

SUSTAINABILITY REPORT 2023

HaadThip Public Company Limited



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Message from the Chief Executive Officer

Past Success

In 2023, HaadThip remained committed to operating within the framework of sustainable development, emphasizing collaboration and concerted efforts to implement an effective strategic plan adaptable to the changing circumstances. This approach was designed to meet the rapidly evolving needs of the stakeholders. As a result, the company achieved its highest operating results since its inception, with sales revenue reaching 7,806.0 million baht, an increase of 932.4 million baht or 13.6 percent compared to that of 2022.

Over the past year, the company has consistently prioritized sustainable development. This included the launch of new packaging made from 100 percent recycled material, the establishment and expansion of the water system infrastructure to enable more efficient water recycling, and the adoption of clean and alternative energy. Besides, the company has regularly collaborated with communities on various public service activities and consistently upheld good corporate governance. Consequently, the company was selected by the Stock Exchange of Thailand as one of the 193 listed companies in the "SET ESG Ratings" for 2023, marking the sixth consecutive year (2018-2023) of this recognition. It is also one of the 5 listed companies in the Agro & Food Industry that achieved an AA rating. Additionally, the company received a 5-star rating in the Corporate Governance Report (CGR), or "Excellent," in the Corporate Governance Survey Project of Thai Listed Companies by the Thai Institute of Directors Association (IOD).





Committed to the Future

In the face of a world filled with uncertainties, such as climate change, poverty and increasing social disparities, HaadThip has crafted a strategy to deal with these challenges with a good balance between economic, social and environmental considerations. This strategy aligns with global trends and aims to achieve the 17 United Nations Sustainable Development Goals (UNSDGs) by establishing clear operational targets which include:

Packaging Management: We aim to design and develop packaging that is 100% recyclable as well as products whose packaging uses at least 50% recycled content.

Water Resource Management: We are committed to returning to the community and nature an amount of water equal to what is used in our production processes. We also plan to increase the beneficiaries of our water management practices to more than 10,000 households by 2025, while reducing water usage in production to equal or less than 1.39 liters per unit by 2030.

Energy and Climate Change Management: Our goal is to increase the use of clean energy for electricity generation to at least 20%, reduce greenhouse gas emissions throughout our supply chain by 25% compared to the total emissions in the baseline year of 2018 and aim to achieve Net Zero greenhouse gas emissions by 2050.

Personnel Development: We aim to increase the percentage of female employees in managerial positions by 5% and ensure that at least 80% of employees participate in the Employee Engagement Survey, achieving a score of at least 75% by 2025.

Finally, on behalf of the Board of Directors, I extend our deepest gratitude to all stakeholders and benefactors who have consistently supported the company's operations. I also thank our employees, whose vital contributions drive the change necessary to steer our organization towards balanced, sustainable growth and unending prosperity.



Maj. Gen. Patchara Rattakul
Chief Executive Officer
HaadThip Public Company Limited



About This Report

HaadThip Public Company Limited prepared the 2023 Sustainability Report, the 6th edition, with the objective of communicating and disclosing information such as the organization's vision, mission, goals and management processes. This report also includes progress updates and business results towards sustainability, addressing issues relevant to the organization and stakeholders across all sectors. It encompasses the economic dimensions, corporate governance, social and environmental aspects (Environmental, Social and Governance: ESG), including activities that support the attainment of the United Nations Sustainable Development Goals (UNSDGs)

This report presents an analysis of material sustainability topics that are aligned with the corporate strategy and related to all the stakeholder groups. It aims to present information to both internal and external stakeholders in a transparent and auditable manner. The report covers the period from January 1 to December 31, 2023. In reporting sustainability data, the company has used the 'With Reference' approach per the Global Reporting Initiative (GRI) Standards.

For further questions or suggestions,

HaadThip Public Company Limited, Head Office/Hat Yai Plant.

87/1 Kanchanawanit Road, Ban Phru Sub-district, Hat Yai District,
Songkhla Province 90250

Sustainable Development Division: Telephone 074-210008-18 ext. 481



Get to Know HaadThip

HaadThip Public Company Limited is the manufacturer and distributor of non-alcoholic beverages under the license of The Coca-Cola Company in Atlanta, Georgia, USA. These includes “Coca-Cola”, “Fanta”, “Sprite”, along with other products owned by The Coca-Cola Company.

Currently, the company employs over two thousand people, operates two bottling plants with 19 warehouses across all 14 southern provinces of Thailand. The company’s product offerings include:

1. **Sparkling Beverages** including products under the trademarks “Coca-Cola”, “Sprite”, “Fanta”, “Schweppes”, “A&W” and “OOHA”
2. **Still Beverages** including products under trademarks “Namthip”, “Minute Maid” and “Fuze Tea”.

For over 50 years, HaadThip has consistently been growing by prioritizing management efficiency, social security, and environmental conservation across the 14 provinces it serves. This commitment has not only improved the quality of life for the southern population, but also fostered sustainable economic, social, and environmental development.



Distribution centers and branches
located throughout 14 Southern
provinces of Thailand

Vision

“We are the leader in the beverage industry and committed to sustainable profitable growth with the communities

This reflects our determination to create a brighter future through our way of working, applications of innovative technologies, human resource development, and maximizing value creation to our customers, partners, employees and society at large.



Mission

1. To be a total beverage company with undisputed leadership in the Southern beverage market, achieving consistent growth in sales revenue and profits.
2. To uphold the highest level of integrity among our employees, ensuring they are accountable not only to the company but also to society.
3. To be the trusted manufacturer and distributor of high-quality beverage products that is recognized as an integral part of Southern Thailand.
4. To be a well-governed organization that develops personnel to meet societal needs and responsibly contributes to the sustainable development of natural resources and the environment.

Values



HaadThip 2023 Operation Highlight

Economic Dimension

- Sales Revenue: **7,866.46** million baht
- Financial Costs: **2,595.63** million baht
- Net Profit: **598.04** million baht
- Net Profit Margin: **7.66%**
- Sales ratio of General Soft drinks/Sweet drinks:
 - Original formula **38.40%**
 - Less sugar formula **56.80%**
 - No sugar formula **4.80%**

Social Dimension

- **54%** of managerial positions are held by women.
- **40** million baht allocated to social and community initiatives.
- Personnel Development Costs: **7.8** million baht.
- **No incidents** of human rights violations identified in the supply chain.
- **No community complaints recorded.**

Environmental Dimension

- **7.46%** of electrical energy generated from renewable sources.
- Material reduction efforts led to a decrease in packaging weight by **372.5** tons.
- Packaging material usage was reduced by **313.94** tons of plastic and **58.56** tons of aluminum.
- **No recorded** complaints regarding environmental impact from organizational activities.



Sustainability Practices

HaadThip is focused on becoming a leader in the beverage industry by embracing sustainable development practices. These practices take into account all stakeholders, improving organization's potential and transparency while adhering to an internationally recognized management framework. This framework is designed to adapt to market trends and address the collective interests of stakeholders across the supply chain. The company's operations are guided by environmental, social, and governance (ESG) principles, supporting the United Nations' Sustainable Development Goals (SDGs) with measurable outcomes. Moreover, there is an emphasis on the efficient and responsible use of natural resources, in line with the circular economy and the national sustainability strategy. The company is also making strides toward its sustainability goals, including moving towards net-zero greenhouse gas emissions.

Economic Operations and Corporate Governance Commitment

HaadThip conducts its business with a steadfast commitment to achieving sustainability goals in alignment with its vision. The company has implemented a strategic plan to develop and enhance its long-term potential in collaboration with stakeholders, prioritizing the interests of all stakeholders throughout the supply chain. HaadThip adheres to verifiable moral and ethical business principles, ensuring standards of good corporate governance and consistently delivering high-quality products and services.

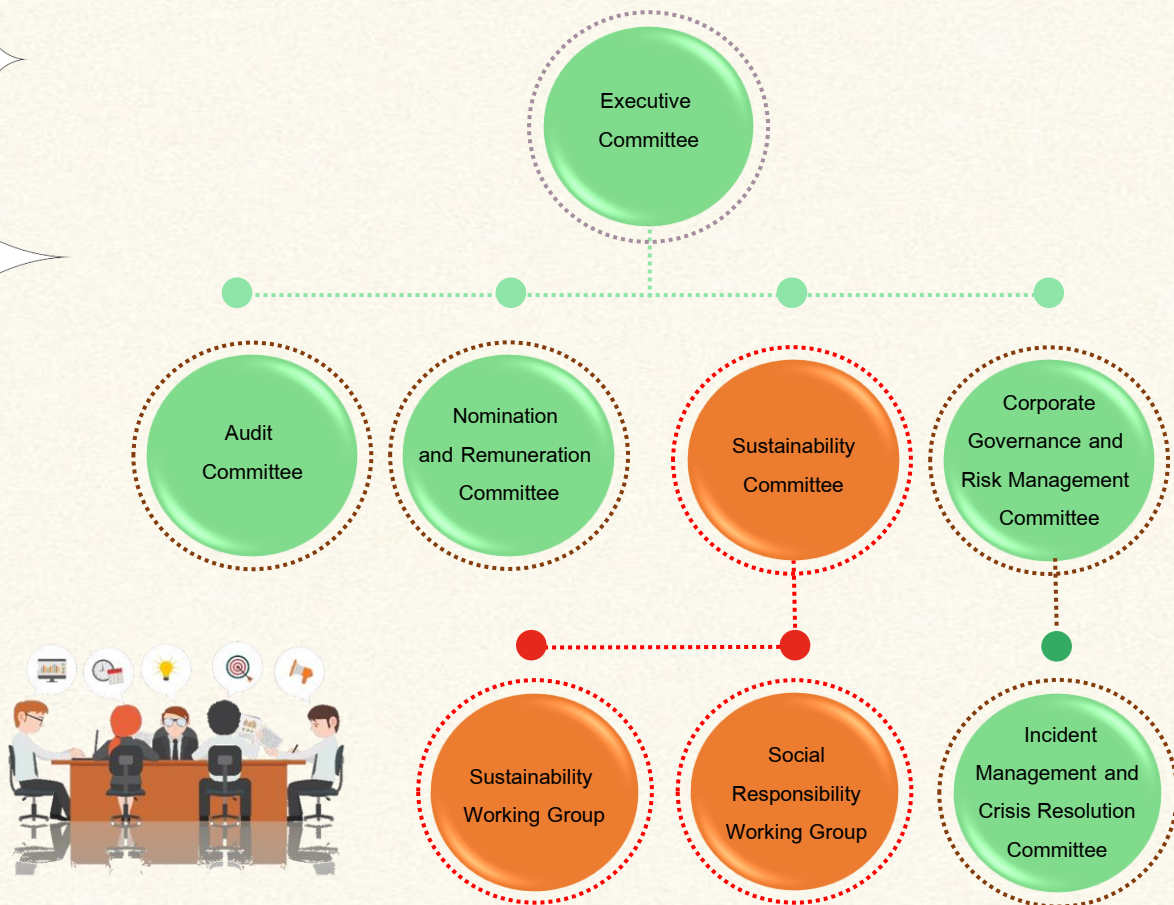
Social, Community and Human Rights Commitment

HaadThip operates with a commitment to achieving sustainability goals in line with its vision, along with long-term development plans that enhance the organization's potential in collaboration with stakeholders. It takes into account the best interests of all stakeholders throughout the supply chain, adhering to ethical principles and transparent business practices. This ensures the maintenance of standards in good corporate governance, as well as the continuous delivery of quality products and services.

Environmental Commitment

HaadThip recognizes and prioritizes environmental conservation alongside its business operations. The company establishes and communicates environmental policies, support goals, and operational guidelines that address various critical issues to align with its vision and company policies. It also ensures compliance with relevant laws and regulations.

Sustainability Governance Structure



Duties and Responsibilities of the Sustainability Committee

1. Set, review, and improve the organization's sustainability policy, along with various policies and practices, to align with business changes, regulations, announcements, and related laws, ensuring compliance with international standards.
2. Establish and evaluate the organization's sustainability strategy, including presenting various relevant recommendations to the Board of Directors.
3. Promote and advocate for collaboration in developing the organization's sustainability.
4. Monitor and evaluate operations to ensure they align with the plan, and assess the progress of the organization's sustainability efforts, covering key areas such as:
 - 4.1 Impact of climate change and carbon footprint management
 - 4.2 Sustainable use of plastic and packaging
 - 4.3 Water replenishment and management
 - 4.4 Responsible and sustainable procurement process
 - 4.5 Fair treatment and participation of stakeholders with emphasis on diversity, equality, including comprehensive human rights due diligence process
 - 4.6 Participation in social and community-related activities.
 - 4.7 Evaluation of the company's strategies against sustainability development principles..
5. Report performance to the Board of Directors on a regular basis.
6. Review and propose amendments to the Corporate Sustainability Committee Charter as needed and seek due approval from the Board of Directors.
7. Invite relevant management team members or employees to meetings whether to hear their opinions or ask them to submit relevant documents for consideration. Additionally, appoint working groups to effectively support sustainability efforts..
8. Perform any other works as assigned by the Board of Directors.

HaadThip Sustainability Targets

Packaging Management



Targets for 2030

- Design and develop packaging which is 100% recyclable and contains at least 50% of recycled plastic.
- Collect and recycle the equivalent of 100% of the packaging we sell.

Water Management



Target for 2025

- Increase the number of households benefiting from our water management projects to over 10,000.

Target for 2030

- Reduce water consumption in the production process to equal or less than 1.39L/L_{bev} (liter of water use per liter of beverage produced)

Energy and Climate Change Management



Targets for 2030

- Increase the use of clean energy for electricity generation to 20% or higher.
- Reduce greenhouse gas emissions throughout our supply chain by at least 25% from 2019 base year

Target for 2050

- Achieving net zero greenhouse gas emissions.

Employee Development



Target for 2025

- Increase the proportion of female employees in managerial positions by 5% from the previous year to promote gender equality within the organization (50%).
- Ensure that at least 80% of employees participate in the annual employee engagement survey and the engagement score received is higher than 75%.

Awards and Achievements



HaadThip is one of the 193 listed companies featured in the "SET ESG Ratings," achieving an AA rating in the Agriculture & Food Industry group. This marks the first year of ESG Ratings announced by the Stock Exchange of Thailand.

HaadThip Public Company Limited was recognized among the ESG100 securities for outstanding environmental, social and governance (ESG) practices by the Thaipat Institute.



HaadThip received the Human Rights Award in the Business Sector Category (Large) for Outstanding Achievement in 2023

HaadThip is awarded with the Sustainability Disclosure Recognition Certificate from Thaipat Institute for its demonstrated transparency in sustainability information disclosure.



Awards and Achievements



Awarded for exceptional labor relations and welfare practices at the national level in 2023 by the Ministry of Labor.

Good Labor Model Award: Recognized as one of the top 27 establishments for excellent labor practices at the national level in 2023.



HaadThip Public Company Limited participated in the CAC Change Agent project, actively encouraging all of its business partners to join in declaring a commitment against corruption with CAC.

Honored with an award from the Thai Health Promotion Office for being an outstanding organization in road safety within industrial estates and private sector establishments.



Materiality Analysis in Business Value Chain

HaadThip is committed to fostering sustainable business practices by developing long-term relationships with key stakeholders in the value chain, including suppliers and customers. The company aims to deliver superior customer experiences and products by employing strategies that enhance product and service offerings, reaching more consumers and adding higher value. This approach strengthens our business foundation and market potential, helps mitigate the volatility of operational results, and reduces the long-term impact on the environment and society, while maximizing the effective use of existing resources.

To align with global market trends and address significant stakeholder issues, HaadThip has established a working group to analyze and assess the material issues across economic, social, and environmental dimensions that impact its operations. The company recognizes that these material issues can significantly affect both its operations and its stakeholders. To better understand and address these impacts, stakeholder analysis is conducted through surveys and appropriate channels for feedback collection, ensuring regular assessments of the effects on all stakeholder groups. This process is conducted biennially, with findings reviewed annually and endorsed by the company's Board of Directors.

STEP 01

Identification of Material Issues:

Study and compile critical issues that could impact our strategic planning and business operations. This includes identifying risks and opportunities arising from industry trends, stakeholder groups, and global sustainability challenges.

STEP 02

Analysis of Material Issues:

Perform a detailed analysis of the key material issues based on their potential impact on business operations. This includes evaluating the level of impact of each issue and considering the interests and concerns of stakeholders.

STEP 03

Reviewing and Prioritizing:

The material issues are rigorously reviewed and prioritized according to the current situation. These findings are then presented to the Sustainability Committee for consideration and further recommendation for the approval of sustainability matters.

STEP 04

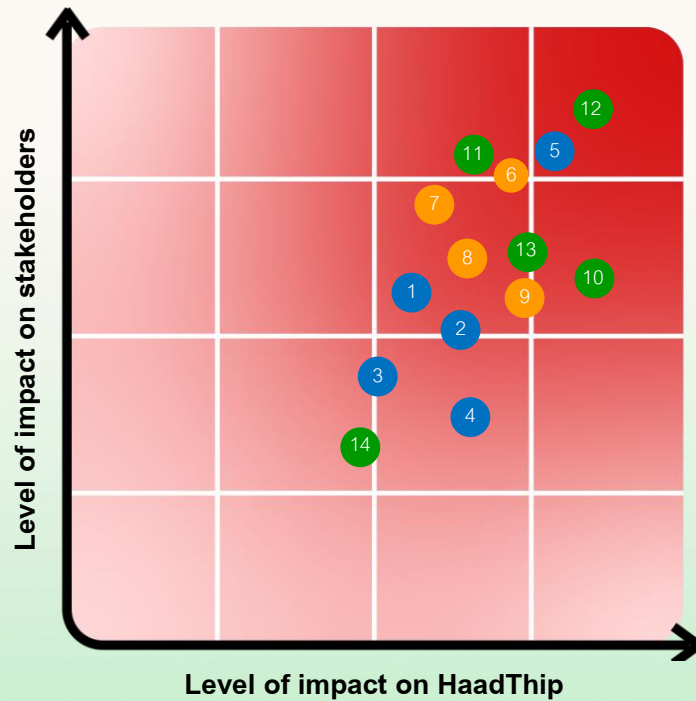
Continuous Improvement:

Develop business plans in full alignment with the critical issues framework and ensure that they are verified and evaluated annually - taking into consideration also the feedback from all stakeholder groups..



HaadThip 2023 Sustainability Material Assessment

HaadThip reviewed the significance of issues impacting the organization, then prioritized them based on global trends and the needs of both internal and external stakeholders. The company assesses and analyzes these key issues through a biennial feedback session with all stakeholder groups and internally verifies the validity of this assessment every year. These efforts allow the company to regularly recalibrate its sustainability strategies so they meet the needs of all stakeholders before the final disclosure approval is sought from the management team and the Sustainability Committee.



Economics

- 1. Corporate Governance
- 2. Anti-Corruption measures
- 3. Risk Management
- 4. Sustainable Supply Chain
- 5. Responsibility to Consumers

Social

- 6. Human Rights and Labor Practices
- 7. Occupation Health and Safety
- 8. Employee Development and Well-being
- 9. Social Development and Support

Environment

- 10. Climate Change & GHG emission
- 11. Energy Efficiency
- 12. Packaging Management
- 13. Water Management
- 14. Biodiversity

Stakeholder Engagement

HaadThip prioritizes effective and sustainable supply chain management, integrating environmental, social, and governance (ESG) dimensions as per the ESG Disclosure principles set by the Stock Exchange of Thailand. To meet the expectations of all the stakeholders across the supply chain, the company employs various methods to evaluate these expectations. These methods include listening sessions, interviews, satisfaction surveys, small group meetings, workshops, and complaint mechanisms. This comprehensive approach allows the company to keep track of key issues and assess their impacts – be it to the company or the stakeholders - as well as to respond to them effectively. HaadThip has categorized its stakeholders as the following:



Stakeholder Groups	Communication Channels	Key Concerns /Expectations	Responding to Needs
Employees	<ul style="list-style-type: none"> Meetings / training / seminars Mechanisms to listen to and address employee concerns. Internal communication via email, intranet, social networking platforms, and video conferencing Employee representatives 	<ul style="list-style-type: none"> Promoting a safe and healthy working environment. Providing opportunities for professional growth. Ensuring fair and competitive remuneration and benefits. Offering training opportunities to enhance necessary job-related skills. 	<ul style="list-style-type: none"> Ensuring safety and security of employees and their assets. Upholding human rights and ensuring non-discrimination across organization Equitable remuneration together with appropriate employee benefits. Developing clear paths for career advancement and professional development.
Customers	<ul style="list-style-type: none"> Store visits Satisfaction surveys Communication through social media channels and the "M Game" application. Customer complaint channels 	<ul style="list-style-type: none"> Quality of products and services Timely products delivery Strategic agility to meet changing market demands. Protection of personal data 	<ul style="list-style-type: none"> Offering timely and quality services with continuous development through investments in technology. Adhering to high ethical standards and Codes of Conduct in customer relations. Having a robust personal data protection policy and establishing a committee to oversee its implementation
Community and Society	<ul style="list-style-type: none"> Community relation activities All-hands meeting with community members Plant visits Opinion surveys 	<ul style="list-style-type: none"> Minimizing impacts from operations to communities Ecological restoration Reducing social inequality Supporting vocational opportunities within communities 	<ul style="list-style-type: none"> Reducing environmental footprints of the operation through well-designed packaging. Supporting community-based initiatives and helping communities achieve long-term self-reliance
Consumers	<ul style="list-style-type: none"> Satisfaction surveys Marketing and sales promotion events Social media platforms Complaint channels Plant visits 	<ul style="list-style-type: none"> Ensuring high standards in quality and safety of products and services. Implementing initiatives which benefit society and environment. Designing products that meet consumer needs and preferences. 	<ul style="list-style-type: none"> Maintaining all the international standard certifications Providing comprehensive, clear, easy-to-understand and legally compliant product information e.g. internal product launches and on-line sales promotion. Innovating and offering beverage options that cater to health-conscious consumers wanting to control their calorie intake

Stakeholder Groups	Communication Channels	Key Concerns /Expectations	Responding to Needs
Supplier and Business Partners	<ul style="list-style-type: none"> Annual meeting Ongoing dialogue through telephone, email, and video conferences Risk assessment meetings with suppliers. Complaint mechanisms Supplier surveys 	<ul style="list-style-type: none"> Fair and transparent procurement processes Timeliness Product quality and safety Ensuring all suppliers are aware of and comply with business guidelines and policies. 	<ul style="list-style-type: none"> Developing a comprehensive business ethics manual and maintaining a committee for good corporate governance. Investing in technology to enhance the efficiency of transportation and distribution systems. Ensuring products meet legal and international standards, covering aspects such as consumer safety and environmental impact. Continuously monitoring and assessing risks associated with suppliers. Working closely with suppliers to ensure the procurement of raw materials is fair, reliable and verifiable.
Shareholders and Investors	<ul style="list-style-type: none"> Annual shareholder meetings Annual reports Quarterly performance reports Annual sustainability reports One-on-one meetings with investors Interaction via email, telephone and the investor relations (IR) website to ensure ongoing dialogue. 	<ul style="list-style-type: none"> Business growth Transparency and accountability Sustainable growth strategies Risk management Market and competitive dynamics. 	<ul style="list-style-type: none"> Good business performance with consistent growth. Building trust among shareholders and investors through consistent growth in company's valuation.. Providing stakeholders with precise and timely information to support informed decision-making. Ensuring good corporate governance..
Mass Media	<ul style="list-style-type: none"> Communications around company's news and activities through both on-line and off-line channels. Media's participation in company's projects and events 	<ul style="list-style-type: none"> Transparency in company's information disclosure Company's future expansion and business development plans. Accuracy and completeness of disclosed information 	<ul style="list-style-type: none"> Ensuring media receive reliable, accurate and comprehensive information promptly. Using a variety of platforms to disseminate press releases, ensuring broad and inclusive reach. Actively supporting and participating in media events to foster strong relationships and enhance communication.
Government Agencies	<ul style="list-style-type: none"> Engaging with government agencies through active involvement in relevant initiatives. Attending educational events organized by government entities to stay informed and compliant. Reporting business results to relevant government agencies as required by the laws. 	<ul style="list-style-type: none"> Transparency in business results disclosure Operating business in accordance with the laws. Social and environmental responsibility 	<ul style="list-style-type: none"> Supporting government initiatives that align with the company's mission. Complying with all applicable laws and regulations. Implementing a robust environmental management system to minimize impacts to communities and environment.

Scope of the Report and the Impact on the Report's Issues

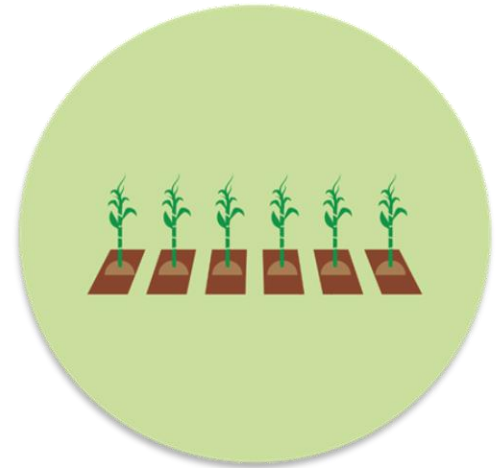
Sustainability Materiality Topics	Impact Boundaries							SDGs
	Internal		External					
	Organization	Employee	Customer	Supplier	Investors	community	Government Agencies	
Corporate Governance	•	•	•	•	•	•	•	 
Anti-Corruption	•	•	•	•	•	•	•	 
Risk Management	•	•	•	•	•	•	•	 
Sustainable Supply Chain	•	•	•	•	•	•	•	 
Consumer Responsibility	•	•	•	•	•	•	•	 
Human Rights and Labor Practices	•	•	•	•	•	•	•	   
Employee Development and Well-being	•	•	•	•	•	•	•	 
Occupation Health and Safety	•	•	•	•	•	•	•	 
Social Development and Support	•	•	•	•	•	•	•	 
Packaging Management	•	•	•	•	•	•	•	 
Water Management	•	•	•	•	•	•	•	 
Climate Change	•	•	•	•	•	•	•	 
Energy Efficiency	•	•	•	•	•	•	•	 
Biodiversity	•	•	•	•	•	•	•	 

Business Value Chain

HaadThip places great importance on the comprehensive management of the business value chain, which includes the procurement of raw materials, the selection of suppliers, the production process, technological development, transportation and distribution of products, marketing and sales, and after-sales service. The aim is to enhance the quality of life for consumers while improving the environmental and social well-being of all stakeholders throughout the business value chain. Additionally, the company's suppliers must adhere to its ethics and business code of conduct to align with its sustainability policies and practices. This ensures that all aspects of operations contribute to the vision: "We are the leader in the beverage industry that is committed to sustainable and profitable growth with the communities." The key strategies to achieve this vision are as follows:

Procurement and Suppliers Selection

- Committed to sourcing high-quality raw materials for our products.
- Advocating for green procurement policies in the selection of all suppliers.
- Regularly monitoring and evaluating risks of suppliers.
- Collaborating with suppliers to ensure fair, reliable, and verifiable procurement and sourcing of raw materials.



Production and Technological Development

- Plan our production effectively to optimize usage of resources.
- Ensure product quality meets legal and international standards for consumer safety and environmental impact.
- Implement clean energy solutions in manufacturing processes to mitigate environmental impacts.
- Enhance machinery to improve production speed, thereby reducing costs and resources usage.



Transportation and Distribution

- Utilize advanced technology to manage transportation systems and enhance distribution efficiency.
- Promote safe driving practices among employees to mitigate risks to both staff and the community.
- Store products in standards-compliant warehouses to ensure their safety and quality.



Marketing and Sales

- Ensure that the delivery of products and services is conducted with high quality, speed and punctuality.
- Building and maintaining strong relationships with customers, consumers, and communities through initiatives such as customer satisfaction surveys and promotional activities.
- Establish accessible and user-friendly direct communication channels to gather feedback from customers, consumers and all stakeholders, thereby demonstrating the company's commitment to responsibility.



Organizational Culture and Human Resource Management

- Make employees feel valued by offering opportunities for knowledge expansion and career growth, conducting regular training and evaluations, and addressing both work-related and personal concerns.
- Implement training and development programs for employees to enhance workplace safety and mitigate risks to both employees and their assets.



Post-Consumer Packaging Management

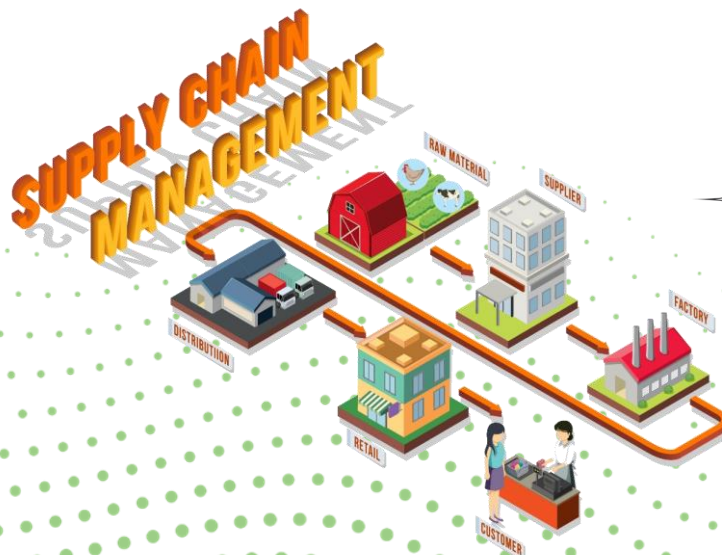
- Design eco-friendly packaging to reduce environmental impact and raw material costs.
- Implement community-based collection and recycling programs for post-consumer packaging waste, in line with Coca-Cola's World Without Waste vision.
- Promote communication and collaboration with various organizations to enhance awareness of environmental responsibility both internal and external.



Supply Chain Management

HaadThip places a strong emphasis on supply chain to ensure our products and services adhere to an exceptional procurement process that prioritizes consumer safety above all else. We meticulously select only high-quality raw materials to guarantee maximum customer satisfaction. Our practices include:

1. HaadThip is committed to sourcing raw materials from suppliers who adhere to sustainable practices in environmental, social, governance, and anti-corruption aspects. We work closely with our suppliers to achieve goals, meticulously considering the origins of raw materials and supporting those who demonstrate responsibility towards society and the environment. This approach aims to mitigate environmental impacts and optimize raw material usage.
2. The company has established a policy for the purchasing and procurement of raw materials, including responsible sourcing. All suppliers are required to be informed of and adhere to the Supplier Code of Ethics Manual. In 2023, all new suppliers were notified of and acknowledged the company's ethics and operational guidelines.
3. The company has implemented transparent criteria for the evaluation and selection of new suppliers, prioritizing factors such as quality, safety, environmental sustainability, energy efficiency, timely delivery, competitive pricing and payment terms. Suppliers are thoroughly assessed to ensure compliance with these standards, with the objective of optimizing business operations. This process includes reviewing the supplier list within the Coca-Cola Company's system, obtaining quality certification documents, and preparing a Product Assessment Report that adheres to international standards.
4. HaadThip and the Coca-Cola system in Thailand consistently assess their suppliers, placing a strong emphasis on sustainability performance. **In 2023, no suppliers were classified as high-risk.** If any risks are detected, the company promptly informs the suppliers, requiring them to implement corrective actions within a specified timeframe. Moreover, the company collaborates with suppliers to create joint plans and strategies to resolve these issues.



Sustainable Supply Chain Management

Supplier Identification



48 Suppliers

Tier 1



12 Suppliers

Critical Tier 1



23 Suppliers

Critical Non Tier 1

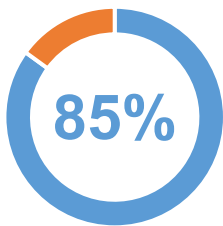
***Criteria for Identifying Critical Tier 1 suppliers:**

- Suppliers accounting for the first 80% of high purchase values (High-Volume Suppliers).
- Single or irreplaceable suppliers (Non-substitutable Suppliers).

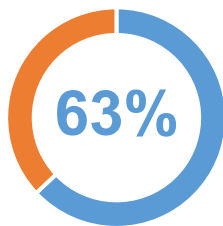
***Criteria for Identifying Critical Non-Tier 1 suppliers:**

- Single or irreplaceable suppliers (Non-substitutable Suppliers).

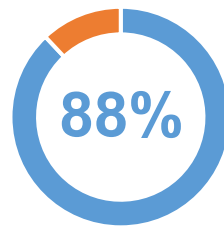
Proportion and Purchase Value



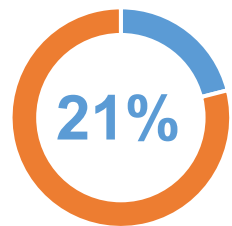
Total Spend on Critical Suppliers Tier-1.



Total Spend on Domestic Suppliers Tier-1



Total spend on domestic suppliers.



Total spend on suppliers located in the 14 Southern provinces of Thailand,

Key Performance Outcomes



100%

of Tier 1 Suppliers have passed risk screening process.



100%

of Critical Tier 1 Suppliers have undergone ESG assessments.



100%

of suppliers have signed and accepted company's Code of Conduct.



0%

of suppliers deemed as high-risk.

Risk Management with Suppliers

Preventing Fraud Risk through Pre-Ordering

HaadThip uses a pre-ordering scheme that includes contracts or agreements with suppliers and payment terms on credit. This approach helps mitigate the risk of fraud arising out of pre-payments.



Managing Price Adjustment Risks

The Strategic Sourcing Department conducts annual forward auctions for key raw materials to mitigate the risk of price increases. Only suppliers who meet the established quality criteria are permitted to participate.

Mitigating Risks from Natural Disasters, Pandemics and Conflicts

The Strategic Sourcing Department has identified and resolved factors contributing to deviations in the procurement process, such as issues with quantity and delivery timelines. To mitigate risks and handle emergencies in case of supplier failures, new and backup suppliers and service providers have been onboarded.



Responsible Supplier Selection

The company follows a process for sourcing high-quality raw materials with a strong emphasis on safety, placing orders only with suppliers who meet stringent standards. These suppliers are evaluated by The Coca-Cola Company, which assesses their performance standards and incorporates key sustainability aspects across all three dimensions to ensure reliable and sustainable partnerships.

To manage variability in production plans and product delivery, HaadThip implements strategic measures through regular meetings with suppliers and visit plan at least once or twice a year, including the establishment of buffer stocks for critical raw materials. This proactive approach minimizes the risk of supply shortages and ensures stability in our manufacturing processes.

Managing and Co-developing Suppliers

“From relationship to collaboration to business plans aimed at fostering sustainability development for our Southern communities.”

HaadThip Public Company Limited is committed to promoting sustainable business development by building strong relationships with partners. Many of our partners and suppliers have been long-term allies, which have been instrumental in the company’s success in the 14 Southern provinces. These partnerships are crucial for developing better products and services, reaching more consumers and strengthening our business foundation. This approach enhances our potential for sustainable business growth. Our core approach is to collaborate with partners, focusing on creating transparent and fair mutual business opportunities.



Corporate Stakeholder Questionnaire

We conducted a corporate sustainability materiality assessment involving 20 suppliers, categorized into 9 Critical Tier 1 and 11 Critical Non-Tier 1 suppliers.



HTC Supplier Day integrates our suppliers into our transparent business growth vision. We conduct our business with integrity, adhering to social responsibility and good corporate governance principles for all stakeholders. Additionally, we also have a strict anti-corruption policy (CAC). In this project, 6 suppliers participated, including 1 from Critical Tier 1 and 5 from Critical Non-Tier 1.

Corporate Governance, Transparency and Ethics

Importance and Commitment

HaadThip is committed to continuous adherence to good corporate governance practices. We integrate these principles, alongside stringent business ethics, at every organizational level. This dedication is pivotal in establishing a robust and efficient management system that promotes sustainable growth. Our company places significant emphasis on the principles of good corporate governance, continually refining our operations to maximize value for shareholders, stakeholders, society and the environment. We are committed to conducting business with integrity ensuring that our practices are transparent and verifiable.

Management Approach

The company ensures that all employees are informed about our ethical business practices from their first day of work through a comprehensive employee handbook. This approach serves as a crucial guide, helping employees engage with all stakeholders whether shareholders, customers, suppliers, or the community with integrity, honesty, responsibility, and transparency. These practices are aligned with our newly revised Code of Business Conduct, which includes the following key aspects:



Business Ethics

HaadThip Public Company Limited conducts its business with a strong focus on ensuring that all executives and employees adhere to the company’s established ethical standards. The company’s ethical standards are designed to align with its objectives, goals, and vision, thereby adding value to the organization. The handbook undergoes periodic updates to maintain relevance and is published on the company’s website for employees, stakeholders, and interested parties to access. To reinforce ethical practices, HaadThip has established policies and procedures for reporting non-compliance with laws, regulations, work rules, and the company’s Business Ethics. These procedures provide employees with channels for filing complaints or sharing valuable information that can benefit the organization.



<https://www.haadthip.com/storage/document/code-of-conduct/2021/htc-code-of-conduct-en.pdf>

HaadThip recognizes that operating in accordance with good corporate governance principles is a key factor in enhancing the organization’s efficiency, credibility, and transparency, which are the foundations for sustainable growth. This also helps build investor confidence. Therefore, the company continuously develops and instills awareness among its employees to ensure that all parties involved understand and adopt these principles as part of the organizational culture.

HaadThip participated in the Corporate Governance Survey of Thai Listed Companies to assess the quality of its corporate governance. In 2023, the company achieved an “Excellent” or 5-star rating, in the Corporate Governance Report of Thai Listed Companies (CGR), further reinforcing its commitment to transparency, accountability, and long-term sustainability.



2023 Business Ethics Key Initiative

Youth Ethics Communication Program : Instill moral and ethical values in young individuals.



Women Empowerment Project: enhance capabilities, empowerment, and inspiration of women within the organization



Anti-Corruption Policy and Complaints Management

Anti-Corruption Policy

HaadThip is committed to managing its operations based on good corporate governance principles. Therefore, the company has established an “Anti-Corruption Policy and Guidelines” to ensure that the organization’s operations are conducted efficiently, achieving the set objectives and plans. This is done under a business approach that adheres to transparency and accountability to all stakeholders. The company has also declared its intention to join the “Thai Private Sector Collective Action Coalition Against Corruption” and is committed to strictly complying with anti-corruption laws.

In 2023, the company reported no instances of corruption complaints within the organization.



Anti-Corruption Practices

The company establishes and maintains a corporate culture that strictly prohibits and does not tolerate corruption in any form, whether direct or indirect, for the benefit of oneself, family, friends, or acquaintances. Therefore, it is imperative to strictly adhere to anti-corruption measures, prohibiting the giving or receiving of bribes in any business dealings. The company’s operations and interactions with government agencies must be transparent, honest, and in compliance with relevant laws.

Corporate Corruption Risk Assessment Workflow

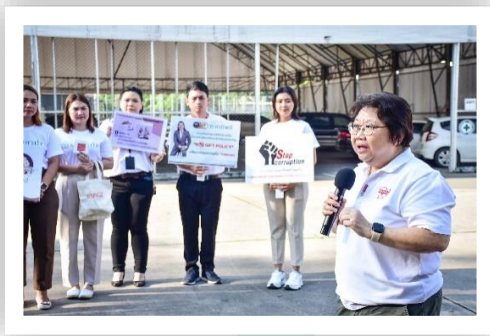


Anti-Corruption Response Initiatives

Corporate Anti-Corruption Campaign

HaadThip has organized a symbolic anti-corruption campaign within the organization to educate and raise awareness among employees about the company's anti-corruption policies and practices. This initiative aims to ensure that employees are well-informed and fully understand the company's firm stance against corruption.

- **Number of Participants: 255 Individuals.**
- **Participants' Satisfaction Rate: 94%.**



No Gift Policy Declaration

HaadThip strongly adheres to "No Gift Policy" and communicates to all stakeholders which request the cooperation of all employees in the organization to refrain from accepting gifts or any gifts or gratuities in their duties, especially during festive occasions.



In addition, the company conducts ethics training for employees to ensure proper understanding of the anti-corruption policy, conflict of interest guidelines, no gift policy, complaint handling procedures, and protection measures for whistleblowers. This training aims to enable employees to implement these policies correctly. In 2023, the training covered the following employee groups, achieving the targeted participation rates:

- **New Recruits: 100%**
- **Full-time Employees: 94.98%**

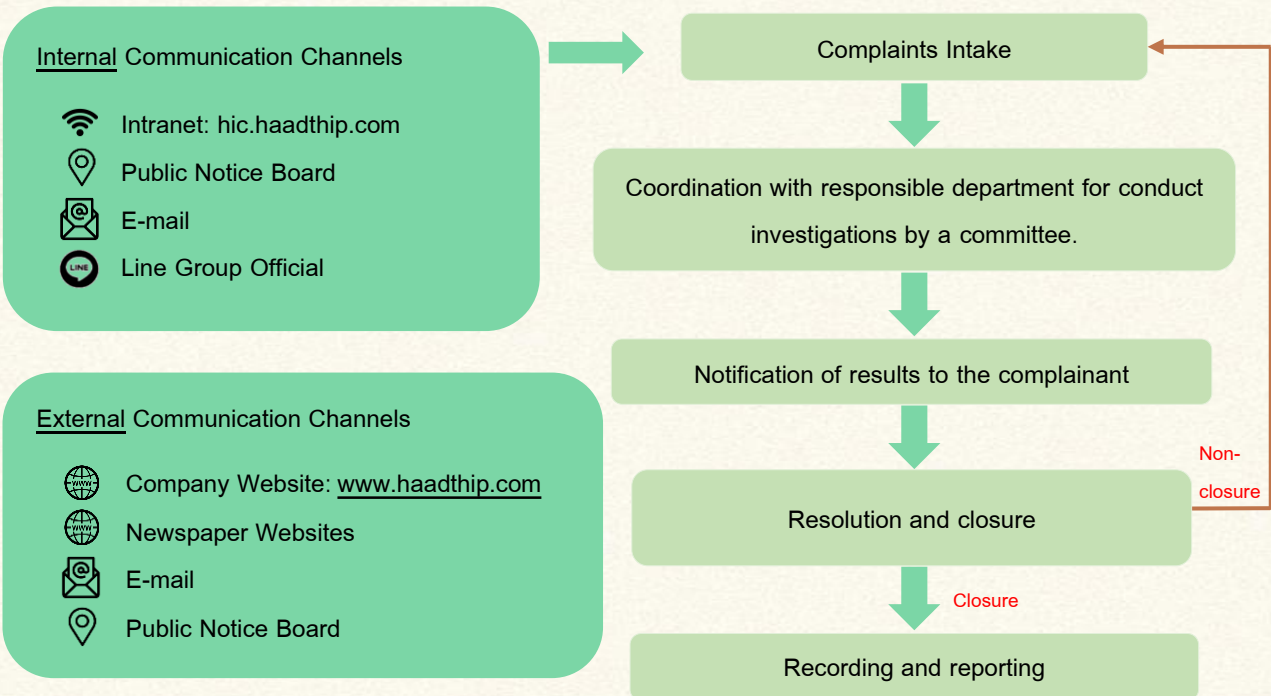
Complaints Management

Managing Non-Compliance Cases

HaadThip provides channels for reporting leads, complaints, comments, or suggestions that indicate stakeholders may be affected or at risk due to the company’s business operations or employee actions involving illegal or unethical behavior. This includes behavior that may indicate fraud, unequal treatment, or careless and imprudent actions. Reports, complaints, comments, or suggestions can be submitted through designated channels. The related information will be kept confidential, disclosed only as necessary, and will receive appropriate protection, considering the safety and potential harm to the reporter or related individuals

The company conducts investigations and records the findings in writing. If the allegations are found to be true, the company will establish a fact-finding committee to summarize the report for the disciplinary committee to determine appropriate disciplinary actions. This process follows the principle of check and balance to ensure fairness for all parties involved. In 2023, the company received 25 complaints. All complaints were resolved satisfactorily, and the complainants were satisfied with the resolutions. The complaints were divided into two categories: (1) 11 complaints from internal parties, all of which were resolved according to the complaint resolution measures, and (2) 14 complaints from external parties, all of which were resolved according to the complaint resolution measures. No complaints of corruption were found.

Complaint Mechanisms and Management Systems



Internal Communication Channels

- Intranet: hic.haadthip.com
- Public Notice Board
- E-mail
- Line Group Official

External Communication Channels

- Company Website: www.haadthip.com
- Newspaper Websites
- E-mail
- Public Notice Board

Or click link: [Whistleblowing-Form | HaadThip](#)





Enterprise Risk Management

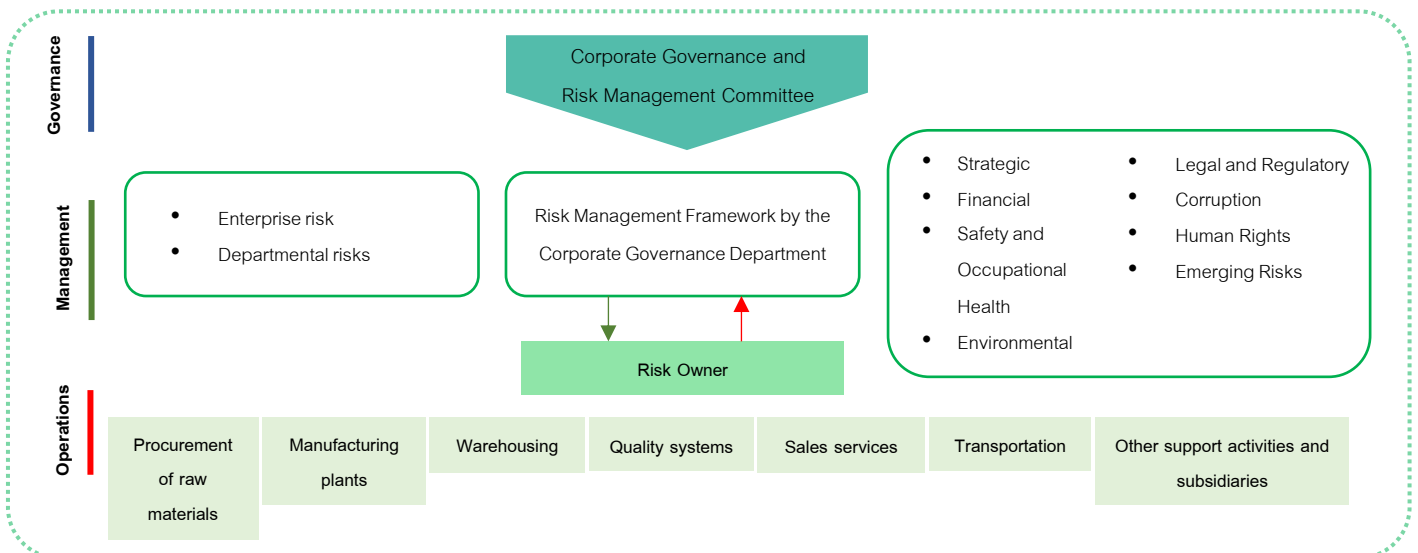
Enterprise Risk Management Policies and Practices

HaadThip recognizes the critical importance of enterprise risk management, including environmental, social, and governance (ESG) risks, as an integral part of good corporate governance. The company is committed to fostering sustainable business growth while strengthening confidence among investors and stakeholders. To mitigate potential losses and impacts from uncertainties, it employs a robust risk management strategy, supported by contingency planning. As part of this effort, the company has implemented comprehensive enterprise risk management policies and guidelines, enabling the effective identification, analysis, and management of risks.

Risk Control and Assessment

The Board of Directors has assigned the Risk Management Committee to oversee the company's internal control system, risk management processes and corporate governance framework. This includes conducting audits and implementing checks and balances. The Internal Audit Office is responsible for auditing the operations of all departments and providing recommendations for establishing internal control systems and company operations. The company has adopted various technologies to enhance management efficiency such as CQR, POD, MOS-IR, RTM Mobile, Road net, VHM, and MyHR. Additionally, the company employs the international COSO framework for Enterprise Risk Management (ERM) and adheres to the governance principles set by the Stock Exchange of Thailand and the Thai Institute of Directors (IOD) to manage risks and governance comprehensively across the entire supply chain.

Risk Management Framework



Identified Risks (Operation/Strategic/Financial/Compliance)

Types of Risks	Specific Risks	Environmental (E)	Social (S)	Governance (G)
Strategic Risk: S	Risk from lacking succession plan for key positions.	-	✓	-
Operational Risk: O	Risk from fluctuations in raw material prices (Liquid-Sugar).	✓	-	-
	Risk from fluctuations in packaging costs (PET Resin).	✓	-	-
	Supply chain risks affecting raw material price fluctuations, leading to increased production and delivery costs.	-	-	✓
Financial Risk: F	-	-	-	-
Compliance Risk: C	Risk from regulatory changes, such as the introduction of the Sugar-Sweetened Beverages Tax.	-	-	✓

Managing Emerging Risks

Climate Change Risk

HaadThip integrates climate change risk into its enterprise risk assessment by simulating various scenarios to evaluate the potential impacts—both positive and negative—on the company. The company analyzes opportunities to enhance and develop sustainable growth strategies.

HaadThip has implemented the following measures to continuously reduce greenhouse gas emissions:

- Established Carbon Emission Project team to monitor and report progress to the Board of Directors.
- Conducted a carbon footprint assessments in line with TGO guidelines to monitor greenhouse gas emission trends and develop future plans.
- Launched energy reduction initiatives to meet the company's emission reduction targets.
- Implemented Carbon Emission Offsets to compensate for emissions resulting from corporate activities.

Risk Management for Climate-Related Impacts on the Supply Chain

Impact on Supply Chain	Mitigation
Flooding – Raw Materials Transportation	Plan alternative routes and monitor conditions to ensure uninterrupted transportation.
Drought – Water Scarcity for Manufacturing	Conduct water source risk assessments to prevent and mitigate business, environmental, and community impacts.
Raw Material Shortages – Agricultural Produce and Packaging	Stockpile materials, procure raw materials from new suppliers, planning with suppliers, and conduct supplier audits.
Rising Raw Material Costs	Utilize price hedging contracts to manage cost increases.
Loss of Business Opportunities	Prepare stockpiles of finished goods.

Circular Economy Risk

The circular economy concept is increasingly influencing the plastics and recycled plastics industries. The main concept is to recycle used plastics to reduce the reliance on virgin plastics, directly impacting energy consumption reduction, greenhouse gas emissions, and efficient utilization of limited resources. HaadThip is committed to supporting sustainability goals by exploring the feasibility of rPET (Recycled Polyethylene Terephthalate) projects. This initiative involves producing new plastic pellets from recycled plastics to be used as raw materials for packaging production, promoting sustainable packaging management and contributes environmental stewardship.



Human Rights and Employee Care

HaadThip recognizes the importance of human rights in business operations, which is clearly demonstrated by its commitment through the company's Human Rights Policy. The company supports and strictly adheres to the United Nations Global Compact (UNGC) and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work. This is to prevent human rights violations in business and covers all stakeholders throughout the supply chain, including all employees at all levels, business partners, and all suppliers

In 2023, the company recorded no human rights violations within its supply chain.

The Importance of Human Rights to **Organization's Success**

The integration of the Human Rights Policy into the company's management framework has been a critical factor in achieving our corporate goals. Our approach is built on three key principles:

1. Protect:

The company has a clear policy to prevent human rights violations across all areas of business operations.

2. Respect:

The company and its personnel are committed to demonstrating responsibility and respect for all forms of human rights.

3. Remedy:

The company is committed to addressing, rectifying, and compensating for any human rights violations resulting from our business activities, employing effective remediation mechanisms.



Human Rights Due Diligence (HRDD)

The human rights due diligence process consists of five steps outlined in the UN Guiding Principles on Business and Human Rights (UNGPs). This process is part of our human rights management approach, which includes prevention, respect, and remedy. A key element of this approach is conducting thorough human rights due diligence.

1. A Statement of Policy Commitment to Respect Human Right

2. Assessment of Actual and Potential Human Right Impact of Company Activities and Relationship

3. Incorporating into Company Procedures and Addressing Impacts

4. Tracking and Reporting Performance

5. Remediation and Remedy



For further information, readers can visit the following link: <https://www.haadthip.com/storage/document/human-rights/htc-human-rights-due-diligence-th.pdf>

Scope of Human Rights Risk Assessment

Labor Rights

- Work Environment
- Occupational Health and Safety
- Non-Discrimination
- Freedom of Association and Collective Bargaining
- Child Labor and Forced Labor

Customer Rights

- Occupational Health and Safety
- Personal Data Privacy
- Non-Discrimination

Community and Environmental Rights

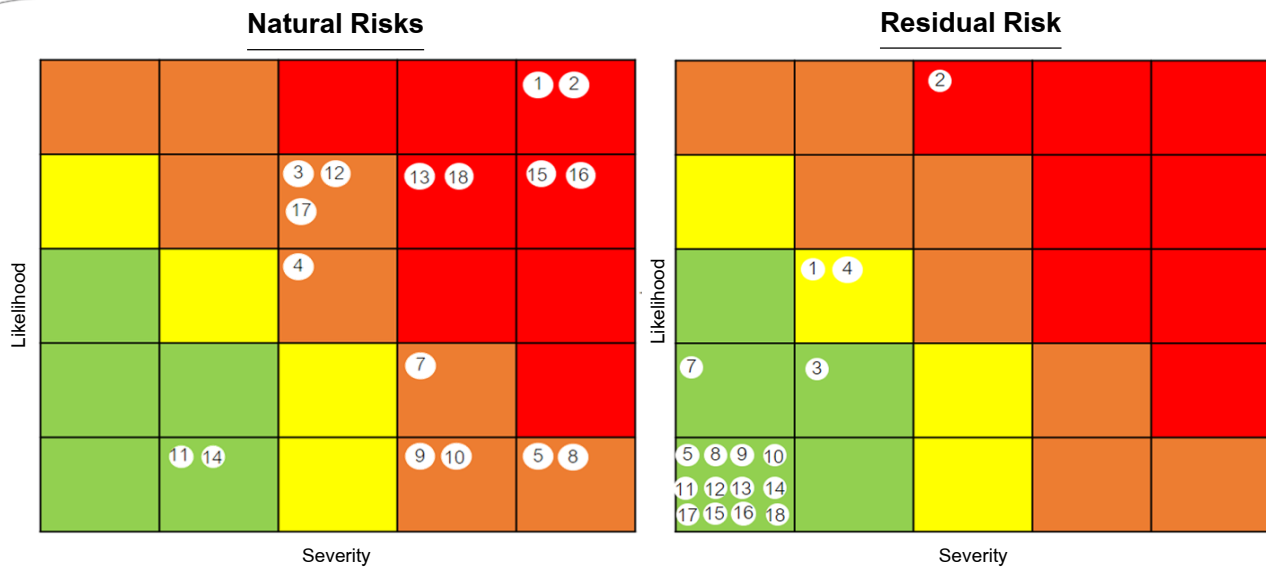
- Standard of Living and Quality of Life
- Occupational Health and Safety
- Community access to clean water resources
- Waste and Hazardous Materials Management
- Land acquisition

Supplier and Contractor Rights

- Work Environment
- Occupational Health and Safety
- Ethical business conduct
- Confidentiality

Human Rights Risk and Impact Assessment

Annual Risk Assessment Results for 2023



With the results from the human rights risk assessment of the company's supply chain, it was determined that certain human rights risks remain heightened in specific operational areas. In response, the company has implemented targeted control and remediation measures to address these critical risks, which are directly related to the company's business operations.

Assessed Human Rights Issues

Labor Rights

1. Work Environment
2. Occupational Health and Safety
3. Non-Discrimination
4. Freedom of Association and Collective Bargaining
5. Child and Forced Labor
6. Personal Data Privacy

Community and Environmental Rights

7. Standard of Living and Quality of Life
8. Occupational Health and Safety
9. Community access to clean water resources
10. Waste and Hazardous Materials Management
11. Land Acquisition

Consumer Rights

12. Occupational Health and Safety
13. Personal Data Privacy
14. Non-Discrimination

Supplier and Contractor Rights

15. Work Environment
16. Occupational Health and Safety
17. Ethical business conduct
18. Confidentiality

Prevention and Mitigation Measures for Human Rights Risk Issues

Labor Rights

Risk Issues	Operations
1. Working Environment 2. Occupational health and safety 3. Non-Discrimination 4. Freedom of Association and Collective Bargaining 5. Child Labor and Forced Labor 6. Personal Data Privacy	<ul style="list-style-type: none"> Adherence to the Human Rights Policy and the Labor Protection Act . Regular meetings of the Occupational Health, Safety, and Work Environment Committee to ensure compliance with safety standards. Strict implementation of ISO 45001, ISO 14001, and Coca-Cola system requirements. Annual health check-ups. Compliance with personal data protection policy. Regular meetings of the Welfare Committee to address employee welfare.

Community and Environmental Rights

Risk Issues	Operations
1. Standard of Living and Quality of Life 2. Occupational Health and Safety 3. Community access to clean water resources 4. Waste and Hazardous Materials Management 5. Land Acquisition	<ul style="list-style-type: none"> Strict adherence to conditions stipulated in the plant operation license. Adherence to SOPs for environment quality monitoring and legal compliance. Strict implementation of ISO 45001, ISO 14001 standards. Development of emergency response manual and conduct drills in collaboration with the community. Annual assessment of water resource risks and groundwater quality. Legally compliant use of groundwater, strictly adhering to regulations regarding the timing and quantity of water usage. Legal review and community communication before land acquisition.

Supplier and Contractor Rights

Risk Issues	Operations
1. Working Environment 2. Occupational Health and Safety 3. Ethical business conduct 4. Confidentiality	<ul style="list-style-type: none"> Establish criteria for selecting suppliers and contractors, aligning with structured procurement and operational procedures. Conduct training for suppliers and contractors prior to entering Plant premises to ensure safety compliance within operational areas. Establish employment conditions for suppliers to strictly comply with company regulations, including Work Permit, ISO 45001, ISO 14001, and Coca-Cola system requirements. Conduct assessments of suppliers and contractors on licenses and health check for high-risk tasks. Comply with the personal data protection policy.

Customer Rights

Risk Issues	Operations
1. Non-discrimination 2. Occupational Health and Safety 3. Personal Data Privacy	<ul style="list-style-type: none"> Employee training to ensure equal treatment of all customers, in line with the company's business responsibility policy respecting human rights. Transparent and accessible complaint handling processes, with mechanisms for review, resolution, and follow-up. Customer screening processes are implemented in compliance with legal requirements. Customer satisfaction is regularly assessed. Comply with the personal data protection policy.

Monitoring, Reviewing, and Reporting of Human Rights

Follow-up

The Guiding Principles on Business and Human Rights underscore the importance of conducting continuous human rights risk and impact assessments, along with regular reviews. This is crucial, as the risks related to the company's operations can evolve alongside changes in activities and stakeholder groups.

Reporting

The company produces human rights risk and impact assessment reports for management review, offering valuable insights into the current landscape and future operational strategies. These assessments are systematically documented in a human rights risk register to ensure ongoing monitoring and accountability.

Remediation Mechanisms

The company is committed to reducing risks and preventing violations of its Human Rights Policy as well as ensuring fair employment practices. The company conducts annual human rights risk assessments to identify and address potential violations in its business activities. In cases of human rights violations, the company conducts fair investigations and imposes appropriate penalties, recognizing such actions as breaches of the company's code of conduct.

Impact on Organization

Policy Impact:

Enhancing the company's reputation as a publicly listed entity by demonstrating a sincere commitment to human rights, social responsibility, and environmental stewardship, beyond merely focusing on profit generation and business value.

Employee and Stakeholder Impact:

Instilling pride in employees and stakeholders strengthens their dedication, honesty, and commitment. This encourages them to actively apply their knowledge and skills, fully engaging in the pursuit of the company's goals in all situations..

Operational Results	Unit	2021	2022	2023
Complaints Encountered				
Complaints of corruption	Persons/Hr/Year	0	0	0
Human rights violations	Persons/Hr/Year	0	0	0
Customer security and confidentiality	Persons/Hr/Year	0	0	0

Note: The scope of personnel data reporting includes: Hatyai Plant in Songkhla Province, Punpin Plant in Surat Thani Province, the Bangkok office and 19 branch offices, covering the period from January 1 to December 31, 2023.

Conduct an organizational risk assessment workshop.



Data and Information System Security

Cybersecurity Policy

HaadThip prioritizes cybersecurity by implementing measures to prevent and mitigate risks from cyber threats. To enhance security, the company has implemented a Multi-Factor Authentication (MFA) system

Personal Data Protection Policy

HaadThip has established Personal Data Protection Policy to safeguard the personal information of customers, partners, stakeholders, and employees, ensuring its security and preventing data breaches or unauthorized use and disclosure of personal information. This is guided by three main concepts: "People-Process-Technology," emphasizing the importance of all three factors, not just the technological aspect. Additionally, the company has formed Personal Data Protection Committee responsible for educating and raising awareness among employees, planning and overseeing the implementation of the policy, along with concrete practices.

Personal Data Protection

- **Technical Measures:** Implement controls and install protective systems for the organization's devices, networks, and hardware to prevent sensitive data from leaking outside the organization and to protect against potential harm to the business.
- **Organizational Measures:** Establish policies and procedures for monitoring and control, including appointing a task force responsible for training employees and raising awareness.

Reinforcing the importance of the PDPA for new employees.



In 2023, all employees at the managerial level and above were informed of the company's Personal Data Protection Policy and completed the training.

In 2023, **94.76%** (181 employees) of the targeted group received training on Personal Data Protection (PDPA).

The number of customer data breaches and losses identified= 0

The number of complaints regarding personal data breaches= 0

Labor Policy

HaadThip Public Company Limited has announced a social responsibility policy on labor to emphasize the importance of employees as the key driving force behind the organization's sustainable growth and business advancement. The company focuses on ensuring that all employees have equal rights and freedom in accordance with human rights principles. It also firmly opposes the use of forced labor and all forms of illegal labor and is committed to creating a safe working environment.

The company has developed a comprehensive employee skills training plan, focusing on creating opportunities for career advancement. This includes fair recruitment, selection, training, promotion, and termination processes in accordance with international best practices. Additionally, the company disseminates knowledge and understanding to employees, management, and stakeholders throughout the business value chain to foster responsibility among all employees. If any actions that may constitute human rights violations are observed, employees are required to report to their supervisors and fully cooperate in the investigation of the facts.

Additionally, the company also has a policy to employ individuals with disabilities, offering them opportunities to earn a living and support themselves. This initiative helps them develop their potential while enhancing the workplace to meet their needs, including designated parking spaces and accessible restrooms. In 2023, the company employed 24 individuals with disabilities, consisting of 16 men and 8 women.

Employee Skills Assessment

The company has implemented development plans with all employees individually that includes performance indicators for performance evaluation. Employees have the freedom to set goals and work plans, and they are encouraged to self-assess their performance, which is also evaluated by their supervisors. The company utilizes this evaluation data to analyze career growth and determine the bonuses employees will receive.

Proportion of Employees Monitored by Gender and Employment Level

Employment Level	Unit	2021		2022		2023	
		Male	Female	Male	Female	Male	Female
Executive Level	%	100	100	100	100	100	100
Management Level	%	100	100	100	100	100	100
Operational Level	%	100	100	100	100	100	100

Note: The scope of personnel data reporting includes: Hatyai Plant in Songkhla Province, Punpin Plant in Surat Thani Province, the Bangkok office and 19 branch offices, covering the period from January 1 to December 31, 2023.

Non-Discrimination Policy

Promoting Diversity and Inclusion in the Workplace

HaadThip promotes equal opportunities and fair treatment within the organization by supporting a culture of diversity at all levels of operation and embracing the diversity of personnel in all aspects. The company believes that this policy will retain and promote talented personnel to be a key force in achieving business success. All employees are treated equally, ensuring that no one feels different from others within the organization.

The company has enhanced employee benefits, introducing the welfare regulations for LGBTQI employees. Additionally, the company organizes activities to promote diversity and gender equality, including aspects such as gender, religion, culture, race, nationality, and education. These initiatives ensure equal opportunities without discrimination, fostering a sense of belonging among HaadThip employees.

Pride Month Activity

Participates in promoting "LGBT Pride Month"



Employee Engagement Survey

The company has conducted employee engagement surveys to understand their opinions and continuously plan and develop the organization. These surveys align with good governance principles and sustainability goals. Additionally, the company utilizes employee feedback to further develop and benefit the organization, enhancing engagement and fostering a positive corporate culture, with employees playing a crucial role.

2023



1,815 employees engaged in the survey, representing **76.68%** of the workforce.



Employee Engagement score **91.89%**

2024 Targets



Survey Participation: At least **80%** of employees.



Employee Engagement Score: At least **90%**

Employment Indicators

Indicator	Unit	2021		2022		2023	
		Male	Female	Male	Female	Male	Female
Total employees	Persons	1,605	548	1,721	577	1,787	617
	%	75	25	75	25	74	26
Employees with disabilities	Persons	8	13	13	8	16	8
	%	0.93		0.91		0.99	
Total permanent employees	Persons	2,135		2,292		2,398	
Total temporary employees	Persons	18		6		6	

Indicator	Unit	2021		2022		2023	
		Male	Female	Male	Female	Male	Female
Nationality							
Thai	Persons	1,600	548	1,716	577	1,782	617
Foreign	Persons	5	0	5	0	5	0
Employment Level							
Executive level	Persons	19	17	25	18	27	21
	%	53	47	58	42	56	44
Management level	Persons	133	117	151	123	153	130
	%	54	46	55	45	54	46
Operation level	Persons	1,453	414	1,545	436	1,607	466
	%	78	22	78	22	78	22
Age							
Below 30 years old	Persons	488		553		561	
	%	23		24		23	
30-50 years old	Persons	1,369		1,424		1,469	
	%	63		62		61	
Over 50 years old	Persons	296		321		374	
	%	14		14		16	

Note: The scope of personnel information reporting includes: Hatyai Plant, Songkhla Province, Punpin Plant, Surat Thani Province, Bangkok Office and 19 branch offices in 14 southern provinces

Recruitment Indicators

Indicator	Unit	2021		2022		2023	
		Male	Female	Male	Female	Male	Female
Total number of new hires	Persons	182	64	350	95	291	90
New hire rate	%	8.45	2.97	15.19	4.12	12.00	3.74
New employee hires base on employment level							
Executive level	Persons	1		2		4	
	%	1		1		1	
Management level	Persons	11		33		16	
	%	4		7		4	
Operation level	Persons	234		408		361	
	%	95		92		95	
New employee hires on age							
Below 30 years old	Persons	198		369		248	
	%	80.49		83.30		65.00	
30-50 years old	Persons	48		74		129	
	%	19.51		16.70		34.00	
Over 50 years old	Persons	0		0		4	
	%	0		0		1	

Note: The scope of personnel information reporting includes: Hatyai Plant, Songkhla Province, Punpin Plant, Surat Thani Province, Bangkok Office and 19 branch offices in 14 southern provinces

Employee Turnover Indicators

Indicator	Unit	2021		2022		2023	
		Male	Female	Male	Female	Male	Female
Total number of turnover	Persons	183	25	250	53	182	37
Employees turnover based on employment level							
Executive level	Persons	0		1		0	
	%	0		0.30		0	
Management level	Persons	11		15		21	
	%	5		4.90		9.58	
Operation level	Persons	197		287		198	
	%	95		94.70		90.41	
Employees turnover based on age							
Below 30 years old	Persons	88		128		85	
	%	42		42		38.81	
30-50 years old	Persons	109		155		120	
	%	53		51		54.79	
Over 50 years old	Persons	11		20		14	
	%	5		7		6.39	

Note: The scope of personnel information reporting includes: Hatyai Plant, Songkhla Province, Punpin Plant, Surat Thani Province, Bangkok Office and 19 branch offices in 14 southern provinces

Employee Welfare

HaadThip has a comprehensive welfare plan that supports employees from their first day until retirement. Upon joining, employees become part of the HaadThip family, receiving fair treatment irrespective of gender, race, religion, or disability. The company offers guidance on work, adaptation, and development to help employees reach their full potential and perform effectively. The company has set both short-term and long-term goals by adjusting various benefits to suit the situation, responding to the changing lifestyle in the new normal, and improving the employee development system. These include technological advancements in human resource management to reduce time, increase efficiency, and enhance proficiency in technology usage. Moreover, the company has plans to support career growth, ensuring that employees are well-prepared for the responsibilities of their roles.

For retirees and those nearing retirement, the company has implemented a welfare plan that continues to value their membership in the HaadThip family. Retired employees can participate in company activities, join a retirement group on LINE for games and prizes, and continue purchasing products at employee prices. Additionally, the company offers post-retirement career promotion programs, providing knowledge and equipment to help retirees live happily.



Regular health check-ups, vaccination provisions, and work-related accident insurance.



Gifts for employee birthdays and benefits for their children.



Welfare support for weddings, ordinations, and funerals.



A provident fund, annual bonuses, and salary base adjustments.



Employee housing and transportation services.

Employee Benefits

Welfare	Unit	Amount
Gift Set for Employees' Newborns	Sets	32
Employee Birthday Gifts	Individuals	2,432
Medical Expenses Coverage	Thai Baht	2,947,830.35
Funeral Support	Events	60
Wedding Support	Events	22
Ordination Support	Events	21
Employee Visitation Kits	Sets	67
Provident Fund	Thai Baht	22.08 Million

Note: The scope of personnel data reporting includes: Hatyai Plant in Songkhla Province, Punpin Plant in Surat Thani Province, the Bangkok office, and 19 branch offices from January 1 to December 31, 2023.

Childcare Policy

The company allows employees to take up to 98 days of maternity leave, with full salary during the leave period, plus up to 45 days of additional support from social security as per labor law. In 2023, 12 female employees used maternity leave, with a 100% return rate to work. The company also offers training programs for new mothers on self-care and newborn care, provides breastfeeding rooms, and gives a newborn gift set to enhance the well-being of employees' children.

Indicator	Unit	2021		2022		2023	
		Male	Female	Male	Female	Male	Female
Employees Eligible for Parental Leave	Persons	N/A	548	N/A	553	0	617
Employees Who Used Parental Leave	Persons	N/A	16	N/A	14	N/A	12
Return to Work After Parental Leave	Persons	N/A	16	N/A	14	N/A	12
Return to Work Rate After Parental Leave	%	N/A	100	N/A	100	N/A	100

Note:

- In 2023, only female employee groups were counted for parental leave rights.
- The reporting scope includes the Hatyai Plant, Pulpin Plant, Bangkok office, and 19 branch offices from January 1 to December 31, 2023.



Children's rights

HaadThip conducts its business in line with the Universal Declaration of Human Rights, the Modern Slavery Act, and the International Labor Organization Conventions. The company prioritizes transparency, adheres to ethical standards, and protects the rights and freedoms of its employees, their families, partners, and customers. Additionally, it emphasizes safeguarding the rights and welfare of children potentially affected by its business activities across the supply chain. This commitment is supported by collaboration with all stakeholders in accordance with the Children's Rights and Business Principles (CRBP), aiming to create a sustainable framework for business practices that positively impact children's futures.

Additionally, the company actively promotes opportunities for children under 18, including students from educational institutions, to gain valuable learning experiences through various programs such as English Camps, Sprite Music, and guest lectures by its employees. It also offers employee housing to strengthen family relationships and create a supportive environment for employees and their families in caring for their children. On National Children's Day, the company provides gifts to employees' children to support their development and learning. Furthermore, it organizes two sessions of a Football Academy for employees' children during the summer break, along with scholarship programs to ease the financial burden on parents while promoting access to quality education.



Incidents of child labor within the organization in 2023 = 0

Number of complaints related to child rights violations in 2023 = 0

Number of suppliers found employing individuals under 18 years old = 0

Percentage of suppliers audited for labor practices and informed of human rights policies = 100%

Employee Health, Motivation, and Retention

Annual Health Check-Up

The company coordinates with hospitals to provide on-site health check-ups, along with additional health check-up services at special rates.



Thai Massage for Office Syndrome Prevention

Thai massage is a method for relaxation, relieving stress and fatigue from work. It can also help prevent muscle tension and pain associated with office syndrome. This approach supports the health of employees both in the short term and long term.



Employee Wellness Activities

The company supports various clubs and activities to promote employee health and teamwork, such as cycling, running, football, yoga, and badminton clubs. A fitness center is also available as an employee benefit.



Recreational Areas

The company offers relaxation spots during breaks, near parking lots and shaded trees.



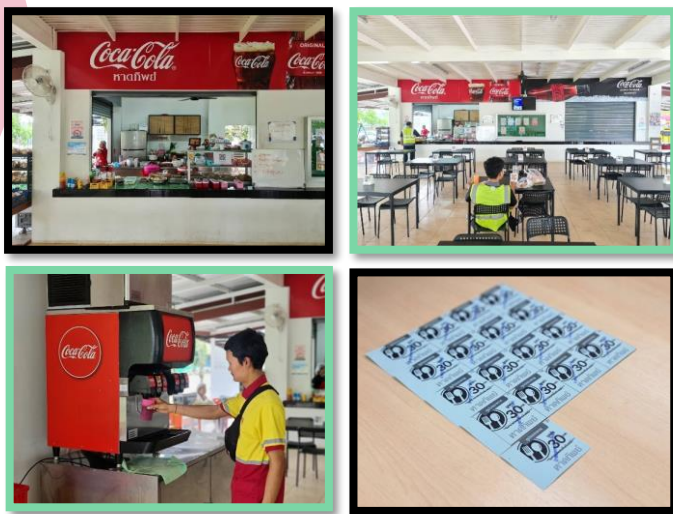
HaadThip Founding Day

1 Year, 1 School Project – Improvement of Underprivileged Schools Amount of 500,000 Baht



Employee Lunch Program

Transport Services



A project aimed at utilizing vacant areas around the factory to cultivate vegetables, employing soil enhancements derived from natural waste materials, as part of employee welfare initiatives

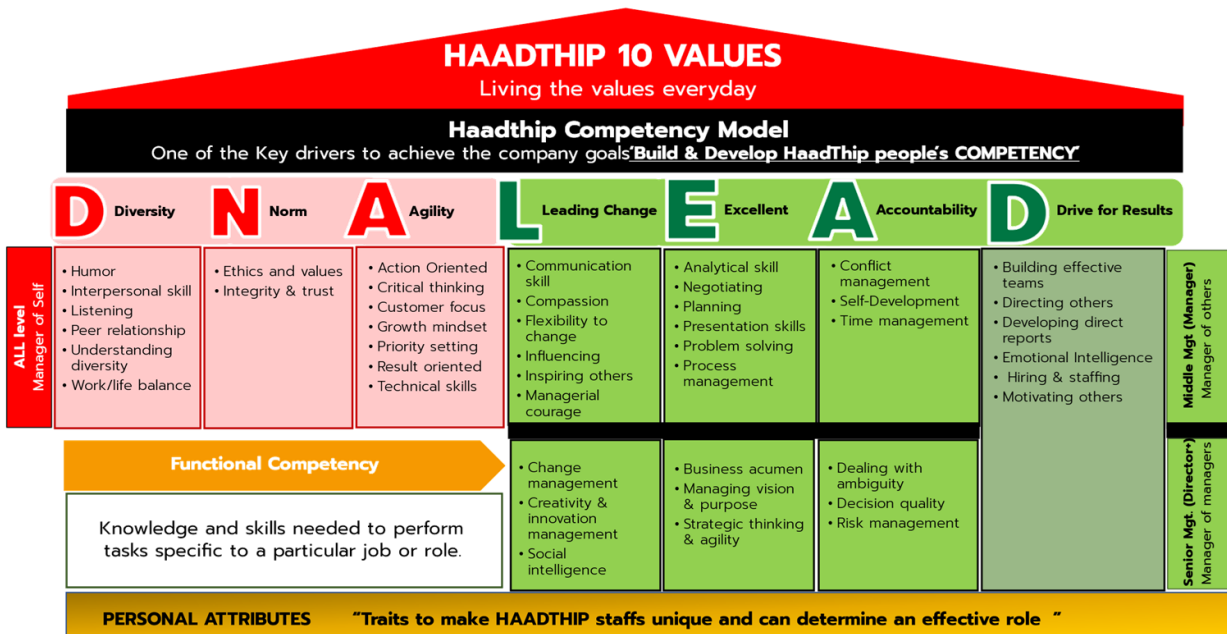


Personnel Training and Development

HaadThip is committed to fostering a culture of continuous learning through both short-term and long-term initiatives. It aims to enhance the competencies and learning attitudes of employees at all levels by providing opportunities for learning in the classroom, outside the classroom, and through various projects.

Additionally, the company has developed an annual training plan based on in-depth needs assessments, business requirements, and annual goals. It implements a standardized evaluation system and offers courses on modern work skills taught by leading experts to keep pace with changing circumstances. This supports employees in their self-development, enabling them to become specialists while sharing knowledge with colleagues. The company also creates a learning space and fosters a culture of learning through modern tools, allowing all employees to choose their own career development paths. These efforts contribute to the organization's long-term growth and sustainable business success.

The development of employee potential along with career advancement opportunities are crucial factors that enhance product and service quality, reducing costs, and increasing process efficiency. Moreover, these efforts create opportunities for growth, enhance market competitiveness, and strengthen employee engagement and loyalty, driving a commitment to sustainable value creation for the company.



HaadThip Competency Framework

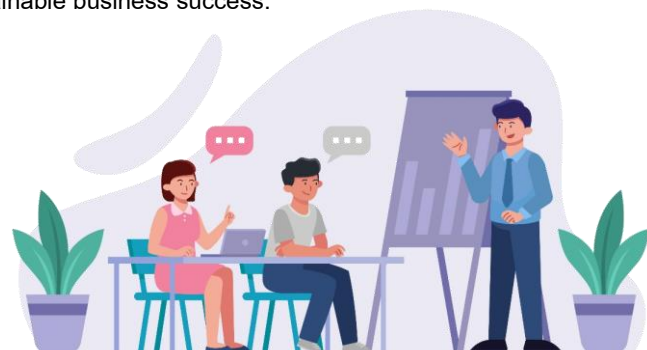
Training and Development

Training programs for enhancing employee skills in 2023

Course Types	Amount	Budget (Baht)
Organizational Culture Courses	3	37,000
Quality, Safety and Environmental Systems Courses	31	1,795,000
Work Skill Development Courses	157	3,570,000
Supervisory Skills Development Courses	5	2,475,000
Corporate Social Responsibility Courses	-	-
Total	196	7,877,000
Employment Level		Budget (Baht)
Executive Level		2,684,000
Management Level		3,070,000
Operational Level		2,123,000
Total		7,877,000

In 2023, the company organized training courses for employees to enhance their skills and potential. The courses were divided into organizational culture training, quality, safety, and environmental systems training, work skills development courses, and supervisory development courses. The company conducted a total of **128** internal training courses and **68** external training courses, making a total of **196** courses. The average training hours for all employees, categorized by gender, were **1.79** hours per person per year for male employees and **3.00** hours per person per year for female employees.

Additionally, the company supports employees in their self-development, enabling them to become specialists while sharing knowledge with colleagues. A learning space was also created to foster a culture of learning through modern tools, allowing all employees to choose their own career development paths. These efforts contribute to the organization's long-term growth and sustainable business success.



Employee Development Goals for 2023

Achievement

Skill Development

- | | |
|---|-------------------|
| 1. Design and implement over 45 employee development courses | 64 Courses |
| 2. Achieve \geq 80% employee participation in training programs | 97.42% |

High Potential Employee Development

- | | |
|---|-----------|
| 1. Develop high-potential employees through specialized training programs | 7% |
|---|-----------|

HaadThip Academy

- | | |
|---|-------------|
| 1. Ensure \geq 80% of employee training is conducted via MyHR-Learning Platform | 65% |
| 2. Achieve \geq 80% participation in the New Employee Onboarding Program | 100% |

Employee Training and Development Performance

Employee Level	Unit	2021		2022		2023	
		Male	Female	Male	Female	Male	Female
Total Training Hours	Hours	3,886.68	10,409.33	2,290.80	2,115.36	3,603.27	10,125.00
Average Annual Training Hours Per Employee	Persons/Hr/Year	1.96	5.71	1.20	1.17	1.79	3.00
Average Training Hours by Job Level							
Executive Level	Persons/Hr/Year	2.42		3.50		1.66	
Management Level	Persons/Hr/Year	1.40		2.15		1.43	
Operational Level	Persons/Hr/Year	1.50		1.00		2.77	

Note: The scope of personnel data reporting includes: Hatyai Plant in Songkhla Province, Punpin Plant in Surat Thani Province, the Bangkok office, and 19 branch offices from January 1 to December 31, 2023.

'Borderless Collaboration' :

Agile Team Training for managers and directors,



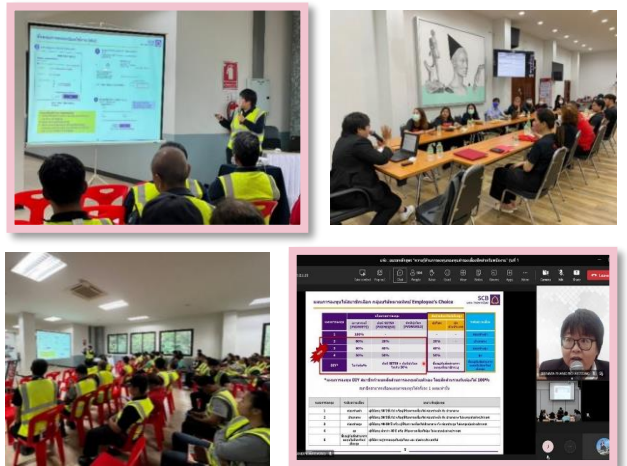
**HaadThip Mental Health Course
(Promoting Well-being in the Workplace)**



Accounting and Tax Knowledge Course



Investment Knowledge on Provident Fund



Self-Leadership Building Project



Dangers of Drugs Abuse Course



HaadThip Self-Development Program

Since 1989, HaadThip has implemented a policy to promote and support employees who are committed to self-development in order to enhance their knowledge and skills. This includes providing scholarships for doctoral, master's, and bachelor's degrees. The company also allows scholarship recipients to use work hours for their studies, enabling them to pursue higher education and integrate their knowledge to enhance their job performance and benefit the organization.

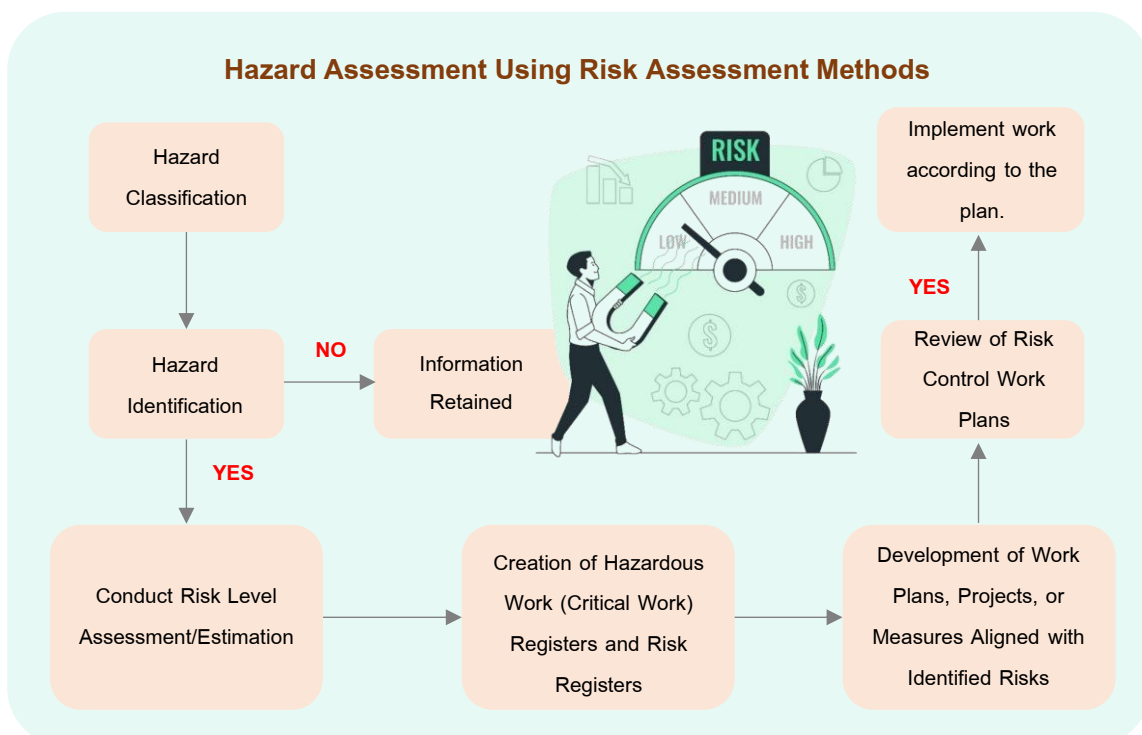
In 2023, HaadThip continued its scholarship support, awarding **1** bachelor's degree scholarship and **5** master's degree scholarships, totaling **850,000 THB**.



Occupational Health, Safety, and Work Environment

HaadThip has established a comprehensive framework for occupational health and safety management in alignment with our safety policy. The company is committed to adhering to legal requirements and other socially accepted standards to prevent and reduce accidents, illnesses, and work-related losses. This effort involves collaboration from all employees, partners, contractors, and all stakeholders through an internationally recognized occupational health and safety management system, ISO 45001. This initiative aims to create a safety-conscious culture and promote a healthy work environment, fostering both physical health and mental well-being for employees at all levels, as well as all related parties

Additionally, the company sets goals and keeps track of the actual results, so that it can take better control of the situations while emphasizing the importance of safety in the workplace for employees at all levels. We are committed to ensuring that all employees adhere to the policies established by the company and prioritize the safety, hygiene, and legal compliance of the work environment. All employees have undergone safety training to enhance their skills and prepare for unforeseen incidents. Furthermore, the company also promotes employee health by offering annual health check-ups and sharing information on maintaining well-being, preventing seasonal illnesses, and avoiding accidents. This information is communicated through the company's online platforms, notice boards, and emails.



Safety Culture

As part of the Coca-Cola system, HaadThip has embraced a shared vision to create a safe work environment for all stakeholders — employees, contractors, and the communities we serve—under the "Zero is Possible" initiative. This is achieved by cultivating a workplace culture that promotes well-being, safety, and positive health outcomes. We are committed to fostering a safety culture as a standard practice and serving as a positive role model for society.

The company places great importance on traffic safety within the plants, emphasizing the promotion of awareness and consciousness regarding safe practices when using the internal traffic routes.. This includes conducting traffic risk assessments within all plant areas, establishing regulations for wearing reflective vests, implementing training programs for employees, and designating safer traffic routes. These initiatives have significantly reduced the risk of traffic accidents within the plants, with zero traffic accidents reported in 2023.

Quality Control and Management System

The products from the Coca-Cola system have to undergo rigorous quality inspections and adhere to international standards, with a strong emphasis on safety and product quality through The Coca-Cola Quality System or CORE, a globally adopted standard. This global standard is consistently applied across all operations. Additionally, the company is certified under the ISO 9001 quality management system and the FSSC 22000 Food Safety standard. During the COVID-19 pandemic, the company strengthened its production process controls, along with rigorous product inspections and analyses, to ensure that customers and consumers could trust the safety and quality of our products and services..

Quality Products and Services Standards

Standard	Hatyai Plant	Punpin Plant
ISO 9001:2015	✓	✓
ISO 14001:2015	✓	✓
ISO 45001:2018	✓	✓
FSSC 22000	✓	✓
Halal Products Standard	✓	✓
NSF Water Standard	-	✓

Occupational Health, Safety, and Work Environment Practices

- Establishment and review of safety, occupational health, and work environment policies
- Appointment and registration of safety officers at various levels as required by law
- Regular meetings of the Safety, Occupational Health, and Working Environment Committee
- Development of safety protocols and manuals
- Implementation of activities and training to promote workplace safety
- Measurement of work environment conditions such as light, noise, heat, and chemicals
- Inspection of fire prevention systems, machinery, and equipment safety
- Provision of PPE materials and equipment for work
- Training and drills on emergency response, such as basic firefighting, fire evacuation, chemical spill response, and rescue operations
- Reporting and investigation of accidents when they occur
- Control and safety management for work permit requests and contractor safety
- Conducting risk assessments, identifying incidents, and implementing projects to mitigate risk

Received the award for "Outstanding Workplace for Safety, Occupational Health, and Work Environment for 2023" at the provincial level by the Phuket Provincial Labor Protection and Welfare Office



Received a Certificate of Appreciation for the "Accelerated Proactive Management of Safety, Occupational Health, and Working Environment Systems" project from the Phang Nga Provincial Labor Protection and Welfare Office



Occupational Health and Safety Performance

Indicator	2023		2024
	Target	Actual	Target
TIR	0.35	0.60	0.52
LTIR	0.25	0.56	0.52
LTIRS	1.70	5.67	5.25

In 2023, the statistics on work-related injuries among employees indicated that the leading cause of workplace accidents was traffic-related incidents. The company is not complacent and is taking measures to strengthen policies and protocols to reduce and prevent road traffic accidents. A task force has been established to design safety programs, including annual safe driving training for all drivers, the **5 Minutes for Safety** daily briefing, an **Internal Traffic Management Program** to designate safer routes within plants, the **Line@SAFETY HAADTHIP** platform for incident and risk reporting, a **QR code system for reporting unsafe behavior**, and a **Helmet Safety Awareness Campaign**. These initiatives underscore the company's commitment to reducing traffic-related incidents and ensuring a safer working environment.

Occupational Health, Safety, and Work Environment Committee

HaadThip has formed an Occupational Health, Safety, and Working Environment Committee at each plant and branch office. These committees are responsible for overseeing all aspects of occupational health, safety, and the working environment. Their duties include establishing policies, planning preventive and response measures, evaluating operational performance, and reviewing related training programs and projects.

Appointment of Safety Officers in the Workplace

Location	Position-Specific Safety Officers		Specialized Duty Safety Officers		
	Executive Level (Persons)	Supervisor Level (Persons)	Technical (Persons)	Advance Technical (Persons)	Vocational (Persons)
Hat Yai Plant	71	288	0	0	1
Punpin Plant	7	32	0	0	2
Branch Offices	11	91	8	0	4

Note: The scope of personnel data reporting includes: Hatyai Plant, Songkhla Province; Punpin Plant, Surat Thani Province; Bangkok Office; and 19 branch offices from 1 January to 31 December 2023.

Occupational Health and Safety Training

HaadThip is committed to implementing safety policies and programs, with the key factor for success being quality personnel. This is achieved through fostering knowledge and understanding, which are essential foundations for effective operations, leading to the achievement of the organization's goals in accordance with the Occupational Safety, Health, and Environment Act A.D. 2011. The company is dedicated to ensuring that all employees have the knowledge and understanding necessary for safety, occupational health, and environmental management in line with their roles and responsibilities. Various training courses have been conducted, detailed as follows:

Course	Target (Persons)	Attendance	%
Knowledge about occupational health, safety and the working environment for new employees.	387	387	100%
Work safety for the management level.	16	13	81.25%
Work safety for the supervisor level.	59	58	98.30%

Specialized Occupational Health and Safety Training Courses

Course	Employees	Participants (Persons)
Defensive Driving	Sales and Logistics Employees	255
Operational Chemical Accident Response	Employees designated in emergency plans	55
Emergency First Aid	Employees designated in emergency plans	48
Basic First Aid and Life Support, Courses 1-2	Employees designated in emergency plans	45

Occupational Health and Safety Performance

Indicator	Unit	2021	2022	2023
Employees in the Occupational Health and Safety Management System				
Employees in the Occupational Health and Safety Management System	Persons	2,166	2,298	2,329
	%	100	100	100
Employees in the system and internally verified	Persons	2,166	2,298	2,329
	%	100	100	100
Employees in the system and externally verified	Persons	1,185	1,245	1,200
	%	55	54	51.52
Contractors in the Occupational Health and Safety Management System				
Contractors in the Occupational Health and Safety Management System	Persons	414	691	598
	%	100	100	100
Contractors in the system and internally verified	Persons	414	691	268
	%	100	100	100
Contractors in the system and externally verified	Persons	414	691	268
	%	100	100	100
Total Working Hours				
Employees of HaadThip PCL	Hours	5,156,648	5,287,300	5,447,432
Contractors	Hours	398,896	240,000	210,000
Number of Work-Related Fatalities				
Employees of HaadThip PCL	Persons	0	0	0
Contractors	Persons	0	0	0

Indicator	Unit	2021	2022	2023
Lost Time Injury Rate (per 200,000 hours worked)				
Total employees	Persons	13	7	16
	Rate	0.50	0.34	0.59
Total contractors	Persons	0	0	0
	Rate	0	0	0
Non-Lost Time Injury Rate (per 200,000 hours worked)				
Total employees	Persons	1	1	2
	Rate	0.05	0.05	0.07
Total contractors	Persons	0	0	0
	Rate	0	0	0
Injury Severity Rate (per 200,000 hours worked)				
Total employees	Days	194	49	159
	Rate	7.54	2.28	5.84
Total contractors	Days	0	0	0
	Rate	0	0	0
Severely Injured Rate				
Total employees	Persons	0	0	0
	Rate	0	0	0
Total contractors	Persons	0	0	0
	Rate	0	0	0
Work-Related Occupational Sickness				
Total employees	Persons	0	0	0
	Rate	0	0	0
Total contractors	Persons	0	0	0
	Rate	0	0	0

Notes:

1. The scope of personnel data reporting includes: Hatyai Plant, Songkhla Province, Punpin Plant, Surat Thani Province, Bangkok Office and 19 branch offices, from January 1 to December 31, 2023.
2. The report includes all contractor groups, including outsourced personnel in the company's areas.
3. The group of employees protected by external verification includes employees from the Hatyai and Punpin Plants.

Occupational Health, Safety and Work Environment Promotion Activities

Safety Committee Meeting

The company has established Occupational Health and Safety Committees that regularly review and reports on safety performance, at least once a month, in compliance with legal requirements.



Near Miss Campaign

The company encourages employee participation in identifying near-miss incidents, which are high-risk events that could potentially lead to future accidents.



Training on Handling Chemical Spills

This activity ensures that employees responsible for chemical spill response under the company's emergency plan are equipped to handle various chemicals safely and in accordance with relevant laws and quality standards.



Safety Talk

In the first quarter of 2023, the Safety Department provided training and encouraged employees to focus on adhering to driving regulations, road safety, and educating them about fire hazard risks.



Firefighting and Fire Evacuation Drills

The company organized firefighting and fire evacuation drills to raise employee awareness of safety and to ensure preparedness in emergency situations.



Training on Electrical Safety and Arc Flash Hazard Prevention



Product Stewardship

Consumer Focus

HaadThip is dedicated to providing beverages that meet the diverse needs of all lifestyles, ensuring the delivery of high-quality products that have earned long-lasting consumer trust.. We also focus on providing detailed information about our beverages to support health-conscious consumers and promote informed consumption, adhering to fair business practices that consistently deliver benefits and value to customers and consumers. Furthermore, The company prioritizes quality, occupational health and safety across the entire product value chain, adhering to international standards. We also emphasize professional service and efficient management systems to meet the needs of our customers and consumers as follows:

- **Responding to consumer trends that seek refreshment while maintaining a focus on health,** nutritional information is displayed on the back and calorie information is shown on the front of the packaging. Additionally, health and well-being are promoted through alternative beverages, clearly displaying, where applicable, the Thai Healthier Choice Symbol on the packaging to assist consumers with purchasing decisions..
- **Offering more beverage choices:** The company has adjusted some of our beverage recipes to reduce sugar content, providing options for health-conscious consumers and younger generations who wish to control their calorie intake.
- **Conducting fair business practices:** HaadThip focuses on developing products that minimize negative impacts on society and the environment, while setting fair prices, and ensuring that product distribution is managed without hoarding or delays. We also prevent misleading promotions and advertising by providing clear and detailed product information and refrain from pressuring consumers into purchasing our products.
- **Establishing Consumer Information Center (CIC):** The company has set up Consumer Information Center (CIC) and regularly implements plans and tests the system to address issues accurately and promptly. In 2023, the company received six complaints regarding product quality and ten concerning food safety. Upon learning of these issues, the company swiftly conducted investigations, followed up, and resolved all problems completely.
- **Recognizing the importance of feedback:** The company recognizes the importance of feedback, comments, and reporting of issues. The company has established channels for stakeholders to contact the company when they encounter problems or witness inappropriate incidents. This allows for swift resolution of issues and enables continuous improvement of operations for greater efficiency.

Contact Channels

Internal Audit



074-210008-18 ext. 124, 307



internalaudit@haadthip.com

Consumer Information Center (CIC)



074-210008-18 ext. 242, 252



<https://www.haadthip.com>

Products

Currently, HaadThip produces 104 SKUs of beverages and sources another 172 SKUs from our partner. These include 145 SKUs of general products and 27 SKUs of health-focused products, under nine brands: Coke, Sprite, Fanta, Schweppes, OOHA, A&W, Namthip, Minute Maid, and Fuze Tea. The products are available in various packaging types, including glass bottles, PET bottles, and aluminum cans.

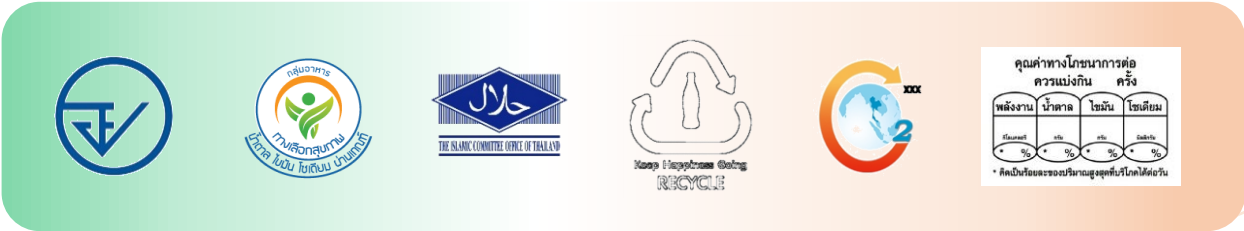
Sales proportion (%) of Reduced-Sugar and Sugar-Free Beverages for 2022 and 2023

2022		2023	
Less Sugar Formula	No Sugar Formula	Less Sugar Formula	No Sugar Formula
57.00%	3.90%	56.80%	4.80%

Product Information

Products under the Coca-Cola trademark, produced by HaadThip, display nutritional and calorie information on packaging. This serves as a guide for consumers to choose products with appropriate nutritional content, catering to those who seek refreshment while being health-conscious. Where applicable, the packaging clearly features the Thai Healthier Choice Symbol, facilitating informed purchasing decisions. Products with this logo meet the nutritional criteria set by the Foundation of Nutrition, Mahidol University. Additionally, these products have been certified by the Central Islamic Council of Thailand for halal standards, allowing the halal symbol to be displayed on the product labels to accommodate the diverse consumer base.

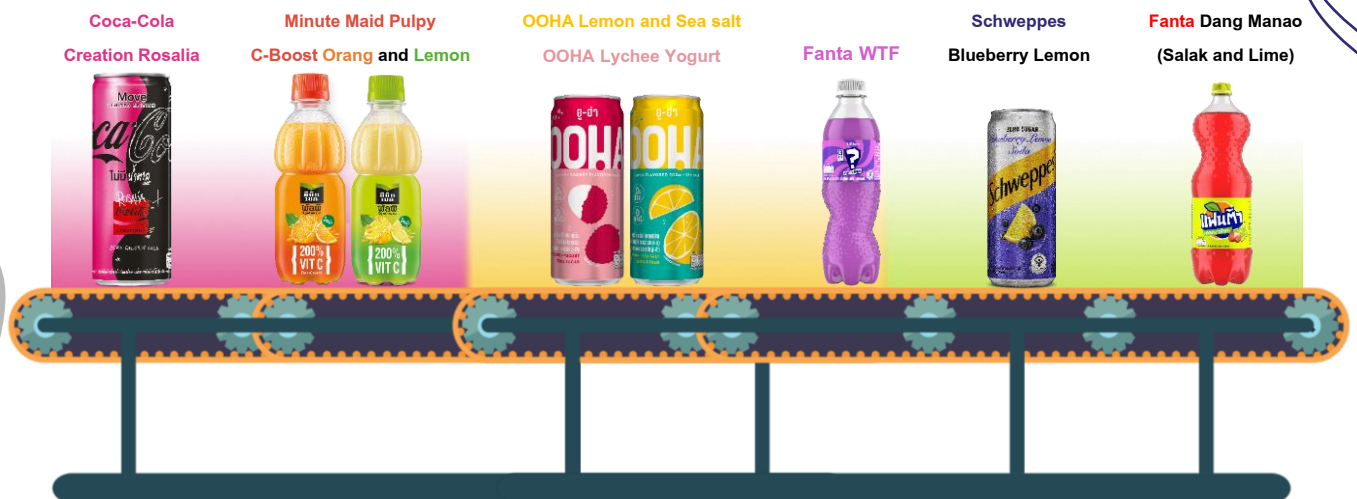
Furthermore, our beverage packaging carries recycling symbols and is certified with a Carbon Footprint label. This initiative provides options for environmentally conscious consumers who are committed to reducing waste. The company is dedicated to contributing to a waste-free world and minimizing the impacts of climate change.



Product Development


HaadThip has introduced a new line of zero-sugar beverages to meet the needs of health-conscious consumers and provide options for those looking to control their calorie intake. In 2023, the company launched several new products, including Coca-Cola Creation Rosalia, Minute Maid Pulpy C-Boost Orange, Minute Maid Pulpy C-Boost Lemon, OOHA Lemon and Sea Salt, OOHA Lychee and Yogurt, Fanta WTF, Schweppes Blueberry Lemon, and Fanta Red Lime Soda. These products are designed to offer a diverse and innovative selection of beverages that prioritize health benefits, delivering delicious and refreshing flavors without sugar and calories.

Additionally, the company has implemented marketing plans to promote these product options, such as Coca-Cola Zero Sugar, through continuous free sampling activities throughout the year, distributing over 600,000 cans. The campaign leveraged both above-the-line and below-the-line marketing strategies, utilizing various online platforms. Local KOLs and brand ambassadors have been engaged to represent and promote Coca-Cola Zero Sugar across in-store media and various promotional signage.



The company's new product line has been developed with formulas that align with consumer demands, reducing sugar content or having zero sugar altogether. Additionally, some of these products are also enhanced with vitamins to provide consumers with both great taste and freshness.

Product Reformulated (Low Sugar Formula) in 2022 - 2023

Product	Formula Adjustment	Ingredients Before Formula Adjustment	Ingredients After Formula Adjustment
Minute Maid Splash 250 ml 	Carbohydrates	22 g	43 g
	Sugar	20 g	11 g
	Sodium	22 mg	105 mg
	Total energy (kilocalories/ bottle)	90	170

Customer Satisfaction

HaadThip regularly conducts customer satisfaction surveys and assessments across its operations in 14 Southern provinces. These surveys aim to gauge customer satisfaction levels and utilize the collected data in planning for improvements that appropriately meet the needs of different customer segments, while preventing recurring issues. This approach helps enhance the company's image and brand reputation, as well as fostering strong relationships and consistent communication between us and our customers. The company is committed to enhancing customer service by developing plans and strategies to address areas with lower satisfaction scores. This includes training and hands-on workshops focused on product management and retail service, as well as promotional activities to increase knowledge and establish standard practices for the sales team. These initiatives aim to develop service skills and maximize customer satisfaction.

Key Elements Impacting Customer Satisfaction

- + *Products Quality*
- + *Customer Relationship Management*
- + *Product Sales and Services Quality*
- + *Product Rotation in Stores*
- + *Product Satisfaction*
- *Product Delivery and Services*



Technological Integration

HaadThip has upgraded its Merchandising Operating System (MOS IR) to **MOS IR PLUS**, a tool designed to enhance product sales through retail channels and introduce new products for trial sales in stores. The **NEW MOS IR+** system alerts users when SKUs are out of stock, requiring systematic checks and inventory recording. This enhances sales opportunities and increases the percentage of the strike rate, fostering sustainable business collaboration.

During the **Trials of the MOS IR PLUS System** at the Hat Yai and Phuket branches, we saw a 14% increase in the percentage of successful sales, 818 new stores selling our products, and an average SKU increase of 7.63.

Dispatch Help! The software enhances delivery efficiency by assisting with and managing issues encountered by product deliverers using the POD system. It enables the dissemination of important information, collects reports of problems, and facilitates the assignment of responsibilities to relevant departments, thus reducing the time taken to report issues. Additionally, it serves as a guide for employees who wish to learn the proper procedures for using the POD system.

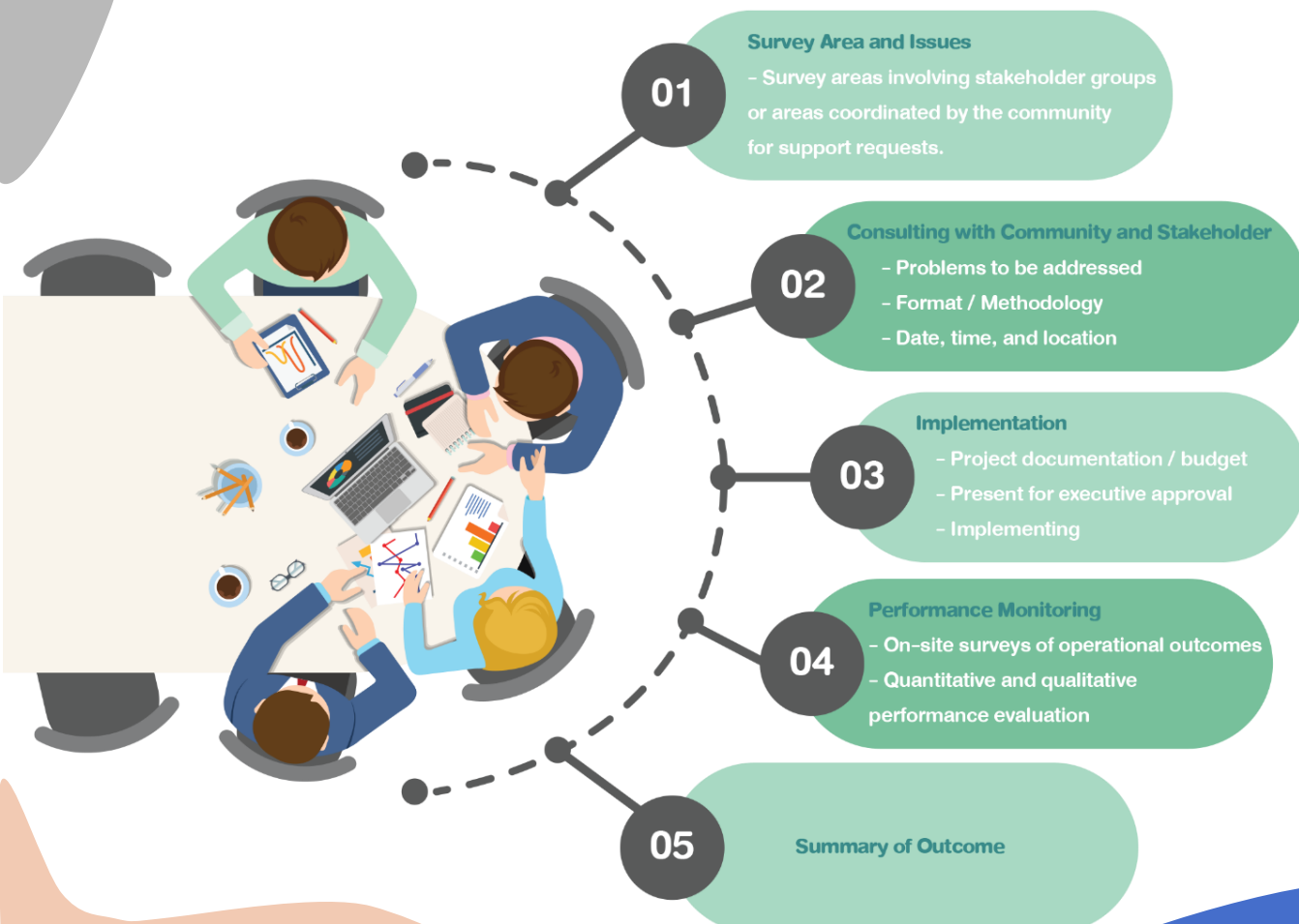
Benefits:

1. Reducing the workload related to problem reporting by users experiencing issues with the system.
2. Decreasing waiting time for coordination between employees and dispatch supervisors.
3. Providing a channel for disseminating news and information that is beneficial for work.

Community Engagement and Social Responsibility

Over 53 years, HaadThip has been operating alongside the people of Southern Thailand. The company actively engages with local communities to listen to their issues and provides assistance without expecting anything in return. This commitment has been ingrained in the company's culture, fostering a spirit of volunteerism. HaadThip collaborates with both government and private sector to improve the livelihoods of Southern communities under the concept of "One with the South."

HaadThip acknowledges the impacts of its operations and understands that the company needs to be accountable towards communities, society, and the environment. The company has formed Corporate Social Responsibility (CSR) and Sustainability Committees to oversee projects that address social and environmental concerns, ensuring active engagement with affected stakeholders and related ecosystems. HaadThip supports societal growth and ensures that company activities are conducted transparently to avoid greenwashing. It also collaborates closely with local communities, regularly assessing projects, setting clear, measurable objectives, and monitoring progress to avoid superficial solutions and minimize any negative social, environmental, or community impacts. This approach ensures sustainable growth for both the company and the communities it serves.



Performance

Self-Sufficiency School Project, Surat Thani Province

Community Water Management Project: Elevating Upland Communities towards Sustainable Agriculture, Nakhon Si Thammarat Province

HaadThip Fan Run, Songkhla Province

Sprite Music Contest, Songkhla Province

Mangrove reforestation, Songkhla Province

Natural Disaster Reliefs, Yala Province

Coral Reef Growth Monitoring (Marine camp), Satun Province

Wall Art Project: Cultural Harmony, Environmental Well-being, Southern Life, Trang Province

Trash Lucky, Phuket Province

HaadThip Volunteer: Across 14 provinces of southern Thailand and Bangkok

Other initiatives

Sports

Sports enhance the quality of life by promoting physical health, emotional well-being, and mental resilience for people of all ages. They also help reduce stress and open pathways for aspiring athletes, inspiring young people to pursue their dreams. HaadThip has a longstanding commitment to supporting the sports sector. In 2023, The company sponsored 28 events, including the Fan Run Project (Charity Run), HaadThip Youth Football Tournament, International Sailing Competition, and the Thailand Cycling Championship.

	Unit	2022	2023
Budget	Baht	13,661,298	11,649,031
Beneficiaries	People	2,653,828	3,272,600

Cultural and Traditional

Art and culture form the heart and soul of our communities, making it vital to preserve them for future generations. HaadThip understands the significance of Thai traditions and customs, actively promoting and sharing them throughout society. In 2023, HaadThip supported 15 cultural events, including the Festival of the Tenth Lunar Month in Nakhon Si Thammarat, the Boat Racing Festival in Chumphon, and the Loy Krathong Festival in Ranong.

	Unit	2022	2023
Budget	Baht	1,143,398	3,998,246
Beneficiaries	People	2,800,000	3,966,000

Education, Music, Public Health, and General Public Benefits

HaadThip is committed to supporting education, music, public health, and overall community welfare. The company prioritizes providing scholarships to students and fostering learning and skill development among youth. It also focuses on healthcare and community development to improve quality of life, all with the goal of building a strong, sustainable society for the future. In 2023, HaadThip supported 20 initiatives, including the Sprite Music Contest, the 55th Anniversary Celebration of Prince of Songkla University, and the "One with the South" project, which provided survival kits to vulnerable groups.

	Unit	2022	2023
Budget	Baht	5,332,279	10,106,679
Beneficiaries	People	2,342,000	6,575,600

Disaster Relief and Community Development

Natural disasters in Thailand have been increasing in severity. HaadThip recognizes that disasters, such as fires, floods, and the COVID-19 pandemic, are unpredictable and can lead to immeasurable losses. Therefore, the company has implemented various projects to provide ongoing support to those affected by such crises and has made disaster relief a key mission, alongside sustainable community development.

"During the Southern Thailand floods, HaadThip provided survival kits to assist affected communities."

- Over **1,900** relief kits distributed
- 28 districts benefited
- 17,000 households received assistance.

	Unit	2022	2023
Budget	Baht	267,480	582,600
Beneficiaries	People	35,000	70,000

Tackling marine plastics in Thailand: from community-based actions to policies

Yao Island, Koh Yao District, Phang Nga

HaadThip recognizes the critical importance of marine resources to Southern Thailand. These resources support diverse marine life, provide livelihoods for local communities through tourism and fishing, and serve as the foundation for many southern communities. However, the growth of these communities and the rise in tourism have led to a significant increase in waste, negatively affecting society, local communities, and the environment.

In response, HaadThip has collaborated with community representatives to encourage proper and effective waste management. This initiative aims to reduce waste in public areas and marine environments, aligning with The Coca-Cola Company's vision of a "World Without Waste", which seeks to collect every bottle and can that we sell by 2030. This project also supports the United Nations Sustainable Development Goals (UNSDGs), specifically Goal 11.6, which aims to reduce the negative environmental impact of cities per capita, with a focus on air quality and waste management by 2030. including air quality and waste management. Efforts include promoting knowledge on proper waste management methods, providing designated areas for waste sorting at households, and supporting initiatives to return waste to land for proper management and recycling.

The company has received strong cooperation from various government and private agencies. In 2023, it successfully sold and exported recycled materials from the island areas, totaling 125,409.40 kilograms of waste. This material was properly returned to the recycling process, and the revenue generated from the sale of this waste was donated to the Bottle Fund to purchase of medical equipment for local healthcare facilities.



Ecosystem Conservation

HaadThip places great importance on the restoration, preservation, and conservation of the environment. The company assesses the potential impacts of its activities on the local ecosystems and communities, particularly regarding the use of water, which is essential for its products, and the management of packaging after consumption, as these factors can significantly affect society and nature. To address these issues, the company has established a taskforce to develop strategies that align with its goals and collaborate with all stakeholders to achieve sustainable solutions together.

Biodiversity Restoration Performance in 2023

- Planted over **2,000** mangrove trees.
- Conserved **33** species of aquatic animals
- Increased conservation of **9** species of juvenile corals.
- Conserved **10** species of large invertebrates
- No **biodiversity and ecosystem-related** complaints have been reported from the company's operations.

Community Water Management



2018-2019 :

Expanded project area to Wang Ang Subdistrict, Cha-uat District, Nakhon Si Thammarat, and Thale Noi Basin, Khuan Khanun District, Phatthalung, benefiting an additional **1,558 households**.

2015-2023:

Expanded beneficiary numbers in community water management initiatives to **9,074 households**.

2020:

Successfully reclaimed more water than was used in the production process.

2025:

Goal to extend benefits to over **10,000 households**.

Environmental Management

Environmental Policy

HaadThip is committed to producing high-quality beverages and providing excellent service while fostering a sense of responsibility for society and the environment among all of its employees and in all of its activities. The company has established and communicated sustainability policies, including water resource management, environmental policies, and energy policies, to mitigate the environmental impacts of its operations throughout the supply chain. Additionally, HaadThip continuously seeks technologies and innovations to enhance resource efficiency, reduce operational costs, and minimize environmental impacts. The company is dedicated to the ongoing development of environmentally friendly beverage packaging and promoting environmental awareness among employees, communities, and stakeholders to restore and preserve the environment for future generations.

In 2023, the company did not encounter any significant environmental impacts that were in violation of legal requirements.



Packaging Management

HaadThip Public Company Limited prioritizes the management of packaging to meet consumer demands while also enhancing sustainability and demonstrating the organization's social responsibility.

The company has developed strategies and business plans aligned with the "World Without Waste" initiative, which is the core vision of The Coca-Cola Company. It places significant importance on addressing and mitigating the packaging waste challenge, particularly plastic waste generated by beverage containers under The Coca-Cola trademark. Additionally, the company supports the United Nations Sustainable Development Goals (UNSDGs), specifically goals 12, 13, 14, and 17, to contribute to the improvement and restoration of the environment, truly reflecting the company's commitment to social responsibility.

Business Impact from Packaging Management

Sustainability and Environment:

- Builds consumer and stakeholder confidence through commitment and corporate responsibility.
- Promotes the use of recyclable materials to reduce packaging waste and environmental impact.

Regulatory and Legal Changes

- Mitigate legal risks and issues related to reputation by ensuring compliance with regulations.
- Enhance market opportunities and create competitive advantages.

Cost and Production Efficiency

- Reduce production costs by selecting appropriate packaging and improvements in manufacturing processes for greater efficiency.
- Enable the company to adapt to market changes and fluctuations in raw material prices.

Response to UNSDGs

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Essential Point: Promote efficient resource use and waste reduction.
Response: Design sustainable packaging and increase recycling rates.

13 CLIMATE ACTION



Essential Point: Reduce greenhouse gas emissions and promote renewable energy use.
Response: Utilizing recycled materials and reducing plastic usage to lower greenhouse gas emissions from production processes..

14 LIFE BELOW WATER



Essential Point: Prevent and reduce marine pollution.
Response: Reduce single-use plastics and promote recycling to reduce marine pollution.

17 PARTNERSHIPS FOR THE GOALS



Essential Point: Promote collaboration across sectors to achieve sustainable development goals.
Response: Collaborate with governments, communities, and other organizations to establish sustainable packaging management systems.

Procurement of Key Raw Materials

Material/Packaging	Unit	2021	2022	2023
Renewable Material				
Aluminum	Tons	1,078.77	1,380.12	1,120.10
Plastic Preform and PET	Tons	11,020.64	10,765.10	10,813
Plastic cap	Tons	571.28	528.95	898.80
Glass	Tons	1,397.19	1,677.43	1,320.06
Non-renewable Material				
CO ₂	Tons	3,138	3,212	2,960
Liquid Sugar	Tons	34,669	35,096	34,226

Note: The scope of packaging information reporting includes: Hatyai Plant, Songkhla Province; Punpin Plant, Surat Thani Province; Bangkok Office; and 19 branch offices from 1 January to 31 December 2023.



Reduction in Packaging Materials Usage

The company is committed to continuously developing packaging to reduce social and environmental impacts through the "Light Weight Packaging" project, which aims to use less raw material while maintaining product standards and quality. In 2023, the company reduced plastic usage in packaging production by **313.94** tons and aluminum by **58.56** tons, equivalent to reducing over **858.15** tons of carbon dioxide emissions.

Material/ Packaging	Reduction Achieved (tons)			Long-term Targets (3-5 years)
	2021	2022	2023	
Plastic	-	29.84	313.94	Reduce an additional 800 tons of plastic for packaging production by 2024.
Aluminum	1.69	-	58.56	-

PET Bottle Packaging

100%
of the packaging is
recyclable



Coca-Cola has launched packaging made from 100% recycled plastic or rPET, starting with "Coca-Cola Original Taste" and "Coca-Cola Zero Sugar" in 1-liter bottles, now available nationwide. The company is committed to driving comprehensive plastic packaging recycling in Thailand, dedicating efforts to designing innovative packaging made from 100% recycled plastic. Additionally, the company also supports various initiatives, such as the Trash Lucky project, Upcycle Innovation projects, and the promotion of wicker products made from PET bottle caps.

Aluminum Can Packaging

100%
of the packaging is
recyclable

90%
recycled aluminum
content



Using recycled aluminum can saves up to **95%** of the energy compared to using new aluminum for packaging.

Glass Bottle Packaging



45-65%
recycled glass
content

HaadThip has placed greater emphasis on environmental and social responsibility by investing approximately 800 million THB in additional glass bottle production. This investment will expand the production lines at the Punpin Plant in Surat Thani Province, with production set to start in Q4 2024, achieving a capacity of 800 bottles per minute. This expansion will increase glass bottle production by 4.5-5%, from the current 3% of total packaging, to meet the growing demand in various channels such as hotels, restaurants, and cafes. HaadThip believes that this will not only help reduce long-term packaging cost risks but also align with the company's sustainability goals.



Upcycling OPS DIY Contest



The “Upcycling OPS DIY Contest” was designed to encourage and provide opportunities for employees to utilize their experiences, knowledge, and creativity in designing outstanding and aesthetically pleasing displays through upcycling packaging. The company organized a design competition for display shelves among sales staff from various branches, and these displays have been installed in over 15 Modern Trade customer stores. This initiative has successfully attracted significant customer attention and stimulated sales growth by 6%.

This initiative is in line with The Coca-Cola Company's "World Without Waste" policy, which focuses on addressing packaging waste, especially post-consumer plastics, and supports the United Nations Sustainable Development Goal 12. It seeks to enhance awareness among employees, retailers, and consumers regarding the significance of effective packaging waste management. Furthermore, the upcycled display shelves contribute to a reduction of 1,905.66 kilograms of CO2 equivalent (kgCO2e) in greenhouse gas emissions, which is equivalent to planting 214 trees.





Modern Trade

โครงการ “Upcycling OSP DIY Contest”

THE GLOBAL GOALS

“เชิญชวนพี่น้องชาวภาคพิภพร่วมชม
ผลงานประดิษฐ์ชิ้นโซ่สินค้าจากวัสดุเหลือใช้”

สำหรับผู้เข้าร่วมกิจกรรม
ตอบคำถามในงาน
100 ท่านแรก
รับรางวัลพิเศษ
กระเป๋าผ้ารักษ์โลกพับได้
ไปสหายเท่าๆ กันเลยคะ

สามารถร่วมกิจกรรมได้...

วันศุกร์ที่ 15 ธันวาคม 2566
ณ ห้องประชุมลาตาศน์ สำนักงานภาคใหญ่
เวลา 10:00 - 12:00 น.
แล้วเจอกันนะคะ




Waste Management

Targets

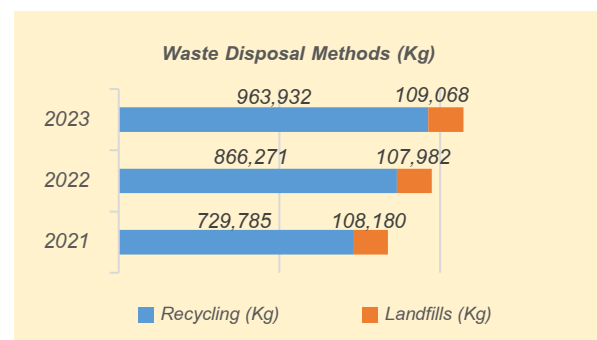
2030

- Design and develop **100%** recyclable packaging made of at least **50%** recycled plastic.
- Collect and recycle packaging equivalent to **100%** of the volume sold in the market.
- Achieve a recycling rate of at least **90%** for organization waste .

Waste Management Policy

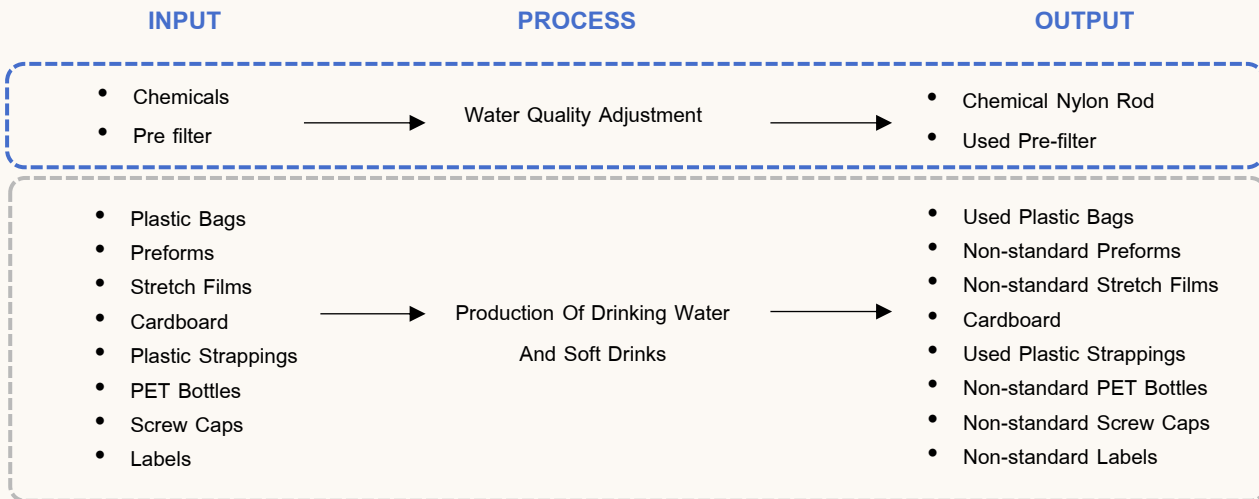
HaadThip has a plan to manage waste or by-products resulting from its activities, with a commitment to use resources efficiently and minimize environmental impact. It also focuses on instilling a sense of responsibility in all employees toward society and the environment in every activity across the supply chain. The company has been certified with the ISO 14001:2015 environmental quality standard by SGS and has a waste or leftover material management plan in place. This plan results from the efficient use of resources and aims to minimize environmental impact. The policy mandates waste segregation to facilitate proper management, storage, disposal, reuse, or recycling in accordance with the standards set by the Ministry of Industry. Additionally, the company emphasizes that all employees develop a sense of social and environmental responsibility in all activities carried out throughout the supply chain.

In 2023, the company calculated the total waste generated from organizational activities to be **1,103,802** kilograms, consisting of **30,802** kilograms of hazardous waste and **1,073,000** kilograms of non-hazardous waste. The non-hazardous waste includes **109,068** kilograms of general waste and **963,932** kilograms of recyclable waste, resulting in a recycling rate of **87.33%**.



Note: Hazardous waste is disposed of by stabilization or solidification, and then safely landfilled. Hazardous waste includes items such as obsolete computer equipment, light bulbs, and containers contaminated with chemicals.

Process of Waste Generation



Indicator	Unit	2021	2022	2023
Waste Generated Rate				
Total Waste Generated	Kg	837,964	992,357	1,103,802
<u>Non-hazardous</u> Waste	Kg	819,427	965,273	1,073,000
<u>Hazardous</u> Waste	Kg	18,537	27,084	30,802
<u>Non-hazardous</u> Waste Disposal				
Landfill	Kg	89,642	92,002	109,068
Recycle	Kg	729,785	866,271	963,932
Other	Kg	0	0	0
<u>Hazardous</u> Waste Disposal				
Landfill	Kg	18,537	8,980	0
Recycle	Kg	0	0	30,802
Other	Kg	0	18,104	0
Waste Diverted From Disposal				
Onsite <u>Non-hazardous</u> Waste, Awaiting Disposal	Kg	0	0	0
Onsite <u>Hazardous</u> Waste, Awaiting Disposal	Kg	0	0	0

Note:

- Includes data from Hatyai Plant in Songkhla Province and Punpin Plant in Surat Thani Province from January 1 to December 31, 2023. The data encompasses energy, water, greenhouse gases and waste.
- For hazardous waste, the company has outsourced the external agency that meet the standards set by the Department of Industrial Works to ensure proper treatment and transformation of hazardous waste into a less dangerous or less toxic form before disposal

Fostering Good Waste Management Culture

HaadThip has developed a waste management manual and provided training for employees to enhance their understanding of waste segregation and efficient waste management. The goal is to increase the recycling rate of waste to over 90% and reduce the amount of general waste to less than 10% each year. The company calculates the proportion of general waste, hazardous waste, and recyclable waste using data on the volume of waste generated in the factory to ensure proper management. Additionally, the company has implemented various waste management strategies to facilitate segregation and management, as follows:

1.1 Designing and Installing Waste Bins: The installation has been completed at all locations, including the Hat Yai and Punpin Plants, all branch offices, and the Bangkok offices.



1.2 Publishing Educational Videos: Raising awareness with the concept “Reduce Usage, Separate Properly, Recycle Regularly, Make It a Habit.”



1.2.1 Waste Management VDO:

Demonstrate the company's vision in packaging waste management and commitment to the principle of Extended Producer Responsibility (EPR).

<https://www.youtube.com/watch?v=6dwhQ5UDBo0>



1.2.2 Waste Journey VDO:

Instills in employees “Reduce Usage, Separate Properly, Recycle Regularly, Make It a Habit”

<https://youtu.be/mau0uMtTdxk>

1.3 Public Awareness Campaigns: Promoting the elimination of foam use and single-use plastics in line with the company's commitment and the "Pan Pao Pa" initiative, which encourages employees to switch from plastic bags to reusable cloth bags. Employees who forget their bags can borrow paper bags shared at the cafeteria building.



1.4 Upcycle Innovation Contest: Encouraging employees to recognize the value of recyclable materials by creatively using materials from the company's packaging or other leftover materials to create various inventions, thereby increasing their value.



1.5 The Circular Waste Journey Exhibition : Under the concept “An exhibition that wants everyone to be aware of waste issues and change the way you dispose of waste.”

1.5.1 World Without Waste Policy:
Fostering behaviors for a waste-free world.



1.5.2 The pathways of different types of waste.



1.5.3 Providing knowledge on rPET bottle production.



1.5.4 The impact of marine debris from inadequate waste segregation at the source.



1.5.5 Promoting Circular Economy and Upcycle Invention Contest.



1.5.6 Support for Upcycled Products.



1.6 Food Waste Composter: The installation of a food waste composting machine promotes awareness among employees about food waste segregation. The composter has processed up to 19 kilograms of food waste within four months after installation, producing a total of 12 kilograms of soil conditioner as a byproduct from the food waste disposal process.



1.7 Recycling Bank Project

HaadThip launched a Recycling Bank initiative on November 24, 2023, to encourage employees to segregate waste at the source. As part of this program, new members were welcomed and rewarded with gifts such as blankets made from upcycled plastic bottle. To celebrate HaadThip's 54-year milestone, members can receive these gifts by donating 54 plastic bottle caps.

● **Results of the Recycling Bank in 2023**

- 63 new memberships registered.
- 29,106.15 kilograms of materials were recycled.
- The total value generated in 2023 = 87,300.32 Baht.



Layer Pad Reuse Project

By reusing Layer pads provides the following benefits:

1. Promoting the optimal use of resources
2. Reducing the use of natural resources like wood and water in the production of Layer Pads.
3. Reducing waste by over 2,000 kilograms.
4. Cutting costs by 50-60 THB per pallet (price of 10.9 THB per pad).
5. Reducing greenhouse gas emissions by 6.54 tons of carbon dioxide equivalent (ton CO₂e).



Wooden Pallets Recycling

The company has initiated the 3R Recycle concept by repurposing leftover wooden pallets to create furniture and other items, such as tables, chairs, gift baskets, shelves, and plant pots. The materials primarily come from pine and rubberwood, both of which are visually appealing and easy to work with for furniture production. The Construction Department has collaborated with the General Administration team to produce pieces that meet the specific needs and purposes of various departments within the organization.

Advantages and Benefits

- Promoting repurposing of discarded materials.
- Reducing transportation costs for disposal.
- Reducing costs and lower the expenses of furniture production.
- Enhances unity and teamwork.



Water Resource Management

Targets

2025

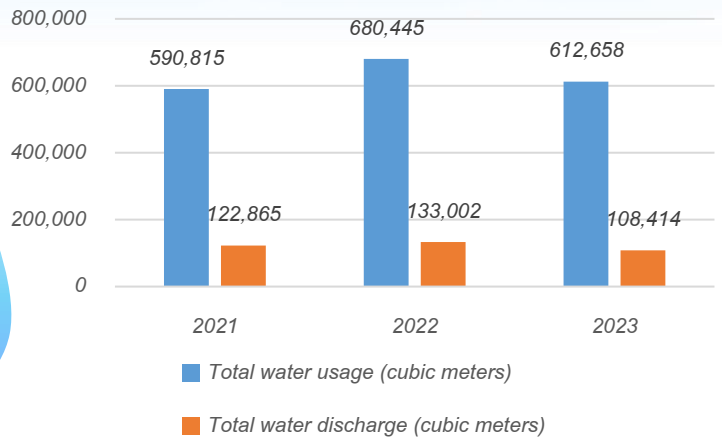
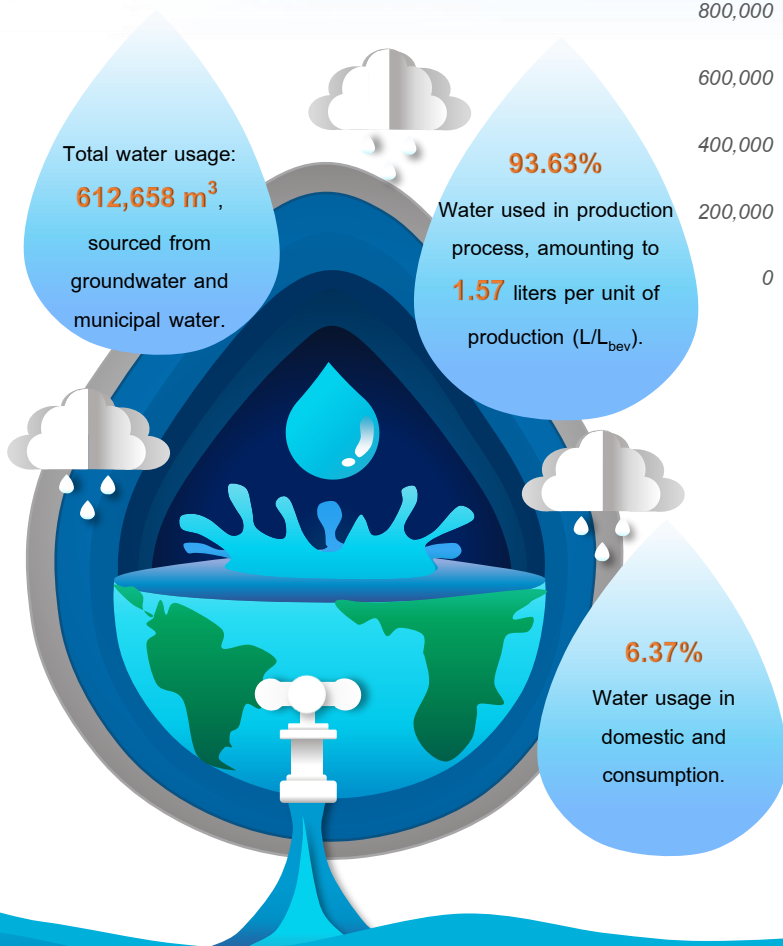
Increase the number of households benefiting from community water management to over **10,000** households.

2030

Reduce water usage in the production process to **1.39** liters per production unit (L / L_{bev}) or less.

Water Management Policy

HaadThip has formed dedicated teams to ensure the efficient use of water and minimize resource wastage. Water management objectives are set, with regular equipment inspections to maximize water use efficiency and minimize losses. Additionally, efforts are made to enhance water utilization capacity both within the organization and the community. A 100% water reuse system has been implemented, and continuous awareness is raised on water resource management throughout the supply chain, involving employees, the community, and all stakeholders.



Water Source Risk Assessment

HaadThip relies on groundwater as the primary raw material for its manufacturing. Inefficient water resource management could potentially impact business growth, as well as the communities and environment that depend on the same regional water sources. To ensure sustainable water management and minimize environmental and community impacts, the company conducts water risk assessments for sustainable production. This is done through self-assessments based on The Coca-Cola Company's standards, covering various water-related risks. Additionally, evaluations are carried out in collaboration with experts from Prince of Songkhla University. These water risk assessments are conducted every five years in accordance with the standards set by the Department of Groundwater Resources and the Water Framework Directive. Furthermore, the company closely monitors water conditions in collaboration with the Hydro-Informatics Institute, a public organization, on a quarterly basis to track and analyze water situations, both in normal and crisis conditions at the national level.

From these water risk assessments, it was determined that HaadThip's operations posed a low risk to groundwater sources in the area and that the company does not utilize water from sources under high stress.



Indicator	Unit	Hatyai Plant			Punpin Plant		
		2021	2022	2023	2021	2022	2023
Water Withdrawal							
Surface water	m ³	-	-	-	-	-	-
Ground water	m ³	-	-	-	493,869	581,831	573,992
Tap water	m ³	39,844	41,971	38,666	-	-	-
Other	m ³	-	-	-	-	-	-
Total Withdrawal	m ³	39,844	41,971	38,666	493,869	581,831	573,992
Water Consumption							
Total water consumption	m ³	39,844	41,971	38,666	493,869	581,831	573,992
Water intensity	L/L _{bev}	7.00	5.19	4.03	1.51	1.71	1.54
Total water reused	m ³	-	-	-	-	-	56,251
Water Discharge							
Drainage	m ³	-	-	-	121,420	133,002	108,414
Other	m ³	-	-	-	-	-	-

Note:

1. The scope of reporting includes energy, water, greenhouse gas, and waste data from Hatyai Plant, Songkhla Province, and Punpin Plant, Surat Thani Province, for the period from January 1 to December 31, 2023.
2. The water sources used by the company are situated in low-risk areas, with no concerns regarding resource shortages.
3. Since 2020, the Hatyai Plant has not discharged water into the system due to minimal water usage in its production processes.
4. The Hatyai Plant's water intake and usage are equivalent, primarily relying on tap water without any water storage for use.

Promoting Efficient Water Usage And Reducing Water Loss in Production Processes

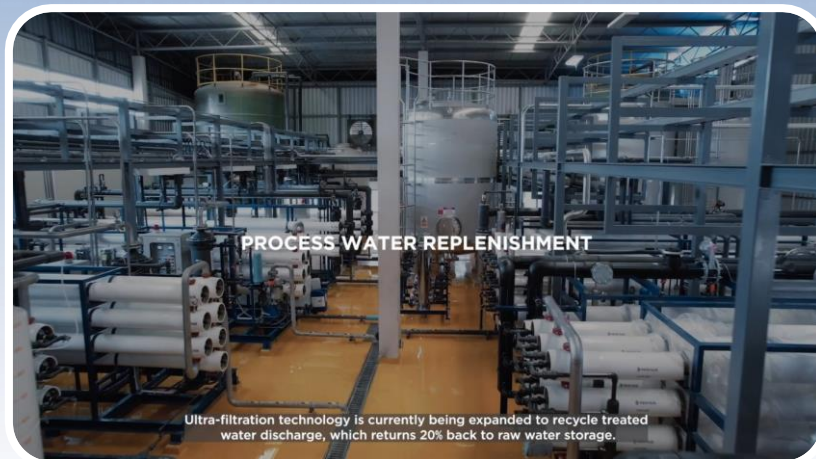
Installation of water meters at the Punpin Plant : The company can accurately monitor and measure water usage and losses at various points throughout the plant. The collected data is used to plan and improve measures for maximizing water resource efficiency, reducing unnecessary water loss, and contributing to water conservation efforts.

UF Recover Backwash project: This project enhances water efficiency by reusing water from the backwash process, saving up to 44,513 cubic meters of water annually. It reduces water consumption in production processes by 9%, aligning with the company's water conservation policy.

Reducing water usage in production machinery: This process continuously improves production processes, enabling the company to save 918.5 cubic meters of water without compromising product quality. It represents a sustainable reduction in water usage.

Installation of Plate Heat Exchanger: The implementation of new cooling technology has helped eliminate water loss in the process by 100% and saves over 1,050 cubic meters of water annually.

Glass Bottle Washing Nozzle Size Reduction Project:: The company has improved water efficiency in the glass bottle washing process by reducing the nozzle size from 3 mm to 2 mm, resulting in a reduction of 918 cubic meters of water usage per year.



Reducing water usage for truck and trailer washing:

The company has implemented an automatic washing system that recycles water, resulting in a 64.40% reduction in water usage and a decrease in washing time of over 93.75%. This not only saves water but also significantly improves operational efficiency.



Waste Water Treatment

The company utilizes a Waste Stabilization Pond system for wastewater treatment at both the Hat Yai and Punpin Plants, employing anaerobic bacteria to break down organic matter in the wastewater. This system has the capacity to handle sufficient effluent for the production output and meets the quality standards set by the Department of Industrial Works. The plants are also equipped with a BOD Online system, which continuously sends effluent quality data to the Department of Industrial Works. Additionally, the company's laboratory staff, certified by the private laboratory accreditation scheme, regularly inspect the effluent quality. The company also sends effluent samples to external private laboratories for further analysis, ensuring confidence and reliability in the wastewater treatment results.

Wastewater Treatment System



Parameter	Standard	Hatyai Plant			Punpin Plant		
		2021	2022	2023	2021	2022	2023
pH	5.5 – 9.0	0	0	0	8	7.7	7.7
BOD	< 20 mg/l	0	0	0	8	9	6
COD	< 120 mg/l	0	0	0	23	19	25
TDS	< 3,000 mg/l	0	0	0	432	375	385
SS	< 50 mg/l	0	0	0	14	11	15

Note: The Hatyai Plant has not discharged wastewater since 2020 due to reduced production levels.

Climate Change Management

Targets

2025

Reduce greenhouse gas emissions per production unit by **10%** from the 2022 baseline.

2030

Reduce total greenhouse gas emissions by **25%** across all activities compared to the 2019 baseline.

2050

Achieve **Net-Zero** greenhouse gas emissions.

Climate change is becoming increasingly severe, turning into a critical issue and a significant risk to the environment and society. Stakeholders from all sectors are paying close attention to this matter. As a beverage producer and distributor, HaadThip recognizes the importance of this issue and understands the rapidly changing global situation, which inevitably has widespread impacts on the environment, communities, and society. HaadThip has established policies to control energy use and reduce both direct and indirect greenhouse gas emissions into the atmosphere to mitigate negative impacts and prepare for future challenges. Since 2013, HaadThip has been actively supporting projects and innovations aimed at creating a low-carbon society.

HaadThip has conducted a risk analysis on the potential impacts of climate change on the organization, recognizing it as an emerging risk. The company has established a dedicated committee and relevant working groups to mitigate these potential impacts.

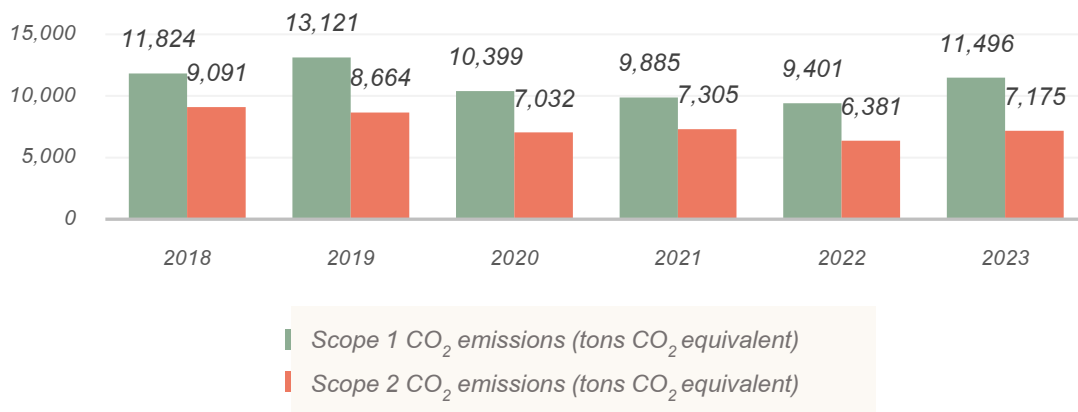


Climate Change Response

HaadThip has participated in an annual project to assess the company's greenhouse gas emissions for certification by the Thailand Greenhouse Gas Management Organization (Public Organization): TGO. The emissions data has been verified by accredited bodies, including the Federation of Thai Industries and the Center of Excellence in Ecological Energy Economy at Thammasat University. The company aims to reduce its greenhouse gas emissions by 10% in 2025.

In 2023, HaadThip received a certificate from the TGO for its Corporate Carbon Footprint (CFO) data. In 2023, the total greenhouse gas emissions from both plants amounted to **18,671** tons of CO₂ equivalent, comprising **11,496** tons of CO₂ equivalent from direct emissions (Scope 1) and **7,175** tons of CO₂ equivalent from indirect emissions due to energy use (Scope 2). This disclosed data will be certified and receive a certificate from the TGO.

Greenhouse Gas Emissions by Organization (TCO₂e)



Notes:

- (1) Combined data for Hatyai and Punpin Plants.
- (2) Combined total for Scope 1 and Scope 2 greenhouse gas emissions.
- (3) The 2022 greenhouse gas emissions data of the organization is currently undergoing certification by the Greenhouse Gas Management Organization.
- (4) Greenhouse gas Emission Factor is based on the standards set by the Greenhouse Gas Management Organization (Public Organization) (TGO).
- (5) Due to an increase in product sales and an expansion of the production base, the rate of greenhouse gas emissions has increased.

Currently, HaadThip's products have received Carbon Footprint of Product (CFP) certification for 37 SKUs. These products go through a manufacturing process that focuses on reducing environmental impact and increasing the use of energy from alternative sources.



Indicator	Unit	2021	2022	2023
Greenhouse Gas Emissions Hatyai Plant				
GHG Emissions Scope 1	tCO ₂ eq	2,560	2,383	3,133
GHG Emissions Scope 2	tCO ₂ eq	905	895	799
GHG Emissions Scope 3	tCO ₂ eq	1,261	1,331	1,286
Total GHG Emissions	tCO ₂ eq	3,465	4,609	5,218
GHG Emissions Intensity*	KgCO ₂ eq/L _{bev}	0.63	0.40	0.41
Greenhouse Gas Emissions Punpin Plant				
GHG Emissions Scope 1	tCO ₂ eq	7,320	6,601	8,363
GHG Emissions Scope 2	tCO ₂ eq	6,398	5,486	6,376
GHG Emissions Scope 3	tCO ₂ eq	58,898	58,135	56,723
Total GHG Emissions	tCO ₂ eq	72,616	70,222	71,462
GHG Emissions Intensity* ⁴	KgCO ₂ eq/L _{bev}	0.042	0.035	0.040
Combined Totals for Hatyai and Punpin Plants				
GHG Emissions Scope 1	tCO ₂ eq	9,880	8,984	11,497
GHG Emissions Scope 2	tCO ₂ eq	7,303	6,381	7,176
GHG Emissions Scope 3	tCO ₂ eq	60,159	59,466	58,009
Total GHG Emissions	tCO ₂ eq	77,342	74,831	76,682
GHG Emissions Intensity* ⁴	KgCO ₂ eq/L _{bev}	0.23	0.21	0.20

Notes:

- Reporting scope includes energy data, water data, greenhouse gas data, and waste data for Hatyai Plant in Songkhla Province and Punpin Plant in Surat Thani Province from January 1 to December 31, 2023.
- The 2022 greenhouse gas emissions data has been revised for accuracy and certified by auditors and the Greenhouse Gas Management Organization (Public Organization).
- The 2023 greenhouse gas emissions data is in the process of being certified by the Greenhouse Gas Management Organization (Public Organization) (TGO).
- The quantity of greenhouse gas emissions per production unit equals the sum of Scope 1 and Scope 2 emissions.
- The amount of other indirect greenhouse gas emissions (Scope 3) is in accordance with the requirements for calculating and reporting the organization's carbon footprint as per the 5th revised edition (January 2021) of the Greenhouse Gas Management Organization (Public Organization), considering activities with high greenhouse gas emissions (acquisition of main raw materials).
- The emission factor for greenhouse gases is based on the standards of the Greenhouse Gas Management Organization (Public Organization) (TGO).

Care the Bear: Change the Climate Change



HaadThip is actively participating in efforts to combat global warming by joining the "Care the Bear: Change the Climate Change" initiative organized by the Stock Exchange of Thailand. This initiative aims to encourage listed companies to reduce greenhouse gas emissions through various activities and environmentally friendly training seminars, following the project's guidelines for lowering greenhouse gas emissions. Initiatives include reducing electricity consumption, promoting the use of public transportation, encouraging carpooling or online meetings, and promoting the use of environmentally friendly packaging.

In 2023, HaadThip organized a total of 40 activities under the Care the Bear initiative, resulting in a reduction of greenhouse gas emissions from training and seminar sessions by over **26** tons of carbon dioxide equivalent. This reduction is equivalent to the carbon dioxide absorption capacity of **2,936** trees per year.



Climate Care Forum 2023

The Stock Exchange of Thailand organized the Climate Care Forum 2023: Time to Reduce, to honor the 29 member organizations of the Climate Care Platform that have continuously reduced greenhouse gas emissions. The event aims to raise awareness among all sectors about the importance of reducing and managing resources efficiently, leading to the goal of carbon neutrality by 2030 and achieving net-zero greenhouse gas emissions by 2065.

HaadThip is one of the 29 organizations (out of 699 members) recognized as a role model for its dedication and commitment to reducing greenhouse gas emissions through various activities under the Care the Bear initiative, demonstrating its dedication to sustainable practices and serving as a model for other organizations.



Air Quality Monitoring

Monitoring air quality from industrial exhaust stacks is a method used to track, inspect, and control pollution emissions in compliance with pollution control standards from the source. In addition to adhering to legal requirements, it also enables efficient air quality management, reduces health risks, minimizes impacts on nearby communities, and mitigates environmental damage.

Dust and Pollutant Emission Reduction

HaadThip has reduced the emission of dust and pollutants from exhaust stacks by switching the fuel for the boiler system from fuel oil to LPG. LPG is a fuel with high combustion efficiency and produces fewer pollutants compared to fuel oil, effectively reducing airborne dust. In addition, the company has planted rubber trees around the Punpin Plant to absorb air pollutants, further enhancing air quality.

Air Quality Standards

Air emissions at <u>Hatyai Plant</u>							
Parameter (ppm)	Standard (ppm)	1 st Flue	2 nd Flue	1 st Flue	2 nd Flue	1 st Flue	2 nd Flue
Sulfur dioxide	950	100	15.00	85.80	107.17	1.90	1.30
Carbon monoxide	690	<1.0	<1.0	<1.0	<1.0	5.7	8.5
Oxide of Nitrogen	200	11.00	5.84	11.90	12.39	87.00	46.40
Air emissions at <u>Punpin Plant</u>							
Parameter (ppm)	Standard (ppm)	1 st Flue	2 nd Flue	1 st Flue	2 nd Flue	1 st Flue	2 nd Flue
Sulfur dioxide	950	<2.0	-	<2.0	-	<2.0	<2.0
Carbon monoxide	690	137.0	-	7.0	-	<1.0	<1.0
Oxide of Nitrogen	200	52.30	-	33.90	-	37.30	10.20

Note: The scope of air quality data reporting mandated by law covers the Hatyai Plant in Songkhla Province and the Punpin Plant in Surat Thani Province from January 1 to December 31, 2023

Air quality monitoring results from exhaust vents are compared with the Ministry of Industry’s 2006 standards, the results show that all values are within the legal limits specified by the announcement. Additionally, none of the parameters pose a risk of exceeding the legal thresholds, and there have been no environmental complaints from stakeholders surrounding the plant.

Energy Management

Target

2024

Ensure that energy usage in the production process (EUR) does not exceed **0.34** megajoules per unit of production (MJ/L_{bev})

2030

Increase the proportion of clean energy used for electricity generation to no less than **20%**.



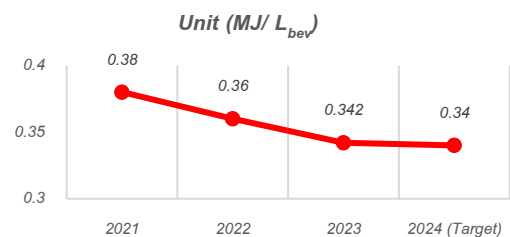
Energy Usage Policy

HaadThip is committed to developing a robust energy management system to conduct business alongside energy conservation. It promotes and supports the efficient use of energy in accordance with relevant laws and regulations. Additionally, energy usage is continuously monitored to ensure optimal efficiency, and awareness is raised among all employees and executives about various energy-saving measures, both in the office and in the production process, on a consistent basis..

Operational Overview

HaadThip primarily sources electricity from the Provincial Electricity Authority to power its offices and plants. In 2023, the company has implemented measures to enhance the efficiency of electricity usage. Additionally, innovations and technologies have been introduced to improve operations through the use of renewable energy, such as installing solar power systems. This initiative helps generate alternative energy sources and reduce energy costs.

Energy Consumption Per Production



Note:

1. Scope of Reporting: from Hatyai Plant, Songkhla Province and Punpin Plant, Surat Thani Province, for the period from January 1 to December 31, 2023.



Energy Efficiency and Emission Reduction Initiatives



Solar Panel Installation: HaadThip has successfully installed more than 9,000 rooftop and floating solar panels at the Punpin Plant in Surat Thani. This initiative generates approximately 11% of the plant's total energy needs from renewable sources and helps reduce greenhouse gas emissions by 1,325 tCO₂e. Furthermore, there are plans to expand solar panel installations on the office buildings and warehouses at the Hat Yai Plant, aiming to increase solar energy utilization to 20% by 2027.

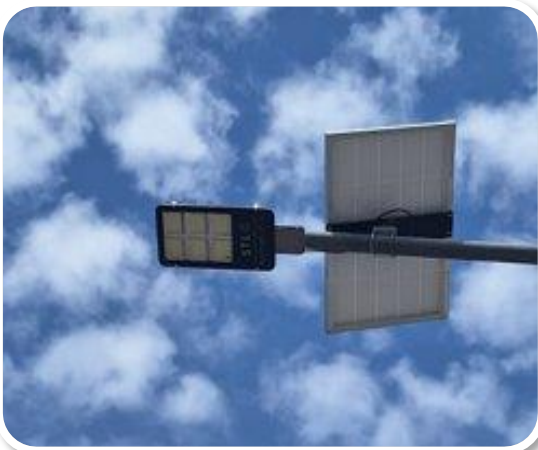


On-Grid Solar Panel Installation: A 100 kW solar panel system was installed on the roof of the Hat Yai Plant, resulting in energy savings of up to **8,580 kWh**.



Clear roof tiles: Clear roof tiles were installed to reduce reliance on electric lighting during the day, thereby improving the use of natural light and conserving energy.

Digital Timer Installation: Digital timers were installed to automatically turn off lights and air conditioning during lunch breaks and before and after work, serving as a measure to reduce electricity consumption.



Lighting System: These projects involved replacing traditional light bulbs with LED bulbs, installing solar-powered lamps, and enhancing the lighting system to decrease electricity consumption in areas that are not in active use.

Connecting 10-Bar Air Compressors Between Line 2 and Line 3 at Punpin Plant: This initiative aims to enhance efficiency and reduce energy consumption, achieving a 34% reduction in electricity used by the air compression system, resulting in energy savings of 1,138 kWh.

Indicator	Unit	2021	2022	2023
<u>Non-stationary</u> Energy Consumption				
Diesel	MJ	70,081,731	75,169,980	78,930,160
Gasoline	MJ	1,012,928	432,597	945,308
LPG Gas	MJ	2,617,717.50	2,469,317	1,904,425
<u>Total</u>	MJ	73,712,376.50	78,071,894	81,779,893
<u>Stationary</u> Energy Consumption				
Fuel Oil	MJ	60,040,100	5,517,600	5,157,033
Diesel	MJ	34,235	8,012	15,752
Gasoline	MJ	18,491	35,231	41,600
LPG Gas	MJ	29,051,065	32,380,902	33,695,741
<u>Total</u>	MJ	35,143,891	37,941,745	33,753,093
Electricity				
Electricity Consumption	MJ	128,818,802	123,740,662	131,251,736
Electricity From Renewable Energy Source (Solar Energy)	MJ	10,696,745	10,528,315	10,866,189
Total Electricity Consumption	MJ	139,515,547	134,268,977	142,117,925
Electricity Intensity	MJ/L _{bev}	0.38	0.35	0.34

Note:

1. Scope of Reporting: Includes energy, water, greenhouse gases and waste data from Hatyai Plant, Songkhla Province and Punpin Plant, Surat Thani Province, for the period from January 1 to December 31, 2023.
2. Mobile Energy Sources: Comprise the use of fuel for forklifts, public vehicles and cargo trucks.
3. Stationary Energy Sources: Include the use of fuel for production machinery, generators, lawn mowers (CDE), construction, and engineering activities.
4. Electrical Energy Sources: Comprise electricity purchased from the Provincial Electricity Authority and power generated from solar panels installed within the project area.

Statement of use	Haadthip Public Company Limited, has reported the information cited in this GRI content index for the period 1st January 2023 to 31th December 2023 with reference to the GRI Standards.	
GRI 1 used	GRI 1: Foundation 2021	
	GRI STANDARD & DISCLOSURE	LOCATION
General Disclosures		
GRI 2: General Disclosures 2021	The organization and its reporting practices	
	2-1 Organizational details	SD: 04
	2-2 Entities included in the organization's sustainability reporting	SD: 05
	2-3 Reporting period, frequency and contact point	SD: 05
	2-4 Restatements of information	SD: 05
	Activities and worker	
	2-6 Activities, value chain and other business relationships	SD: 05, 19-20
	2-7 Employees	SD: 42
	2-8 Workers who are not employees	SD: 42
	Governance	
	2-9 Governance structure and composition	AR: 108
	2-10 Nomination and selection of the highest governance body	AR: 95, 121-122
	2-11 Chair of the highest governance body	AR: 109
	2-12 Role of the highest governance body in overseeing the management of impacts	AR: 114-115
	2-13 Delegation of responsibility for managing impacts	AR: 114-115
	2-14 Role of the highest governance body in sustainability reporting	AR: 114-115
	2-15 Conflicts of interest	AR: 129
2-16 Communication of critical concerns	AR: 132, 266	
2-17 Collective knowledge of the highest government body	AR: 110-111	

Note:

- 1). AR: Annual Report 2022 (Form 56-1 One Report)
- 2). SD: Sustainability Report 2023

	GRI STANDARD & DISCLOSURE	LOCATION
	Governance	
	2-18 Evaluation of the performance of the highest governance body	AR: 100-104
	2-19 Remuneration policies	AR: 117
	2-20 Process to determine remuneration	AR: 113-114, 117-118, 127-128
	2-21 Annual total compensation ratio	AR: 117-118
	Strategy, policies and practices	
	2-22 Statement on sustainable development strategy	SD: 02-03
	2-23 Policy commitments	SD: 08-10
	2-26 Mechanisms for seeking advice and raising concerns	SD: 04, 16-17, 29
	2-27 Compliance with laws and regulations	SD: 27, 29, 63, 71, 72
	2-28 Membership associations	SD: 11-12, 26-27, 91
	Stakeholder engagement	
	2-29 Approach to stakeholder engagement	SD: 15-17
	2-30 Collective bargaining agreements	SD: 17, 29
Material Topics 2021		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	SD: 12
	3-2 List of material topics	SD: 13

	GRI STANDARD & DISCLOSURE	LOCATION
Economic Performance 2016		
GRI 3: Material Topics 2021	3-3 Management of material topics	N/A
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	AR: 06-07
	201-2 Financial implications and other risks and opportunities due to climate change	SD: 31-32
	201-3 Defined benefit plan obligations and other retirement plans	AR: 188
	201-4 Financial assistance received from government	AR: 202, 207-208
Market Presence		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 40
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	SD: 40-41
	202-2 Proportion of senior management hired from the local community	SD: 42 AR: 116
Indirect Economic Impacts		
GRI 3: Material Topics 2021	3-3 Management of material topics	AR: 18
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	AR: 21-23
	203-2 Significant indirect economic impacts	SD: 31, 68-72
Procurement Practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 21
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	SD: 22

	GRI STANDARD & DISCLOSURE	LOCATION
Anti-corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 25-27
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	SD: 25-27
	205-2 Communication and training about anti-corruption policies and procedures	SD: 26-28
	205-3 Confirmed incidents of corruption and actions taken	SD: 27
Materials		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 73
GRI 301: Materials 2016	301-1 Materials used by weight or volume	SD: 74
	301-2 Recycled input materials used	SD: 74-75
	301-3 Reclaimed products and their packaging materials	SD: 75
Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 93
GRI 302: Energy 2016	302-1 Energy consumption within the organization	SD: 95
	302-3 Energy intensity	SD: 95
	302-4 Reduction of energy consumption	SD: 93-95
	302-5 Reductions in energy requirements of products and services	SD: 94-95
Water and Effluents		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 84
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	SD: 84-85
	303-2 Management of water discharge-related impacts	SD: 87
	303-3 Water withdrawal	SD: 85
	303-4 Water discharge	SD: 85
	303-5 Water consumption	SD: 85

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	GRI STANDARD & DISCLOSURE	LOCATION
Emission		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 88
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	SD: 89-90
	305-2 Energy indirect (Scope 2) GHG emissions	SD: 89-90
	305-3 Other indirect (Scope 3) GHG emissions	SD: 90
	305-4 GHG emissions intensity	SD: 90
	305-5 Reduction of GHG emissions	SD: 89-90
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	SD: 92
Waste		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 77
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	SD: 77-78
	306-2 Management of significant waste-related impacts	SD: 77-83
	306-3 Waste generated	SD: 77-78
	306-4 Waste diverted from disposal	SD: 77-78
	306-5 Waste directed to disposal	SD: 77-78
Supplier Environmental Assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 21
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	SD: 22
	308-2 Negative environmental impacts in the supply chain and actions taken	SD: 23

	GRI STANDARD & DISCLOSURE	LOCATION
Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 40
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	SD: 43-44
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	SD: 45
	401-3 Parental leave	SD: 46
Occupational Health and Safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 55
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	SD: 55-56
	403-2 Hazard identification, risk assessment, and incident investigation	SD: 55-56
	403-3 Occupational health services	SD: 57
	403-4 Worker participation, consultation, and communication on occupational health and safety	SD: 57-59, 62
	403-5 Worker training on occupational health and safety	SD: 59
	403-6 Promotion of worker health	SD: 45, 48, 62
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SD: 57
	403-8 Workers covered by an occupational health and safety Management system	SD: 60
	403-9 Work-Related Injuries	SD: 60-61
	403-10 Work-Related Ill Health	SD: 61
Training and Education		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	SD: 50
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	SD: 52
	404-2 Programs for upgrading employee skills and transition assistance programs	SD: 51-54
	404-3 Percentage of employees receiving regular performance and career development reviews	SD: 40

	GRI STANDARD & DISCLOSURE	LOCATION
Diversity and Equal Opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 41
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	SD: 42
	405-2 Ratio of basic salary and remuneration of women to men	SD: 42
Non-discrimination		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 41
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	SD: 38
Child Labor		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 33
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	SD: 34-35
Forced or Compulsory Labor		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 33
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	SD: 34-35
Local Communities		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 67
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	SD: 16-17 68-71
	413-2 Operations with significant actual and potential negative impacts on local communities	SD: 70-71

	GRI STANDARD & DISCLOSURE	LOCATION
Supplier Social Assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 21, 33
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	SD: 21-22
	414-2 Negative social impacts in the supply chain and actions taken	SD: 17, 23-24, 35-36
Customer Health and Safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 63-64
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	SD: 64-65
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	SD: 63
Marketing and Labeling		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 64
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	SD: 64
	417-2 Incidents of non-compliance concerning product and service information and labeling	SD: 63
	417-3 Incidents of non-compliance concerning marketing communications	SD: 63
Customer Privacy 2016		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 39
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	SD: 39

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HaadThip Public Company Limited

Hatyai Office : 87/1 Karnjanavanich Rd., T.Banpru Hatyai,
Songkhla 90250 Thailand
Tel : 074-210008-18
Fax : 074-210006-7

Bangkok Office : 36/6 Soi Ramkhamhaeng21 (Navasri), Yaek 5
Phlabphla, Wang Thonglang, Bangkok, Thailand 10310
Tel : 02-391-0169-70, 02-392-9984-5, 02-714-0452-3
Fax : 0-2381-2257



www.haadthip.com

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