรับผิดชอบของคณะกรรมการบริหารความเสี่ยงองค์กร ตามคำสั่งดังต่อไปนี้

1. Chief Executive Officer	ประธานกรรมการ
2. Chief Financial Officer	กรรมการ
3. Director - Human Resources	กรรมการ
4. Department Manager - Information Technology	กรรมการ
5. Director - Corporate Accounting & Internal Control	กรรมการและเลขานุการ

คณะกรรมการบริหารความเสี่ยงองค์กร มีหน้าที่และความรับผิดชอบดังนี้

1. ประเมินความเสี่ยงที่อาจส่งผลกระทบต่อดำเนินงานธุรกิจในระยะสั้นและระยะยาว และมีการทบทวนความเสี่ยงอย่างน้อยไตรมาสละ 1 ครั้ง
2. กำหนดแผนการดำเนินงาน หรือมอบหมายให้คณะกรรมการบริหารความเสี่ยงกำหนดแผนย่อย เพื่อบริหารความเสี่ยงต่อการดำเนินงานธุรกิจ
3. ติดตามและรายงานผลการดำเนินการบริหารความเสี่ยงให้คณะกรรมการตรวจสอบ และคณะกรรมการบริษัทฯ ทราบ

ทั้งนี้ ให้มีผลตั้งแต่วันที่ 19 มกราคม 2564 เป็นต้นไป จนกว่าจะมีการเปลี่ยนแปลง

(นายงสิทธิ์ ไรจน์ศิริกุล)  
Chief Executive Officer

Head office : Tipco Tower 11/1 Baan Asoke, Phayathai, Phayathai, Bangkok 10400, Thailand Tel : (003) 271-0200, Fax : (003) 271-1000, 271-1001, E-mail : kiat@tipco.co.th, http://www.tipco.co.th  
 Branch : 999 Moo 7 Pathum Subabutr, Wichitwankorn District, Pathumthani Province 17180 Thailand Tel : (0462) 221-992, 7, Fax : (0462) 221-998  
 Factory : 25/1 Moo 2 Pongpong Subabutr, Waiyai District, Chikmagul Province 55180 Thailand Tel : (0455) 874-131-5, Fax : (0455) 874-130

สำนักงานใหญ่ : อาคารทีปโก้ 11/1 ถนนสุขุมวิท แขวงคลองเตย เขตคลองเตย กรุงเทพมหานคร 10110 โทรศัพท์ : (003) 271-0200 โทรสาร : (003) 271-1000, 271-1001  
 โรงงานสมุทรปราการ : 999 หมู่ 7 ตำบลสุขุมวิท อำเภอวิเศษชัยชาญ จังหวัดฉะเชิงเทรา 24180 โทรศัพท์ : (0462) 221-992-7 โทรสาร : (0462) 221-998  
 โรงงานปทุมธานี : 25/1 หมู่ 2 ตำบลปทุมธานี อำเภอบึงสามพัน จังหวัดปทุมธานี 20180 โทรศัพท์ : (0455) 874-131-5 โทรสาร : (0455) 874-130

# Factors Influencing on Strategy Determination



(GRI 102-15,SDG 1-17, G5.2C)

COVID-19  
Outbreak



## Tipco® Internal Factors

Determine risk management strategy by assessing impact of risks in business management in both short-term and long-term, including create measures to mitigate risks to appropriate or acceptable level for organizational goals achievement

Consumer  
Behaviour  
Change



Global  
Economic  
Change



Business  
Strategy  
Change of  
Competitors



Technology  
Change



Quick  
Accessible  
Communica  
tion

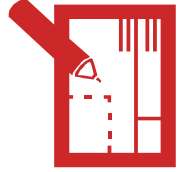


# Organizational Risks Assessment Framework

(GRI 102-15,SDG 1-17)



# Economic Risk Management (GRI 102-15,SDG 1-17, G5.2C)



## Risk Concerns



**Risk in ongoing main business growth**  
Business profit does not meet the planned goal.



**Risk from COVID-19 Pandemic**  
Impact on sales income



## Risk Control Measures



Products development corresponding to rapid change of consumer demands



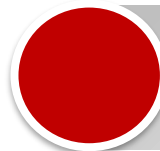
Proper diversification of distribution channels for each product



Product communication: highlight the quality and benefits



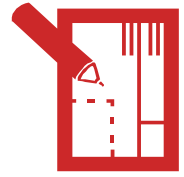
Sufficient raw materials planning and management



Adjustment and review of Business Continuity Plan

# Social/Environmental Risk Management

(GRI 102-29, SDG 1-17, G5.2C)



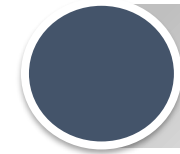
## Risk Concerns



## Risk Control Measures



**Risk from readiness of successor in important positions**



**Organize internal training and development sessions for successors**



**Preparation for successors from external**

# Emerging Risks Management (GRI 102-29 ,SDG 1-17, G5.2C)



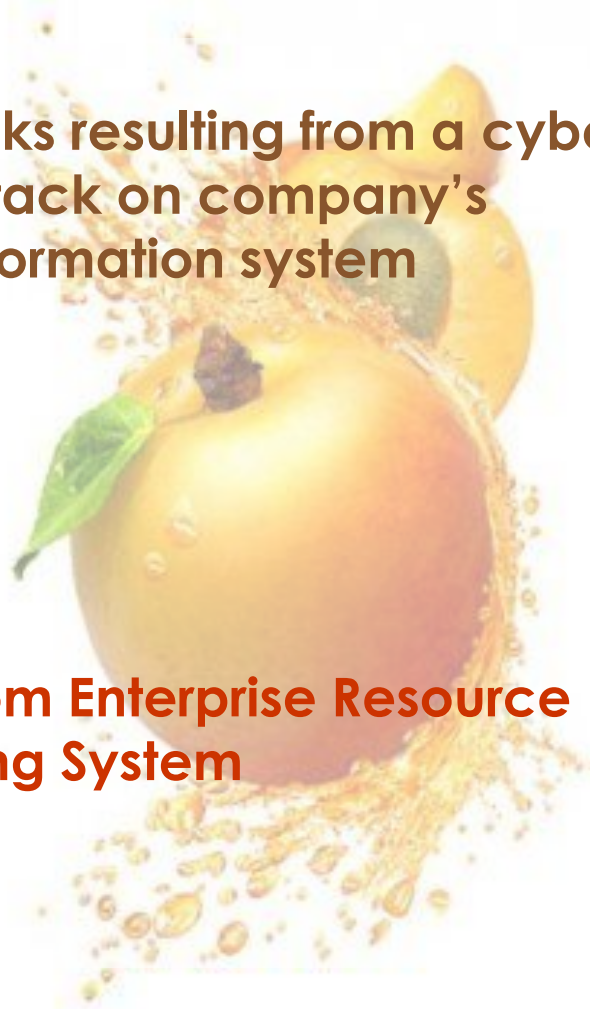
## Risk Concerns



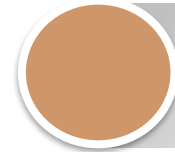
Risks resulting from a cyber attack on company's information system



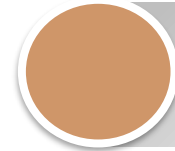
Risk from Enterprise Resource Planning System



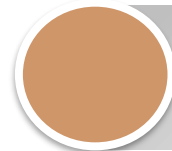
## Risk Control Measures



Develop team members to reach the fullest potential in solving problem skills and preventing cybersecurity risk.



Create cybersecurity risk management plan for security protection.



Develop cybersecurity plan in order to cope with the risks and protect data and information from cyber attacks



Create a particular plan supporting change in Enterprise Resource Planning System in order to mitigate risks and their effects





# CREATIVE INNOVATION





## Main Issue

The Company places an importance on innovation for product, process, and logistics development in order to produce qualified and nutrient-rich foods and beverages corresponding to consumer demands. This will lead the Company to succeed in acquiring the position of innovation leader of the market and sustainably grow.

## 2020 Progress

- ✓ Develop production process
- ✓ Encourage employees to participate in creating new products
- ✓ Improve production process, reducing wastes
- ✓ Increase online payment channel
- ✓ Develop HR Web Application system to support Microsoft SharePoint Online
- ✓ Crop Management System

## 2020 Achievement

- ✓ Reduced wastes in production
- ✓ New products corresponding to consumer needs
- ✓ Facilitated goods payment process and improved the accuracy of reconciliation
- ✓ Able to acquire internal information published by human resources information system centre
- ✓ Improved efficiency of Crop Management System

## 2021 Goals

- Set sales target, measured by income from new products increasing
- Target a number of new products which adopt innovation at 2 products a year
- Adapt new innovation to production process in order to reduce resources utilization and wastes
- Improve the efficiency and speed of working system by applying online channels for internal communication

# Organizational Innovation Management



## Innovation Strategy

Set common goal of innovation in order to encourage all employees to drive business with new innovations.

## Innovation

01

Create new products



02

Create new transportations



03

Seek for new consumer demands



04

Product Adaptation and Improvement



05

Improvement of efficiency of operation and management.



## Indicators

1. Increasing Income
2. Reduce wastes in production
3. Reduce production costs
4. Facilitate production process and product transportation

## Long-Term Goal

Continuously develop innovations by assigning responsibility to a particular section. All stakeholders are able to join the organizational innovation development. Useful guidances and advices will be given by the experts of supply chain process for joint benefits between the Company and the stakeholders.

# Tipco Cashless Solutions

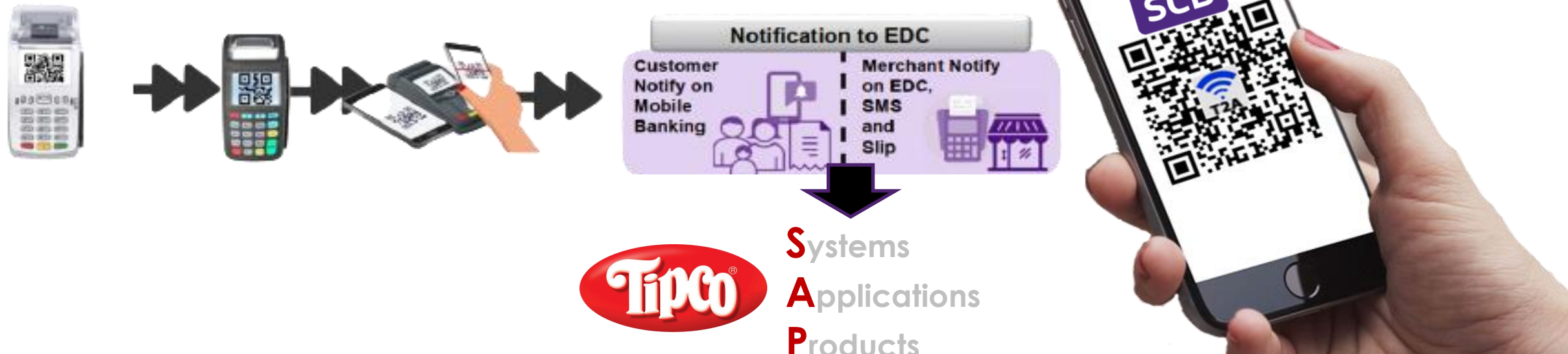


The Company coordinated with SCB to implement EDC (SCB Easy Cashier- QR code solution), linking with Company's SAP system for account receivable automation in Cash on Delivery group of customer.

## Goal Achievement

- Reduce cash in hand and branch transactions
- Facilitate and improve accuracy of reconciliation
- Prevent theft during products transportation
- Support monetary policy in a cashless society encouraged by Bank of Thailand (Smart City)

## “ Business QR Payment ”



# Tipco HR Web Portal



The Company developed HR Web Application to support Microsoft SharePoint Online and able to view via Web Browser on both PC and mobile device.



“ Employee collaboration and HR service through digital form and workflow ”



## Goal Achievement

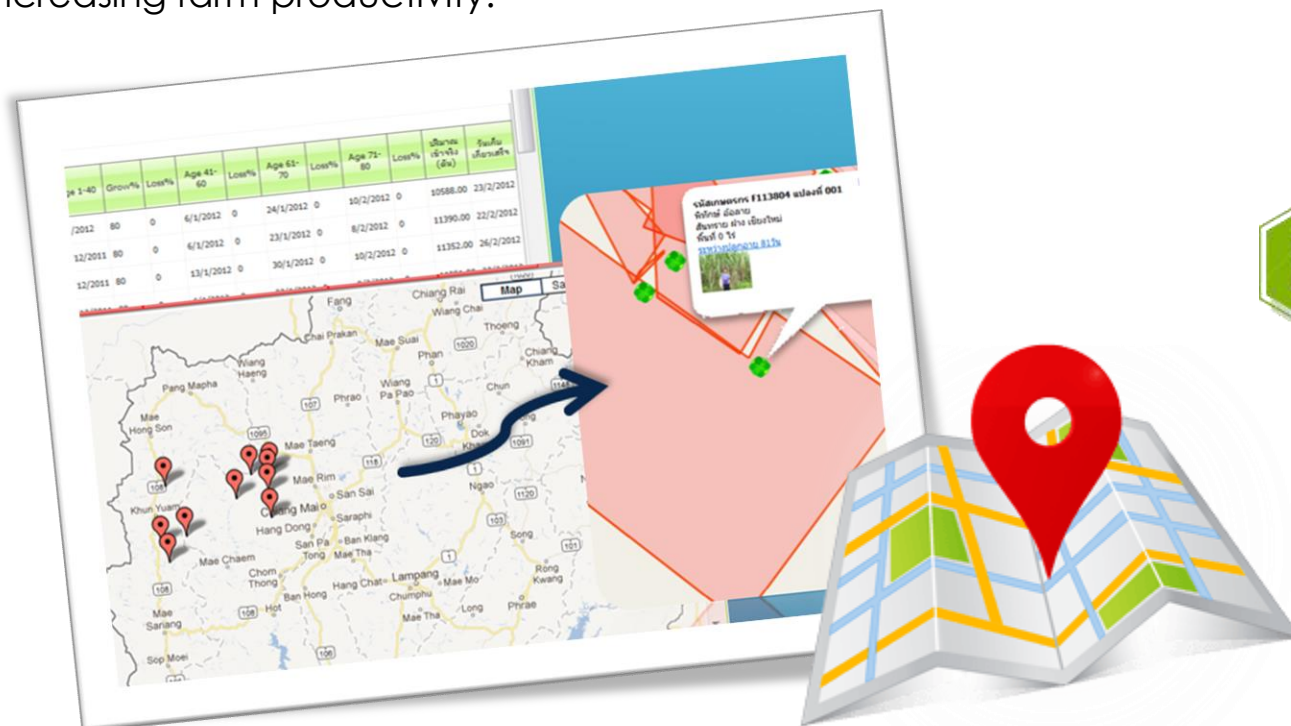
- To be the hub of HR information system for internal communication including creating Poll & Survey and Q&A Forums
- To be the hub of application forms using for HR service based on online approval system.
- To save costs of paper utilisation and facilitate the approval process.

# Tipco Smart Farm System

The company adopted new innovation of Crop Management System which is able to track the status of cultivation area by using Google Map web. The system links the purchase of crops into factory process and costs calculation, and is also able to make a payment to farmers' accounts.

## Goal Achievement

To increase the management efficiency of agricultural members, the accuracy of projection, and crops forecasting. This includes the possibility of using data for analysis, problem solution planning, as well as increasing farm productivity.



## “ Forecast Accuracy Crop management ”



# Tipco New Products



The Company developed 100% mixed vegetable and fruit juice with less sugar by applying innovation and technology; no sweetener added, but containing high fibre and vitamins.

## Goal Achievement

- Become a leader of healthy drink innovation
- Create values and choices of mixed vegetable and fruit juice consumption for healthy consumers, including the issue of added sugar consumption
- Create wellness in Thai society



# SOCIAL ASPECT





# SOCIAL ASPECT



COMMUNITY / SOCIAL DEVELOPMENT

RESPONSIBILITY TO CUSTOMER

2

3

1

LABOR PRACTICES



# LABOR PRACTICES





## Main Issue

The Company places importance on compliance with employment contract strictly and respect human rights, freedom, and equality. In addition, the Company also informs the practices of ethics and human rights to all employees in order to create awareness of the existing of regulation and policy regarding to whistleblowing or Complaint-Filing. This is to improve the efficiency of human rights management.

## 2020 Progress

Determined and developed organizational structure as well as altered strategic business plan of labour management. This includes career progression, workplace practices, compensation, fringe benefits, and welfare.

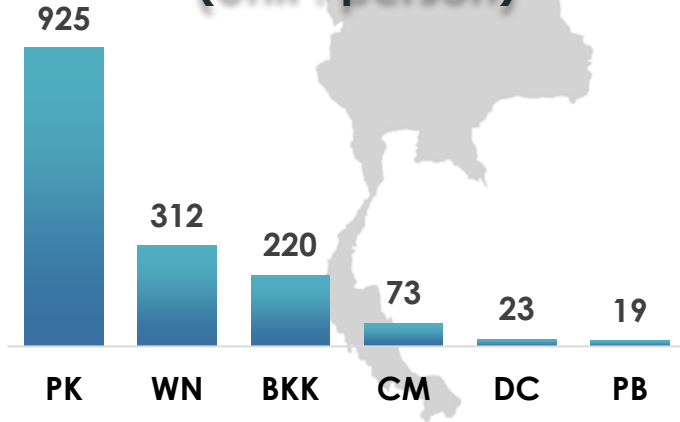
## 2021-2022 Goals

- Improve and develop employee's potential by complying with all 5 Core Values Practices in order to enhance knowledges, skills, as well as competency.
- Create career opportunity and progression by developing concept and workplace practices as well as encourage employees to adapt innovation efficiently.

# 2020 Employee Data (GRI 401, SDG 5, SDG 10, S2.1C, S2.1O)

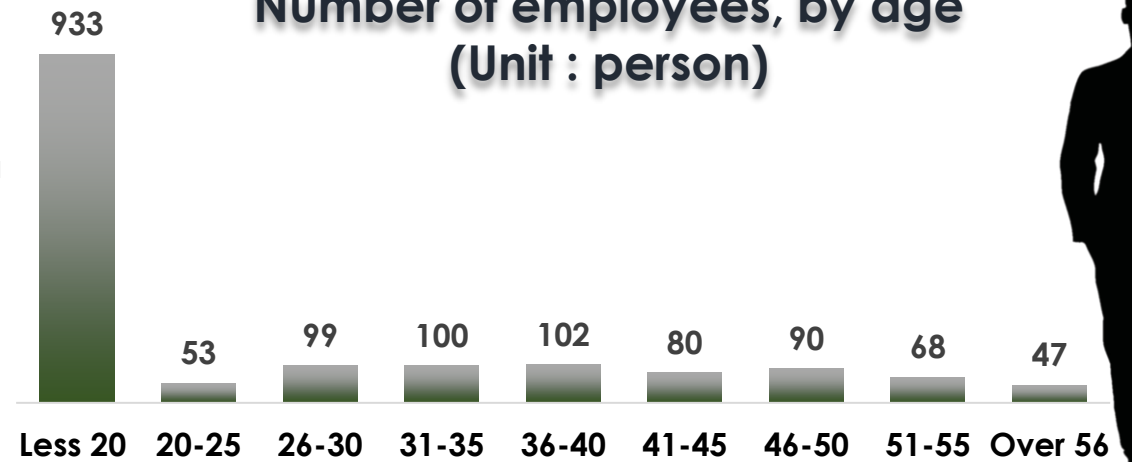


Number of employees, by area  
(Unit : person)

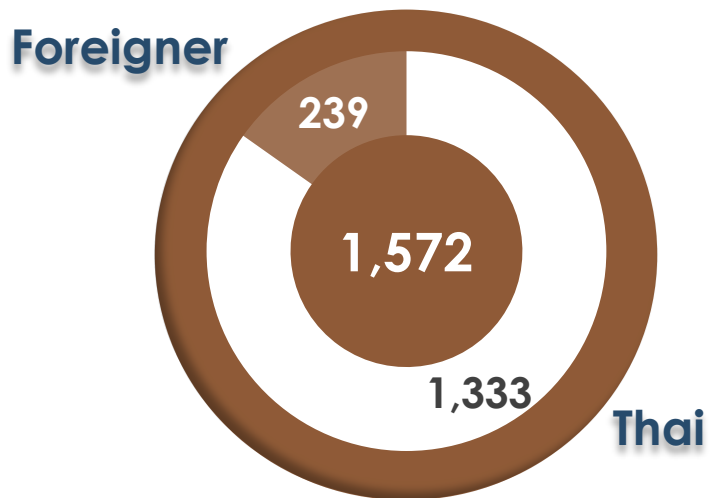


- PK** Prachuap Khiri Khan
- WN** Phra Nakhon Si Ayutthaya
- BKK** Bangkok Head Office
- CM** Chiangmai
- DC** Prachachuen Warehouse
- PB** Petchabun

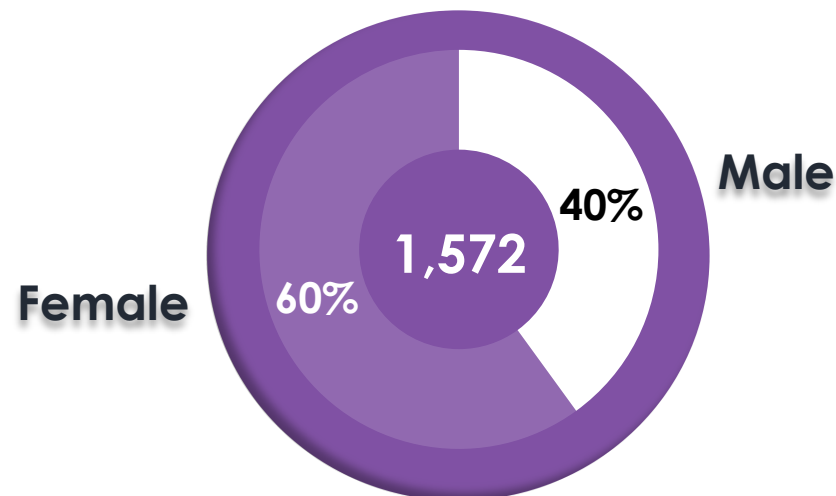
Number of employees, by age  
(Unit : person)



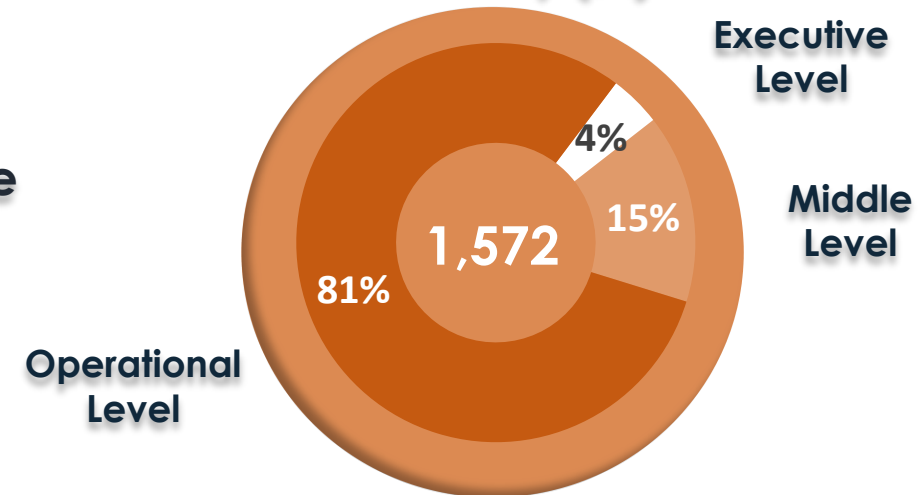
Employees ratio, by nationality  
(Unit : person)



Employees ratio, by gender (%)



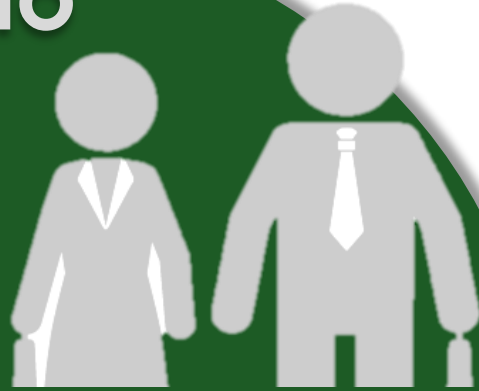
Employees ratio, by levels of hierarchy (%)



# Employee Management (GRI 405-2, SDG 5, S3.1C)



## Gender Ratio



**Executive Level 60% : 40%**

**Middle Level 69% : 31%**

**Operational Level 59% : 41%**

## 2020 Progress

- When hiring employees, the Company selects based on job vacancies. If there is no suitable internal candidate, the company will further consider external recruitment.
- The determination of job position, wage rate, and salary corresponds to compensation management policy.
- Equity in recruitment and selections are the company's priority. There is no hiring discrimination in nationality, race, social class, religion, disability, gender, political participation, or child labour. Also, the Company does not accept child labour and there is no policy regarding to the exploitation of child under the age of 15 years.

## 2020 Achievement

In 2020, the Company undertook human resources management, developed the workplace practices, and diversify internal communication system in order to facilitate and enhance the efficiency of human resources management.

# Performance Assessment (GRI 401, SDG 8, S6.3C, S6.5C)



The company has applied “**2020 Performance Assessment**” system for measuring KPI with fairness. The system provides with the function of individual and department performance comparison. The assessment result will be used for potential development as well as compensation and annual bonus consideration detailed as follows;

**01** Performance goals are informed to employees

**02** Realize the relationship between personal goals and organizational goals

**03** Indicate KPI for each department, agreed by executives

**04** Monitor and report performance

**05** Supervisors and employees review goals and expectations



# TRAINING AND EDUCATION

(GRI 404, SDG 4, S4.1O, S4.2C, S4.3C)



## Main Issues

The Company takes priority over all levels of employee potential development for enhancing personal abilities and knowledges. The company planned and designed both compulsory course and a particular course which benefits for employees. This includes relevant seminars for personal competency development supporting the prospects of career path as well as business growth in the future.



## 2021-2022 Goals

- Develop capabilities of all levels of employee, emphasizing on innovation for production development
- Minimum requirement of training hours for all scopes is 30 hours/person/year

## 2020 Progress

- ✓ Arrange online training sessions as a consequence of COVID-19 outbreak.
- ✓ Alter department organizational structure plan corresponding to business goals and visions.

## 2020 Achievement

The company has made a progression of employees training and competency development for all scopes at

**18.25**  
hours/person/year

# Employee Potential Training and Development Goals

(GRI 404, SDG 4, S4.1O, S4.2C, S4.3C)



The company takes priority over training session and activities for personal competency enhancement and development in various scopes, especially training courses and seminar, both off-site and on-site. The courses include new technical skills and knowledges required for working process, making employees feel enjoy when working. The training courses are divided into 3 types.

## 1. Command/Management Course

The company sets middle and top executive development plan in every aspect, efficiently enhancing strategic employees management planning skills as well as improving job values, including sustainable business development.

## 2. General course for each level of employee

The Company sets several goals for competency development and promotion in many aspects as follows;

- Work Efficiency Development Course
- Management Course
- Safety for Work Course

## 3. Other courses

Increase employee potential in other aspect such as working as a team.

## “ Online Training Channel”





# SAFETY, OCCUPATION HEALTH AND WORKING ENVIRONMENT (GRI 403, SDG 3, SDG 8, S5.1C, S5.1O, S5.2C)



## Main Issue

The company sets the policy of occupational safety and health as well as work environment for employees. For safety process development, especially, the company always pays attention to workplaces and factory equipment and machineries verification. Also, the company takes priority over employees health by providing annual health check-up package and organizing exercise activities for employees in order to reduce Non-Communicable Diseases (NCDs) as well as encourage healthy life.

## 2020 Progress



- ✓ Published safety manual for new employees training.
- ✓ Built security and fire protection system such as fire pump, sprinkle, and Fire Alarm system.
- ✓ Annually conducted an emergency evacuation training drill
- ✓ Organized "Tipco Fit Challenge" activity for employees health promotion
- ✓ Organized "Tipco Go Lean" activity, delivered healthy foods to employees who have tendency in getting Non-Communicable Diseases (NCDs)



## 2021-2022 Goals

- Reduce work accident to 0
- Reduce Non-Communicable Diseases (NCDs) 3% by health promotion activities for employees.

## 2020 Achievement



### Accidents at work statistics

0 / 1 million working hours

### Occupational injury death statistics

0 person per year



# Safety, Occupational Health and Work Environment Policy

(GRI 403, SDG 3, SDG 8, S5.1O, S5.2C)



## Safety in Factory

1. The Company assigned a responsible team for security to each factory, and also appointed safety committees to increase the awareness regarding to safety issues.
2. The Company conducts an evaluation of occupational safety in factory for employees.
3. The Company regularly provides occupational safety and health training as well as work environment training.
4. The company provides standardized and qualified safety tools for particular employees in order to ensure the security system and reduce the possibility of accidents at work.
5. The company established prevention plan for emergency such as internal and external sensor system and fire notice, including planning and annually conducting an emergency evacuation training drill.

## Occupational Health and Work Environment

1. The company provides annual health check-up package for employees and sets regulations corresponding to Non-Communicable Diseases (NCDs) reduction plan.
2. The company provides health promotion activities for employees.
3. The company monitors work environment corresponding to qualified standard.

**Tipco** TIPCO PINEAPPLE COMPANY LIMITED Registration No. 0105560036225  
บริษัท ทิปปโก้ โป๊พแอปเปิ้ล จำกัด ทะเบียนเลขที่ 0105560036225


ประกาศที่ รง.TPA 003/2564  
เรื่อง นโยบายความปลอดภัย อาชีวอนามัย และสภาพแวดล้อมในการทำงาน

ด้วย บริษัท ทิปปโก้ โป๊พแอปเปิ้ล จำกัด มีความห่วงใย ต่อความปลอดภัย ของพนักงานทุกคนและผู้มีส่วนเกี่ยวข้อง จึงกำหนด นโยบายความปลอดภัย อาชีวอนามัย และสภาพแวดล้อมในการทำงาน เพื่อให้เป็นแนวทางในการดำเนินงาน และสื่อสารให้ทราบโดยทั่วกัน ดังนี้

1. บริษัทฯ จะปฏิบัติตามกฎหมายด้านความปลอดภัย อาชีวอนามัย และสภาพแวดล้อมในการทำงาน
2. บริษัทฯ จะดำเนินการปรับปรุงและป้องกันอันตรายทุกรูปแบบทันที เมื่อพบว่ามีภาวะเสี่ยงที่ยอมรับไม่ได้
3. บริษัทฯ จะส่งเสริมสนับสนุนการฝึกอบรมและกิจกรรมด้านความปลอดภัย เพื่อมุ่งให้พนักงานมีจิตสำนึกด้านความปลอดภัย รวมทั้งสนับสนุนทรัพยากรให้เพียงพอต่อการดำเนินการด้านความปลอดภัย
4. บริษัทฯ จะกำหนดให้หน้าที่ด้านความปลอดภัย เป็นของพนักงานทุกระดับและสนับสนุนการมีส่วนร่วมด้านความปลอดภัย
5. บริษัทฯ จะจัดให้มีการทบทวนและปรับปรุงนโยบาย อย่างต่อเนื่อง

จึงประกาศมาให้ทราบและถือปฏิบัติโดยทั่วกัน

ทั้งนี้ ประกาศ ณ วันที่ 9 กุมภาพันธ์ 2564 เป็นต้นไป

ลงชื่อ   
( นายงสิทธิ์ โรจนศรีกุล )  
Chief Executive Officer

สำนักงานใหญ่ : อาคารทิปปโก้ 118/1 ถนนเพชรเกษม 6 แขวงพญาไท เขตพญาไท กรุงเทพมหานคร 10400 โทรศัพท์ (02) 273-6200 โทรสาร (02) 271-4304  
โรงงานประจำเขา : 212 หมู่ 16 ถนนเพชรเกษม 6 อำเภอเมือง จ.ยะลา รหัสไปรษณีย์ 97210 โทรศัพท์ (033) 811026-28 โทรสาร (033) 811040

# Safety, Occupational Health and Work Environment Regulations during COVID-19 Pandemic



The company sets regulations and preventive measures timely corresponding to the COVID-19 outbreak detailed as follows;

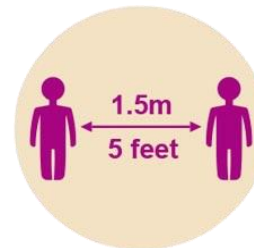
- Announced preventive measures and safety practices regarding the COVID-19 on 17 February 2020 corresponding to infected TIPCO Foods employee.
- Announcement No. 007/2563; additional regulations regarding preventive measures during COVID-19 outbreak on 18 March 2020
- Announcement No. 008/2563; work practices (Work Form Home) on 18 March 2020
- Announcement No. 010/2563; additional regulations regarding preventive measures during COVID-19 outbreak(COVID-19) for residents traveling out and/or currently performing work on 2 April 2020
- Announcement No. 014/2563; cancelled additional regulations regarding preventive measures during COVID-19 outbreak(COVID-19) for residents traveling out and/or currently performing work on 17 May 2020
- Announcement No. 018/2563 regulations regarding preventive measures during COVID-19 outbreak, the second wave on 23 December 2020

The Company prepared IT system and assigned to IT support team supporting working from home, including reduced the impact from traveling by providing Laptop for works to employees so they were able to work from home. And also, the company arranged online meeting and management internal information system (Cloud System) which allow access to data.

The company delivered COVID-19 prevention tools to residence of employees who work from home, provided alcohol hand sanitizers and sprays for cleaning their workplace, and prepared physical barriers for infection prevention and control.



The company implemented health screening (body temperature check) for COVID-19 infection prevention in workplace.



The company limited the number of employees traveling to work by grouping in order to reduce traffic volume in their workplaces.



# RESPONSIBILITY TO CUSTOMER



# RESPONSIBILITY TO CUSTOMER (GRI 412)



## Main Issue

The Company takes priority over responsibility to consumers as expressed via our mission "All products and services provided are based on principle of bringing wellness to society". This includes creating customer satisfaction with production process standard, transportation, and publication of facts regarding products quality. All opinions and comments received help to improve production process and products as well as consumer satisfaction in the future.



## 2020 Progress

- ✓ Developed 100% natural mixed vegetables and fruits juice (less sugar), creating wellness of consumers.
- ✓ Publication is based on facts regarding products quality.
- ✓ Surveyed both overseas and local customer satisfaction.

## 2020 Achievement

- 100% natural mixed vegetables and fruits juice (less sugar) has been well accepted by customers.
- Successfully built consumer confidence in product quality and benefits.
- Accomplished the survey both overseas and domestic customer satisfaction.

## 2021-2020 Goals

- Improve overseas customer satisfaction to not less than 95%.
- Convey information of new products benefits to customers via various media channels.

# Regulations of responsibility to consumers corresponding to COVID-19 Pandemic



Due to the COVID-19 outbreak, the Company has provided a distribution channel via [www.auramove.net](http://www.auramove.net) and delivered goods to customers who order via the mentioned website (home delivery). The service is available for residences in Bangkok and Metropolitan areas in order to prevent customers from the COVID-19 and facilitate convenience.



# APPROACH TO STAKEHOLDER ENGAGEMENT

(GRI 102-43)



## Main Issue



## 2020 Progress



## 2020 Achievement



## 2021-2022 Goals

The company places importance on customer satisfaction and efficient management planning in order to sustainably create a good relationship between customers and company. The company insisted on the vision “All products and services provided are based on principle of bringing wellness to society” by regularly evaluate customer satisfaction. This is for building confidence in products and customer satisfaction in the future.

### Domestic Market Shares

Create a good relationship in order to satisfy customer.

### Overseas Market Shares

Improve customer satisfaction to not less than 95%.

### Average Overseas Customer Satisfaction



### Domestic Market Share

Create a good relationship and improve relationship management between consumers and company.

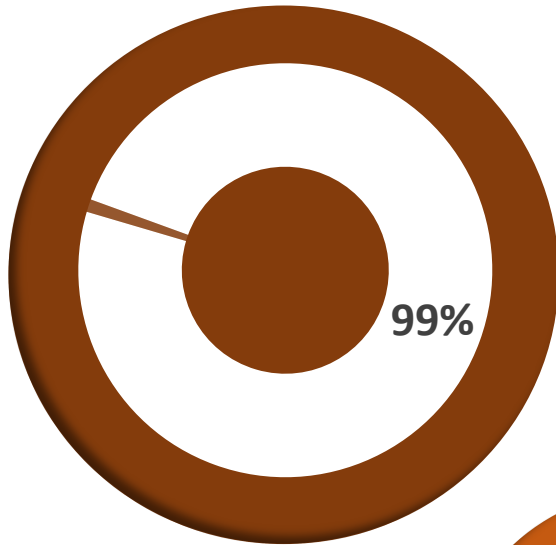
### Overseas Market Share

Improve overseas customer satisfaction to not less than 95%.

# Overseas Customer Satisfaction Assessment

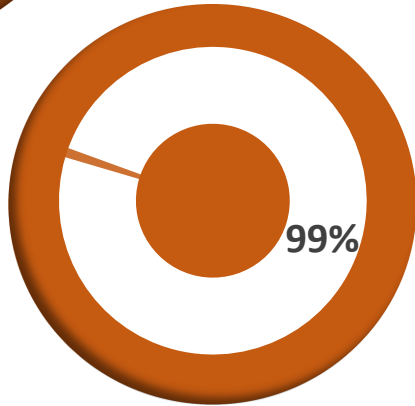


(GRI 102-43, S7.30)

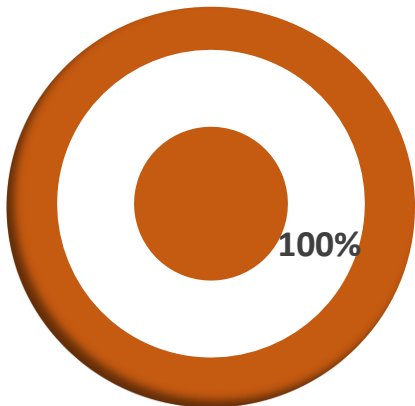


Overseas Customer Satisfaction Level in 2020

Overseas Customer Service



Customer Service Comparing with Competitors



## Overseas Customer Satisfaction Development Plan/Goal

Product Quality Aspect

The company sets its main goal together with production team of Prachuap Khiri Khan Factory. The purpose is to conduct product research and development in accordance with country standard of importers.

Transportation Aspect

The Company stays in touch with shipping companies in order to track and monitor freight transportation progress as agreed with customers and update the delivery status.

Distribution Aspect

Determination of distribution plan in each country is based on the strategy of building customer relationship. The Company also conducts customer satisfaction assessment and serves with appropriated products or services as required.





# COMMUNITY / SOCIAL DEVELOPMENT



# COMMUNITY / SOCIAL DEVELOPMENT

(GRI 413, SDG 8, SDG 10, SDG 17)



## Main Issue

The company insisted on the principle of community and social responsibility with the proud of being a good citizen, who is able to live together with people. Also, the company embed this concept into organization by creating, shaping group norm and organizational culture, and encouraging employees to adopt the practices for persuading people to develop their communities in various aspects such as economic and social aspects. The purpose is to create the best practices for compliance. Performing duty under the social responsibility is the core value of employees of TIPCO foods business group as expressed policy "TIPCO, develop business together with environment and society"

## 2020 Progress

**Economic Aspect:** As a result of the COVID-19 pandemic, the Company donated prevention tools to Ban Bung School students such as cloth masks, Sodium Hypochlorite, 75% alcohol gel. Also the company coordinated with Prachuap Khiri Khan Provincial Industrial Office to donate survival kit, rice, dried foods, and etc.

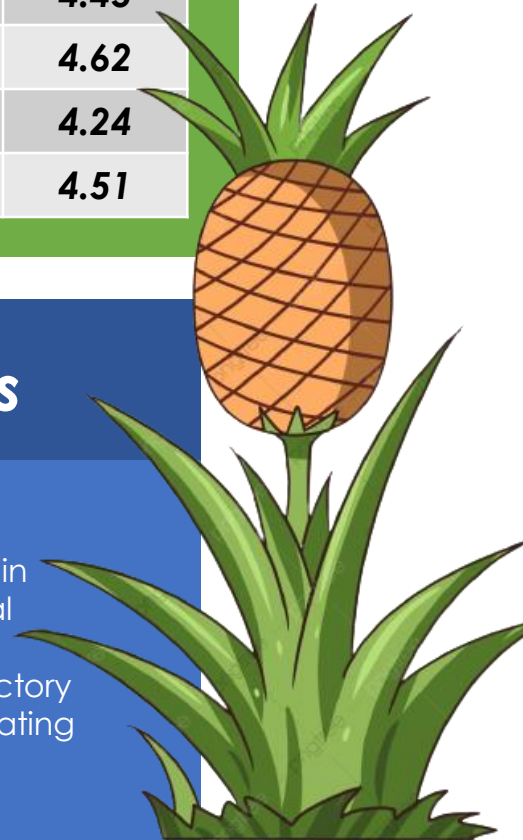
**Social Aspect:** The company provided Super Kid Tipco juice to Chulalongkorn University Demonstration Primary School in order to support building immunity in children.

## 2020 Achievement

Community Satisfaction (surrounding factory area)	2019	2020
<b>Average</b>	4.39	<b>4.45</b>
<b>Prachuap Factory</b>	4.63	<b>4.62</b>
<b>Chiang Mai Factory</b>	4.30	<b>4.24</b>
<b>Wang Noi Factory</b>	4.46	<b>4.51</b>

## 2021-2022 Goals

- ✓ Build alliances regarding CSV for community development network
- ✓ Encourage organizational cultures in aspect of social and environmental development participation
- ✓ Satisfy communities surrounding factory areas by promoting income generating activities and reducing negative externalities in communities



# Social Responsibility Policies and Procedures

(GRI 413, SDG 8, SDG 10, SDG 17, S10. 1C)



## Social Responsibility Policies

- 1** Create and encourage participation with community agencies for any investment in community development activities under a systematic approach.
- 2** Always support and promote education in all levels and participate in education access and quality development activities in local. Also, improvement of knowledges, especially, child education, including conservation of local cultural heritage.
- 3** Support job creation and skill development for local people toward suitable job creation.
- 4** Build an effective support of appropriated technology development for communities by regularly arranging meetings.
- 5** Be a part of income generating in communities by paying local tax and providing accurate information as required to communities and government agencies.
- 6** Reduce or dispose negative externalities on health which arising from production processes or services as well as promote healthy life and provide fundamental health service such as clean water, sanitation and hygiene.
- 7** For business investment, consideration of community opportunities is our priority. Any donation activities which leads to community dependency and does not create sustainable development shall be avoided.

## Social Responsibility Procedures

- 1** Present for a consideration of supporting activities for society to government agencies and communities in each responsible area.
- 2** Coordinate and organize social activities as budget approved.
- 3** Monitor and propose activities in order to ensure the social management of factories stay compliant with related laws and regulations.
- 4** Be a public information centre regarding social activities via local medias.
- 5** Conduct annual activity plan and propose budget for social support project operations.
- 6** Any other activities which related to social responsibility and corporate image as assigned.





# “ TIPCO, Nourish Active Kids” Project



## Project Detail

The company delivered more than 4,500 cartons of products for children; Superkid 100% fruit juice. The product contains of high vitamin-c, high nutrition of fruits and vegetables were selected for children toward healthy growth. The product also supports building immunity and preventing illness, especially during polluted air (high level of PM 2.5) which impacts on child health. The activity was responded by Aj. Siraprapha Yoosuk, Thian Prasitsart School Director and Professor Natthaporn Suddee, Student Activities Deputy Director of Chulalongkorn University Demonstration Primary School. The activity was held on 27 February 2020.



## Project Detail

As a consequence of the COVID-19 outbreak, the Company donated money in amount of 1,200,000 Baht for the purchase of 6 respirators (high flow nasal oxygen; AIRVO 2) to Rajavithi Hospital on 27 March 2020. The activity was conducted to express the company's concern and encourage Thai people to fight against the COVID-19.



**Tipco**

บริษัท ทีปโก้ฟู้ดส์ จำกัด (มหาชน)

ร่วมสนับสนุนในการรับมือสถานการณ์ COVID-19

บริจาคเงิน **1,200,000** บาท  
ให้แก่ โรงพยาบาลราชวิถี

เพื่อจัดซื้อ  
เครื่องช่วยหายใจ  
ชนิดอัตราไหลสูง  
รุ่น AIRVO2  
จำนวน 6 เครื่อง





# “ TIPCO, we standby medical staffs” Project

## Project Detail

The Company encouraged all medical personnel's by providing Tipco fruit juice and Aura natural mineral water to Ramathibodi Hospital, Phra Mongkut Hospital, Siriraj Hospital, Bamrasnaradura Institute on 14 April 2020. The activity was conducted to express the company's concern and encourage Thai people to fight against COVID-19 outbreak.





## “ Donation for Victims” Project

### Project Detail

The Company and Provincial Industry Office donated rice, dried foods, and survival kits for people who experienced hardship from COVID-19 pandemic in Prachuap Khiri Khan Province on 5 May 2020. The activity was held in order to encourage people suffering from the circumstance.



# “Fight back, Beat COVID-19 ” Project



## Project Detail

As the Company realized the impact of COVID-19 outbreak and took priority over society and communities, the activity under “Fight back, Beat COVID-19” project was held in order to persuade society to place importance on the ongoing situation as well as set measures to lessen the impact. The Company organized an activity to educate communities how to prevent the pandemic. In addition, the company also granted cloth face masks (200 pieces), liquid chlorine (20 liters), rubbing alcohol (5 liters) to Ban Bueng School in Equipment Donation Activity, for preventing from the COVID-19.







# ENVIRONMENT



# ENVIRONMENT



EMISSION  
MANAGEMENT

2

3

WATER  
MANAGEMENT

1

EFFLUENTS AND  
WASTE

ENERGY  
MANAGEMENT

4



# Environmental Policies and Practices



“The company will keep compliant with laws and environmental regulations, reducing externalities which impact on environment, including efficient pollution prevention and environmental protection.”

## Environmental Practices

1

Monitor and control the activities of production or service which lead to pollutants emission. This includes the source of pollution identification, evaluation, record, and report. Also, the pollution prevention regulation, publication, operation and preparation for chemical accidents or pollution from manufacturing shall be conducted.

2

Monitor and control the utilization of resources toward sustainability. The implementation includes source of water, energy, and other resources identification. All processes shall be made under efficient utilization condition.

3

Directly and indirectly regulate all activities in order to alleviate the impact of climate change arising from company's activities.

4

Conduct a habitat prevention and restoration after completing all activities which relate to environmental impacts. Identify impacts and properly set measures to lessen or eliminate the impact as well as restore the ecology system under natural resources conservation.



# EFFLUENTS AND WASTE (GRI 306, SDG 12)



## Main Issue

The Company takes priority over responsibility to environment and waste reduction in production process. Therefore, the regulations regarding waste management improvement was put into effect. The measures include reduction, reuse, and recycle for sustainable business development as well as pollution invention.

## 2020 Progress

- ✓ Make incinerator bins from gallon drums (which were used for containing raw materials for juice production) for wastes from production disposals.
- ✓ Use pineapple cores for dried pineapple production. This will reduce manufacturing wastes.

## 2020 Achievement

**Wastes from production process (Prachuap Factory)**

decreased by **76% when comparing to 2019** (2 plants)



## 2021-2023 Goals

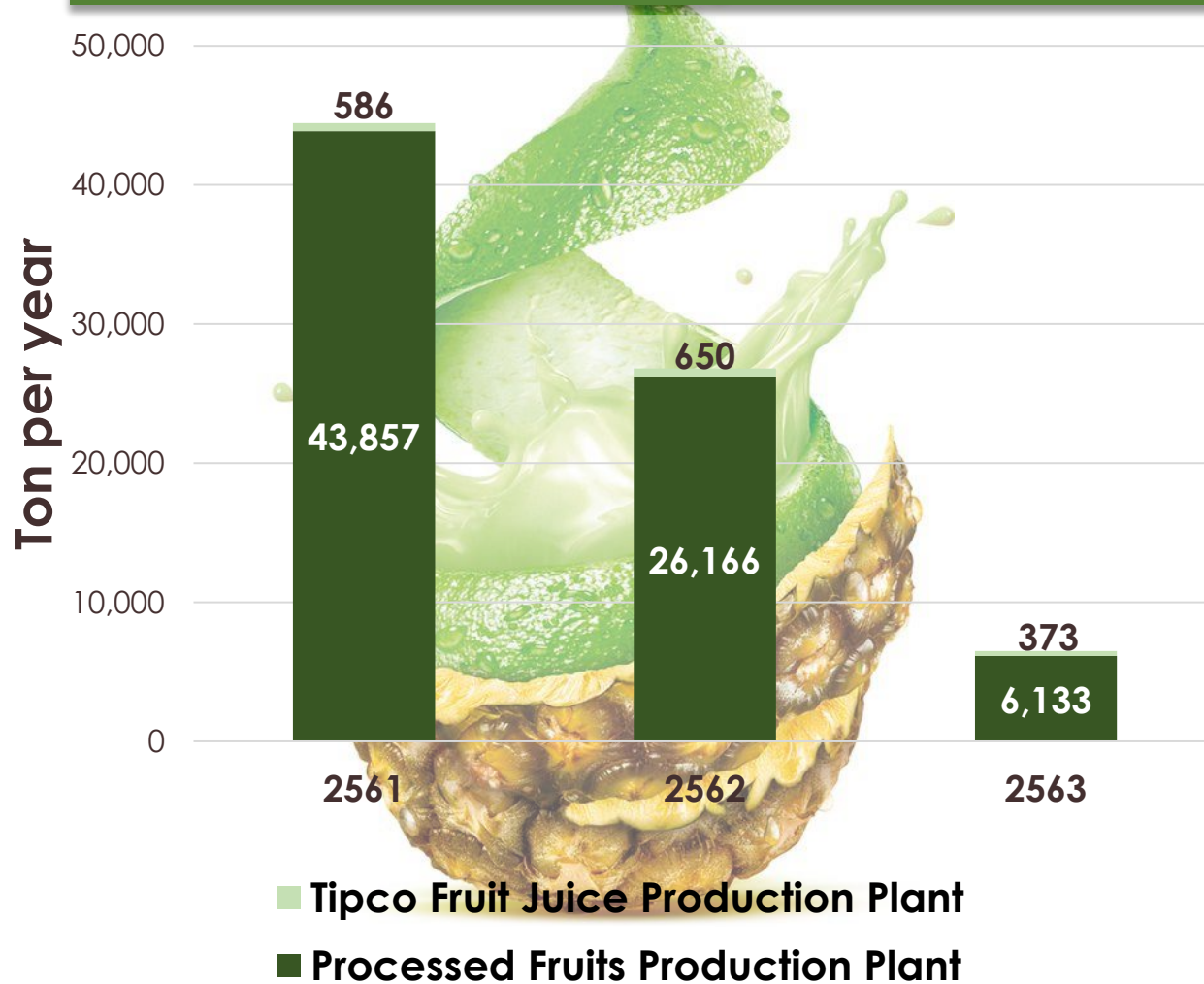
- ✓ Reduce garbage and wastes by burning process and landfills, not less than 5% when comparing to the previous year.
- ✓ Use pineapple cores and fruit peels for fertilizer production. This will reduce waste from fruit peels 5% from the previous year.

# Garbage and Manufacturing Wastes Reduction

(GRI 306, SDG 12)



## Total Amount of Garbage and Manufacturing Wastes



## Target of Garbage and Manufacturing Wastes

- ✓ **Tipco Fruit Juice Production Plant**  
Garbage and wastes in 2020
  - Decreased by 43%, compared to 2018
  - Decreased by 36%, compared to 2019
- ✓ **Processed Fruits Production Plant**  
Garbage and wastes in 2020
  - Decreased by 86%, compared to 2018
  - Decreased by 77%, compared to 2019



# ENERGY MANAGEMENT



# ENERGY MANAGEMENT (GRI 302, SDG 7)



## Main Issue

The Company properly developed energy management system by innovation development in production process, and also determine energy consumption plan by setting target on energy consumption reduction. In addition, all employees shall be informed in order to achieve energy efficiency in production target.

## 2020 Progress

- ✓ **Reduce electricity consumption** by setting machine hours corresponding to raw materials amount and managing bottlenecks by calculating machines hours.
- ✓ **Reduce fuel consumption** by using steam engines for all related production processes at the same time to reduce operating hours per day.

## 2020 Achievement

### Fuel and Energy Consumption



decreased by 30% when comparing to 2019. (4 factories)

## 2021-2023 Goals

- ✓ **Reduce electricity consumption in production processes** (5 plants) at least 5% when comparing to 2020.

7 AFFORDABLE AND CLEAN ENERGY



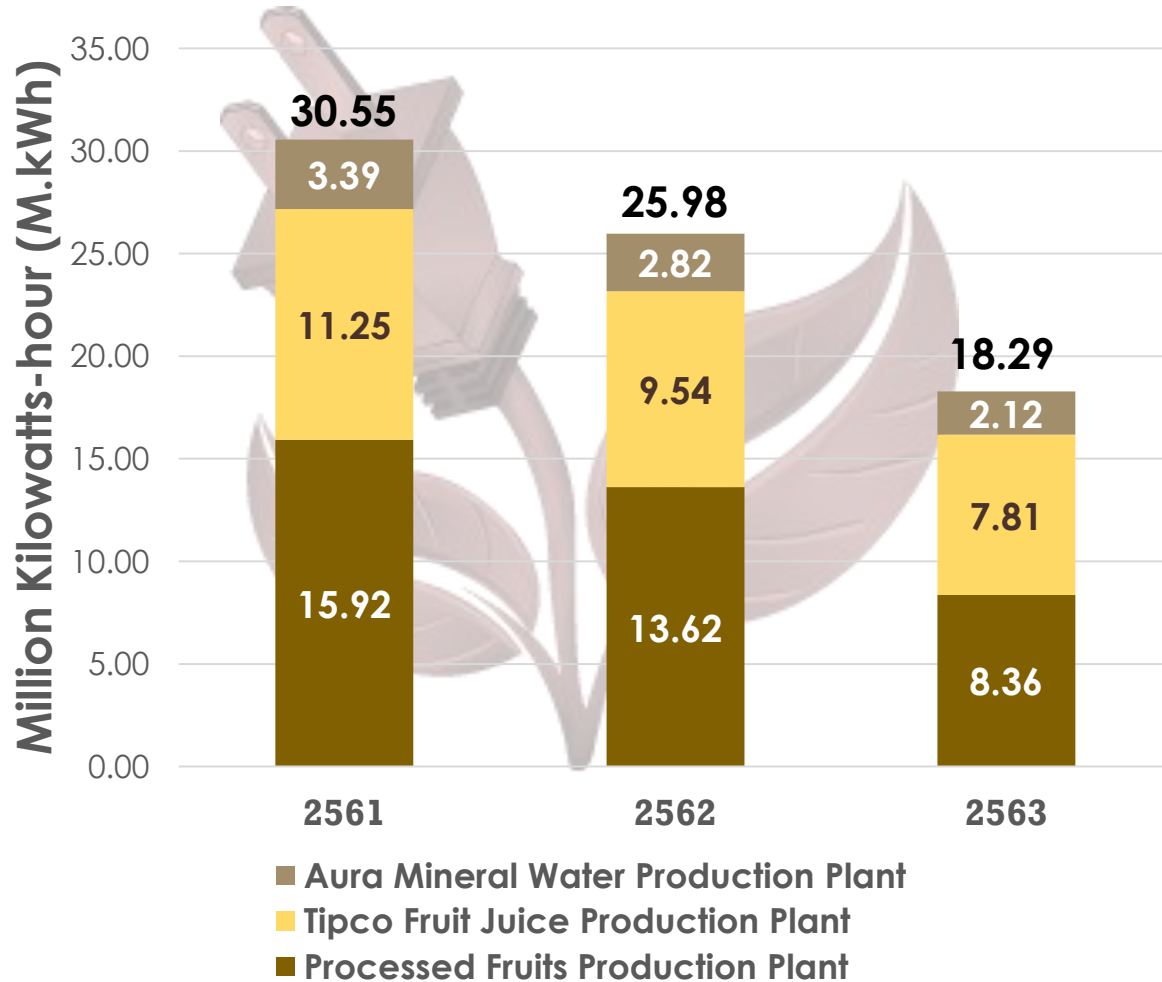


# Energy Consumption Reduction (Electricity/Fuel)

(GRI 302, SDG 7)



## Electricity and Fuel Consumption



## Target of Energy Consumption Reduction

- ✓ **Aura Mineral Water Production Plant**  
2020 Energy Consumption
  - Decreased by 38%, compared to 2018
  - Decreased by 25%, compared to 2019
- ✓ **Tipco Fruit Juice Production Plant**  
2020 Energy Consumption
  - Decreased by 31%, compared to 2018
  - Decreased by 18%, compared to 2019
- ✓ **Processed Fruits Production Plant**  
2020 Energy Consumption
  - Decreased by 47%, compared to 2018
  - Decreased by 39%, compared to 2019



# WATER MANAGEMENT



# WATER MANAGEMENT (GRI 303, SDG 6, SDG 12)



## Main Issue

The company managed water resources under an efficient maximization condition. Especially, at canned pineapple production plant in Prachuap Khiri Khan Province had been recorded as high water utilization. However, the company adjusted water plan by targeting at consumption and conveyed water utilization information by reduction, reuse, and recycle for all employees' adaptation.

## 2020 Progress

- ✓ Ran wastewater treatment process, then sent to clarifier in factories, before releasing back to the natural sources.
- ✓ The company ran a wastewater treatment and reuse the treated water by utilizing Reuse RO system in order to reduce water using in pineapple cleaning process.

## 2020 Achievement

### Water resources utilization in 2020



Decreased by 35%,  
when comparing to 2019  
(4 plants)

## 2021-2022 Goals

- ✓ **Decrease water resources utilization** in production process (5 plants) at least 5% when comparing to 2020

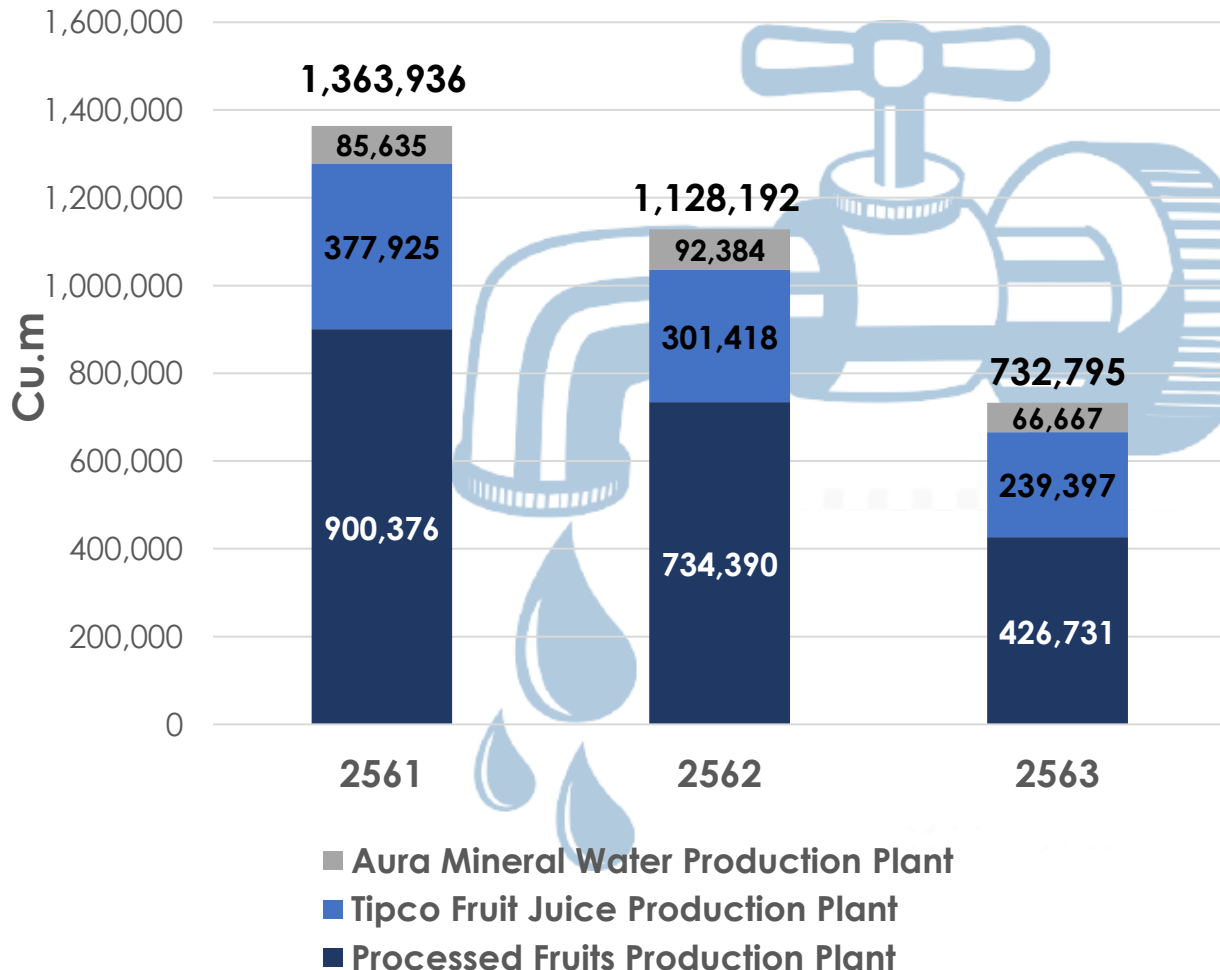


# Water Consumption Reduction

(GRI 303, SDG 6, SDG 12, E3.3C, E3.4C, E3.4O)



## Water Consumption



## Target of Water Consumption Reduction

- ✓ **Aura Mineral Water Production Plant**  
2020 Water Consumption
  - Decreased by 22%, compared to 2018
  - Decreased by 28%, compared to 2019
- ✓ **Tipco Fruit Juice Production Plant**  
2020 Water Consumption
  - Decreased by 37%, compared to 2018
  - Decreased by 21%, compared to 2019
- ✓ **Processed Fruits Production Plant**  
2020 Water Consumption
  - Decreased by 53%, compared to 2018
  - Decreased by 42%, compared to 2019



# EMISSION MANAGEMENT



# EMISSION MANAGEMENT

(GRI 305, SDG 12, SDG 13)



## Main Issue

The company takes priority over the impact of climate change. We have conducted risks assessment from greenhouse gas emissions, managed all risks arising from climate, and complied with standard by limiting the operation in 5 plants in order to control the greenhouse gas emission.



## 2020 Progress

- ✓ Reduce electricity consumption by managing machine hours corresponding to raw materials input. This will reduce greenhouse gas emissions.
- ✓ Reduce coal consumption by sourcing quality; using coal with high calorific value. This will reduce carbon dioxide emissions.



## 2020 Achievement

Greenhouse gas emissions in 2020



decreased by 44%  
when comparing to  
2019  
(2 plants)



## 2021-2023 Goals

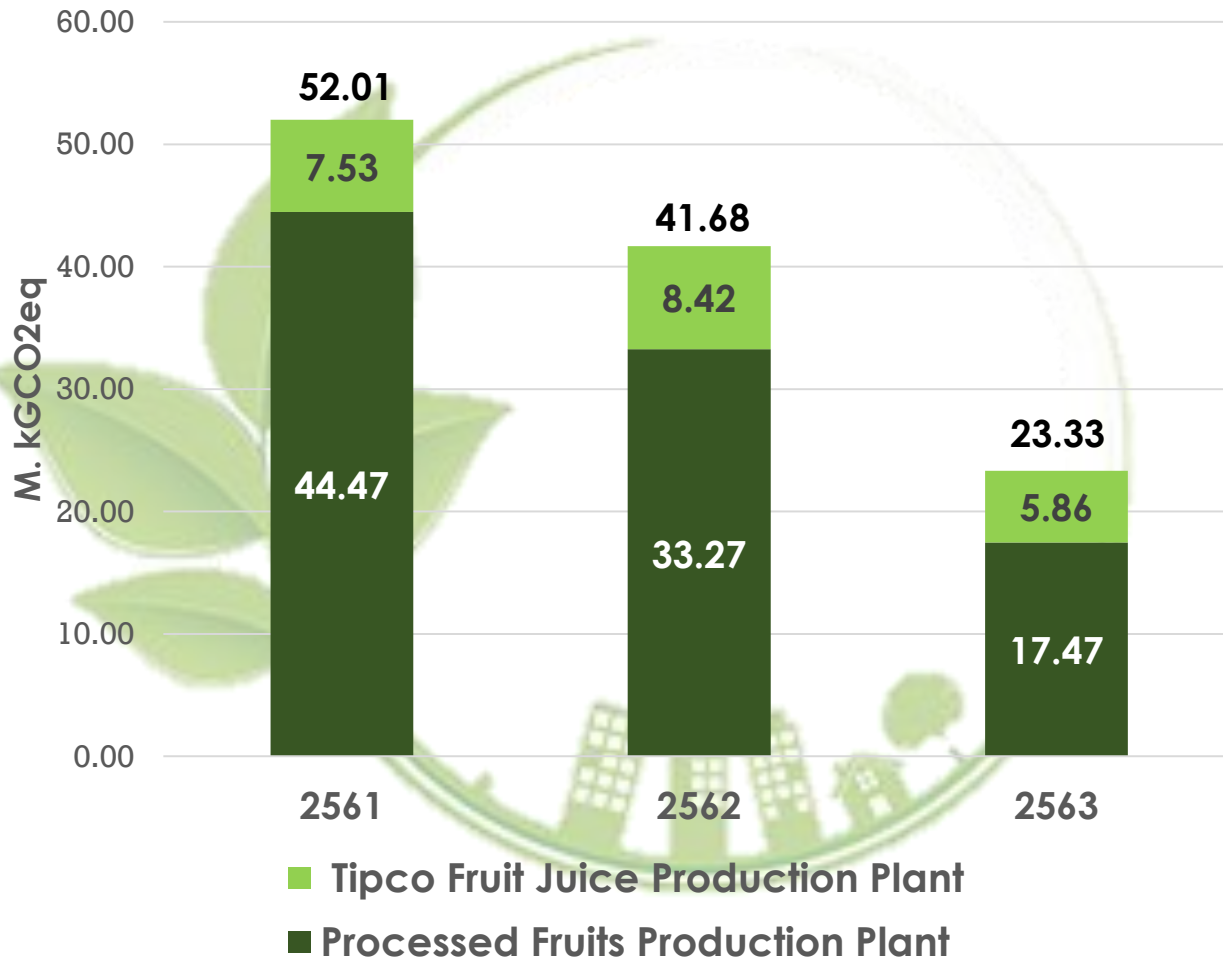
- Reduce greenhouse gas emissions in production process (5 plants) at least 5% when comparing to 2020.

# Reduction in Greenhouse Gas Emissions

(GRI 305, SDG 12, SDG 13, E1.3C, E1.4C, E1.4O)



## Greenhouse Gas Emissions



## Target of Reduction in Greenhouse Gas Emissions in Production Process

- ✓ **Tipco Fruit Juice Production Plant**  
Greenhouse gas emissions in 2020
  - Decreased by 30%, compared to 2018
  - Decreased by 22%, compared to 2019
- ✓ **Processed Fruits Production Plant**  
Greenhouse gas emissions in 2020
  - Decreased by 61% compared to 2018
  - Decreased by 47%, compared to 2019



# CSR/CSV ACTIVITIES: ENVIRONMENTAL ASPECT







# Installed “Atmospheric Water Generator”

Alleviate “drought” for people

At Phu Nam Yod Subdistrict Administrative  
Organization, Petchabun



# Provided Aura natural mineral water Firebreak



## Maintenance Activity.



Thung Rao Royal  
Project Development  
Center

Volunteer Center of Civil Defense  
Department, Pong Yaeng, Mae  
Rim District, Chiang Mai

Mae Wang  
Community, Chiang  
Mai

**Aura**  
100% Natural  
Cold Spring Mineral Water





# Appendix



# APPENDIX TABLE: SUSTAINABILITY INFORMATION





# GRI 200 Economy



GRI Standard	Required Data	SD Performance		
		2018 2561	2019 2562	2020 2563
<b>GRI 200 : INNOVATION for Prosperity Economic</b>				
<b>GRI 201-1</b>	<b>Direct Economic Value Generated</b>			
	Total Assets	7,077	6,669	<b>6,487</b>
	Total Revenue	4,356	3,687	<b>2,500</b>
	<b>Economic Value Distributed</b>			
	Salary, wages and employees' benefits	675	597	<b>475</b>
	Operating Expenses	4,411	4,157	<b>2,876</b>
	<b>Payment to Providers of Capital</b>			
	Tax Payment to governments	52	(14)	<b>3</b>
	Interest Payments	56	70	<b>51</b>
	Dividend Payments	120	164	<b>453</b>
	<b>Consolidated Income Statement</b>			
	Net Profit	(30)	208	<b>482</b>
	EBITDA	245	533	<b>864</b>



# GRI 300 Environment



GRI Standard	Required Data	Unit	SD Performance			SDGs
			2018 2561	2019 2562	2020 2563	
<b>GRI 300 : SAVE ENVIRONMENT – ENERGY</b>						
<b>GRI 302-1</b>	<b>Energy Consumption</b>					
	Energy consumption within organization	Million kilowatts-hour	30.55	25.98	<b>18.29</b>	SDGs 7
<b>GRI 303-1</b>	<b>Water consumption</b>					
	Total volume of water withdrawal	Cu.m	1,363,936	1,128,192	<b>732,795</b>	SDGs 6
<b>GRI 306-2</b>	<b>Waste</b>					
	Total weight of waste (hazardous/non-hazardous waste)	ton per year	44,443	26,816	<b>6,506</b>	SDGs12
<b>GRI 305-1,2</b>	<b>EMISSION</b>					
	GHG emissions	million tons carbon dioxide	52.01	41.68	<b>23.33</b>	SDGs13
	<b>Compliance with Environmental Laws</b>					
<b>GRI 307-1</b>	The amount/value being adjusted significantly In case of violation of Environmental Laws	Baht / time	0	0	<b>0</b>	SDGs13
<b>GRI 419-2</b>	The amount/value being adjusted significantly In case of violation of Economic & Social Laws	Baht / time	0	0	<b>0</b>	SDGs13



# GRI 400 SOCIETY



GRI Standard	Required Data	Unit	SD Performance			SDGs
			2018 2561	2019 2562	2020 2563	
<b>GRI 400 : SOCIETY - LABOUR PRACTICES</b>						
<b>GRI 401,405 : SAFE SOCIAL - EMPLOYMENT</b>						
<b>GRI 405-1</b>	<b>Number of employees by gender</b>					<b>SDGs 5,SDGs10</b>
	Male	person	1,043	955	<b>629</b>	
	Female	person	1,680	1,373	<b>942</b>	
	Total	person	2,723	2,328	<b>1,572</b>	
<b>GRI 405-1</b>	<b>Number of employees by area</b>					<b>SDGs 5,SDGs10</b>
	BKK Plant	person	391	311	<b>243</b>	
	CM Plant	person	101	90	<b>73</b>	
	PB Plant	person	29	29	<b>19</b>	
	WN Plant	person	433	411	<b>312</b>	
	PK Plant	person	1,769	1,487	<b>925</b>	
<b>GRI 405-1</b>	<b>Number of employees by level</b>					<b>SDGs 5,SDGs10</b>
	Executive Level	person	88	86	<b>63</b>	
	Operation Level	person	2,635	2,242	<b>1,509</b>	





































# GRI 400 SOCIETY










GRI Standard	Required Data	Unit	SD Performance			SDGs
			2018 2561	2019 2562	2020 2563	
<b>GRI 400 : SOCIETY - LABOUR PRACTICES</b>						
<b>GRI 404 : SAFE SOCIETY - TRAINING and EDUCATION</b>						
GRI 404-1	<b>Employee Development</b>					
	Average hours per FTE on training and development	hour/person/year	31.6	32.5	18.2	SDGs 4
	<b>Individual Performance Appraisal</b>					
	Systematic use of agreed measurable targets by line superior (% of all employees)	%	100%	100%	100%	SDGs 4
<b>GRI 403 : SAFE SOCIETY - OCCUPATIONAL HEALTH &amp; SAFETY</b>						
GRI 403-2	<b>Occupational disease rate</b>					
	No. of employees with work-related illnesses	person	0	0	0	SDGs 3
	Occupational disease rate	%	0%	0%	0%	SDGs 4
GRI 403-2	<b>Injury rate Employees</b>					
	Lost time injury frequency rate employees	time(s)/1 million working hours	0	0	0	SDGs 3
GRI 403-2	<b>Fatalities</b>					
	Employee	person/year	0	0	0	SDGs 3
<b>GRI 102 : SAFE SOCIETY CUSTOMER RESPONSIBILITY</b>						
GRI 102-43	<b>Customer Satisfaction Rate</b>					
	Customer Satisfaction Rate: International	%	97%	96%	99%	



# UN SDGs Indicators Table

Sustainability Target	UN Sustainability Development Goals	Page
<b>Economic Aspect</b>		
<b>1. Good Corporate Governance</b>		39-53
<b>2. ESG Risk Management</b>	                	56-64
<b>3. Organizational Innovation Creation</b>	 	65-71
<b>Social Aspect</b>		
<b>1. Labour Practices</b>	   	74-83
<b>2. Responsibility to Customer</b>	    	84-88
<b>3. Community and Social Development</b>	    	89-96

# UN SDGs Indicators Table (con')

Sustainability Topic	UN Sustainability Development Goals	Page
<b>ENVIRONMENTAL ASPECT</b>		
<b>1. Wastes Management</b>		100-102
<b>2. Energy Management</b>	 	103-105
<b>3. Water Management</b>	 	106-108
<b>4. Greenhouse Gas Management</b>	 	109-111



# Tipco Foods PCL

**CEO Office**

**Tipco Tower 1**

118/1 Rama 6 Road Phayathai, Phayathai  
District, Bangkok

**Tel No:** 0-2273-6200 (ext. 4940, 4917)

**Fax No:** 0-2271-4304, 0-2271-1600

**Website :** <http://www.tipco.net>





*[www.tipco.net](http://www.tipco.net)*