



# SUSTAINABILITY REPORT 2020











# 100 YEARS

OF CHAROEN POKPHAND GROUP



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## MESSAGE FROM THE SENIOR VICE CHAIRMAN INTERNATIONAL TRADE BUSINESS GROUP CHAROEN POKPHAND GROUP

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Today I am very grateful to the organization. I will tell him what I received from the organization. How good. I must repay as much as I can to the best that I can. That is to say, it must be a good person first. What does a good person interpret: Diligence, patience, honesty, etc. are the things that make us behave as good people.



**“ IN ORDER TO BE GRATEFUL,  
you must start with yourself as  
a good person or not. If a good  
person must be grateful. If a good  
person can not be grateful. ”**

Mr. Eam Ngamdamronk



## MESSAGE FROM THE CEO CHIEF EXECUTIVE OFFICER, CP INTERTRADE COMPANY LIMITED

Conducting business is similar to helping societies, creating better societies and environment. Under the Group's **“Three- Benefit Principle,”** which states that the country must benefit, the people must benefit, and the Group should also benefit, we can create a common sustainable growth for all.



“SUSTAINABILITY  
OF THE ROYAL UMBRELLA RICE  
is to change the rice industry  
for the better along with  
creating a happy society  
and have a better  
quality of life.”

Mr. Sumeth Laomoraphorn



CP for good deeds

# 100 YEARS

## OF CHAROEN POKPHAND GROUP

Let's make a positive change in our society

**#CP for Good Deeds**

On the occasion of Charoen Pokphand Group stepping into its 100 years, the executives and employees of International Trading Business Group show pride and is part of the organization by adhering to 6 core values, joining forces with CP people to create love and unity for the organization to grow sustainability through the activity

**"CP for Good Deeds"**

“  
จะกตัญญูได้  
ต้องเริ่มจากตัวเองก่อน

ถ้าเป็นคนดีก็ต้องรู้จักกตัญญู  
ถ้าเป็นคนดีไม่ได้ ก็ยังไม่รู้จักกตัญญู

”

คุณเอี่ยม งามดำรงค์

รองประธานอาวุโส  
เครือเจริญโภคภัณฑ์



“

คนเราการเลือกตัดสินใจสำคัญในชีวิต ไม่มากครั้งนัก  
ซึ่งผมเลือกไม่ผิดที่มาร่วมงาน กับเครือเจริญโภคภัณฑ์  
ได้มีโอกาสเห็นการเจริญเติบโตองค์กรและเพื่อนร่วมงาน  
เคียงคู่ การสร้างประโยชน์ทางเศรษฐกิจและสังคม ให้ทุก  
ประเทศ ทุกสังคม ในวาระครบ 100 ปี เครือเจริญโภคภัณฑ์

**สังคมได้ประจักษ์ถึงปณิธาน 3 ประโยชน์**  
**คือการทำประโยชน์ต่อ ประเทศชาติ ประชาชน**  
**และองค์กร ความมุ่งมั่นเป็นองค์กรแบบอย่าง**  
**ที่ดีในสังคมมนุษยชาติตลอดไป**

”

คุณสุเมธ เหล่าโมราพร

ประธานคณะผู้บริหาร  
กลุ่มธุรกิจการค้าระหว่างประเทศ  
(ธุรกิจข้าวและอาหาร)





“ โชคดีที่ทำงาน CP ได้ร่วมพระบรมโพธิสมภาร  
ของบูรพมหากษัตริย์ไทย

ผู้ยึดมั่นในชาติ ศาสนา พระมหากษัตริย์ เป็นที่ประจักษ์มากกว่า ๑๐๐ ปี  
น้อมนำตอบแทนคุณแผ่นดิน และบริษัทที่ดูแล ตลอดมา... ”



คุณชนะ เหล่าวีระกุล

ประธานคณะผู้บริหาร ธุรกิจขนส่งภายในประเทศ  
และธุรกิจขนส่งระหว่างประเทศ

“ “กตัญญูและกตเวที” เป็นคำสอนที่ผมได้รับมาตั้งแต่  
เริ่มทำงานกับเครือซีพีเมื่อ 28 ปีก่อน

“กตัญญู” คือ การรู้บุญคุณของคนที่เคยเอื้อเพื่อ  
ช่วยเหลือเรา “กตเวที” คือ การตอบแทนบุญคุณท่าน

ซึ่งต่อมาท่านประธานอาวุโสก็ได้ขยายขอบเขตของคำสอนสองคำนี้  
ด้วยหลักสามประโยชน์ คือ การรู้สำนึกบุญคุณ และทดแทนคุณของ ประเทศชาติ,  
ประชาชน และองค์กร ถือเป็นคำสอนที่มีคุณค่าของพวกเราชาวซีพีทุกคน  
ที่สามารถนำไปใช้ได้ทั้งส่วนตัวและส่วนรวม ทำให้เกิดความสำเร็จและ  
ความดีงามที่ยั่งยืนตลอดไป ”



คุณอภิชา อภิภัทรกิตติ

รองกรรมการผู้จัดการบริหาร  
สำนักวิศวกรรม

“ ทุก ๆ วิกฤติที่ประเทศพบเจอ จะเห็นซีพีเป็นองค์กรที่คอยช่วยเหลือคนไทย ให้ผ่านพ้นอุปสรรคอยู่ทุกครั้ง ทั้งที่อยู่เบื้องหน้า และ เบื้องหลังเป็นความภาคภูมิใจอย่างยิ่งที่ได้ร่วมเป็นส่วนหนึ่งขององค์กรที่ยิ่งใหญ่ และสร้างคุณประโยชน์ต่อประเทศชาตินี้ ”



คุณสมศักดิ์ ธารธารานุกุล  
รองกรรมการผู้จัดการอาวุโส  
สำนักเอกสารการค้า

“ ในโอกาสครบ 100 ปี ของเครือเจริญโภคภัณฑ์ รู้สึกภูมิใจที่ได้เป็นส่วนหนึ่งของเครือ ได้ทำงานที่เรารักและทำงาน เพื่อสังคมอย่างเต็มที่ได้อยู่ในองค์กรที่คำนึงถึงประโยชน์ของส่วนรวมและประเทศชาติ ขอขอบคุณสำหรับหนึ่งโอกาสที่ดีที่สุดในชีวิต ”



คุณมินา หวังจิ  
รองกรรมการผู้จัดการอาวุโส  
ด้านงานขายทั่วไปภาคใต้  
และงานขายช่องทาง RU Professional

“ เครือเจริญโภคภัณฑ์ สอนให้เรารัก ประเทศชาติ ประชาชนและองค์กร นั้นยังทำให้เรภาคภูมิใจในการเป็นคน ซี.พี. ยิ่งขึ้นทุกวัน ... กับ 100 ปี ที่ผ่านมาและอนาคตที่ท้าทายของเครือเจริญโภคภัณฑ์ ”



คุณสุชาติ สุพรรณไพ  
รองกรรมการผู้จัดการ  
สำนักบริหารความยั่งยืน ธรรมาภิบาล  
และกำกับการปฏิบัติตามกฎหมาย

# SUMMARY OF KEY PERFORMANCE IN 2020



## Economic growth

Total income  
**44,160**  
Million baht



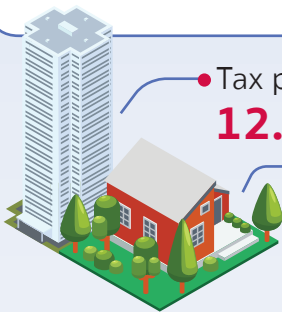
Employee benefits million

Million baht

Total **1,550.26**

Benefit **1,527.85**

Train **22.41**



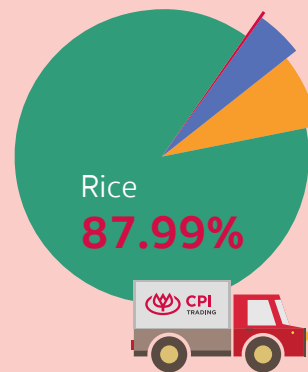
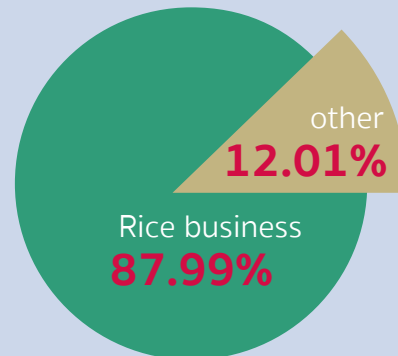
Tax paid to the government

**12.23** Million baht

Support community and society

**33.00** Million baht

## Sales Revenue by Country and Business Line



Port **0.16%**

Shipping **4.48%**

Other **7.37%**



## HEART: LIVING RIGHT



Number of employees  
**1,546**  
people



Employee proportion classified by employment contract

Employees **92.30%** Contractor **7.70%**

Employee proportion



Male **55.01%**



Female **44.99%**

### Safety

Employees **0.37**  
Contractor **12.76**

Lost time injury rate  
(people per 1,000,000  
working hours)



Announcement of the use of ethics  
in Operate the business of the group



Announcement of the use  
of ethics in Operate the  
business of the group

Leadership  
development  
**1,427**

Number of trainees  
and sustainability  
development



Leadership  
development  
**8.11**

Number of trainees  
and sustainability  
development



Evaluate and identify key  
human rights issues At the  
chain level **4** Issues



## HEALTH: LIVING WELL



Support farmers /  
small entrepreneurs And  
vulnerable groups

**10,112** people

Farmers  
**9,509** people

Vulnerable groups  
**603** people



**4** Number of food  
products with a focus  
on health, nutrition,  
health and wellbeing



Number of personnel  
Research and development  
**24** people



Promoting access to  
education And  
knowledge organization  
**20,469** people

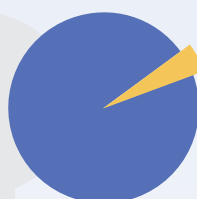


Savings from the Cost Productivity Improvement Program And Innovation  
**101** Million Baht

## HOME: LIVING TOGETHER



Greenhouse gas  
emissions (Scope 1+2)  
**23,190.91** TonCO<sub>2</sub>

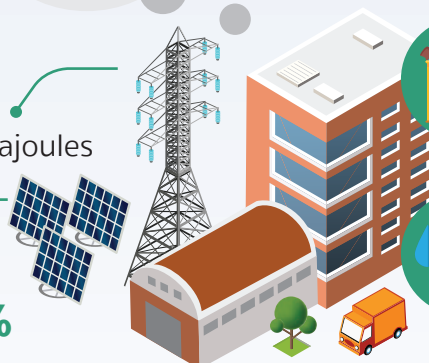


Greenhouse Gas Emission  
Ratio by Scope

Scope 1 **4.55%** Scope 2 **95.45%**

Energy consumption  
**258,003.76** Gigajoules

Proportion  
of renewable  
energy use **32.30%**



The amount of waste  
Product  
**810.76** Tons



Amount of water used  
**180,086.60**  
Cubic Meters

### OPERATIONAL ECO-EFFICIENCY

(Unit per income  
1 million baht)

**5.84**  
Gigajoules  
Power consumption

**0.53**  
TonCO<sub>2</sub>  
Greenhouse gas  
emissions

**4.08**  
Cubic Meters  
Water used

**0.02**  
Ton  
Waste quantity

# PERFORMANCE RESULTS OF THE 12 SUSTAINABILITY GOALS 2020



## Achievement of the Sustainability Goals 2020



### HEART LIVING RIGHT

#### CORPORATE GOVERNANCE

100% of businesses Within CPTG publicly discloses their corporate governance and sustainability performance through the Group's Report.

7

Business

#### HUMAN RIGHTS AND LABOR PRACTICES

100% of businesses within CPTG conducts human rights due diligence.

7

Business

#### LEADERSHIP & HUMAN CAPITAL DEVELOPMENT

All leaders and employees are provided with the training necessary to create business sustainability.

100%

#### EDUCATION

58,911 children, youths, and adults will gain access to education and necessary skills development by 2020 out of a target of 30,000

58,911

People



### HEALTH LIVING WELL

#### SOCIAL IMPACT

Improved employment prospects and quality of life for 30,582 farmers and vulnerable groups from a target of 10,000.

30,582

People

#### HEALTH & WELL-BEING

34% from a target of 30% of new products developed will help promote health and well-being.

7

Products

#### STAKEHOLDER ENGAGEMENT

100% of Business Line within CPTG will develop a stakeholder engagement process.

14

Groups

#### INNOVATION

The business group is worth saving from innovation projects. Increase efficiency and reduce costs, increasing to 101 million baht from the goal of 100 million baht.

101

Million Baht



### HOME LIVING TOGETHER

#### CLIMATE CHANGE MANAGEMENT

Amount of greenhouse gas emissions per revenue decreased by 36.14% from a target of 10% in base year 2015.

0.53

Ton CO<sub>2</sub>/ Million Baht

#### WATER STEWARDSHIP

Volume of water withdrawal per revenue decreased by as much as 36.25 % from a target of 10% in base year 2015.

4.08

Cubic Meters/ Million Baht

#### ECOSYSTEM & BIODIVERSITY PROTECTION

100% of key raw materials have been sourced responsibly and are traceable.

100%

#### RESPONSIBLE SUPPLY CHAIN MANAGEMENT

100% key suppliers have been assessed on their Sustainability performance, either through self-assessment or audits.

33

Suppliers



# AWARDS AND RECOGNITIONS



Mr. Sumeth Laomoraphorn, Chief Executive Officer of International Trading Business Group revealed that “It is a pride shared by all three parties between growers or member farmers. I feel proud that self-cultivated rice certified as good quality rice according to GAP rice production standards from the Rice Department in the manufacturer. We are proud of the standards and safety of every production process because the company has a project to promote rice planting. Developing member farmers (Smart Farmers) to increase the capacity of rice cultivation provide both quantity and quality as well as being a source of market to buy back produce from member farmers until every grain of rice is brought into the rice quality improvement system under Nakhon Luang Factory before packing bags to be passed on to consumers which can be assured rice that you eat is clean, safe, and meets certain standards.”

“FDA Quality Award 2020” from the Food and Drug Administration (FDA) is an award that honors and encourages establishments with quality operations. Produce products that meet the standards and are safe for continuous delivery to consumers and be a good role model for other businesses.

The award is therefore considered a guarantee mark and communicates the quality of rice meets international standards.



## THAI CHAMBER OF COMMERCE BUSINESS ETHICS STANDARD TEST AWARD 2020



“CP Intertrade” received an Ethics Standard Award 2020 from Thai Chamber of Commerce, reinforcing organizational standards with Code of Conduct for Sustainable Business, with Mr. Thiti Lujitanon, Chief Operating Officer of Rice and food business in the country and abroad, received a certificate of Ethics Standard. As an ethical management organization. According to Code of Conduct from Thai Chamber of Commerce from Professor Emeritus Dr.Kasem Wattanachai, Privy Councilor, it is an award that guarantees organizational success in the group of entrepreneurs in the rice business, packing bags of Thai brands. Conducting business with ethics and adhering to the principles of good corporate governance until accepted and passed the criteria for consideration of the Board with an important mission is to conduct business with integrity to meet the needs of consumers under the supervision of social responsibility.

## MARKETEER NO.1 BRAND THAILAND 2019 – 2020

type of rice packaging champion  
for the 9<sup>th</sup> year



Mr.Yongyut phurkmahadamrong, Senior Vice President. The representative of Royal Umbrella brand received the “Marketeer No.1 Brand Thailand 2019 - 2020” award or the number 1 popular brand award in Thailand in the packaged rice business category. Retained the champion for the 9<sup>th</sup> year from Marketeer magazine to reinforce and build confidence for consumers in terms of quality and standards of products along with Thai people all along. From the survey results of popularity in various types of products and services of Thai consumers in the latest year, based on the results of the Marketeer Research survey in collaboration with Kadence International (Thailand) to identify brands and services that maintain quality along with Thai people.







## THAI HOM MALI NETS RICE PRIZE

Khao C.P. Company Limited received a plaque of honor “**Thai Hom Mali nets rice prize**” certified with a special good standard “**100% pure jasmine rice, consistent quality standards**” from 2016-2019 for 4 consecutive years from the Department of Internal Trade, Ministry of Commerce. The products that have received the certificate of hand holding are 100% jasmine rice, Chatthong brand, and 100% new jasmine rice. This award is to build confidence for consumers. Demonstrates the maintenance and development of rice production standards. This is the main mission of the company, that has given importance to and continues to operate

Mrs. Sivaporn Daengchot, Senior Vice President of Quality Control/Quality Assurance/Research and Development revealed that “**Royal Umbrella has continually developed innovations and technology for rice production. Attention to every step of the production process thus establishing rice quality standards that respond to customer expectations.**”



# AWARDS AND RECOGNITIONS



## CSR DIW CONTINUOUS AWARD 2020

Khao C.P. Company Limited Led by the CSR working group representing the company. Received a plaque and certificate for the CSR DIW Continuous Award 2020 at the Royal Thai Army Club, Vibhavadi Road.

- Wang Daeng Rice Factory received CSR DIW Continuous Award for the 10<sup>th</sup> consecutive year
- Nakhon Luang Rice Factory received CSR DIW Continuous Award for the 8<sup>th</sup> consecutive year
- Buriram Rice Mill received CSR DIW Continuous Award 8<sup>th</sup> consecutive year
- Suphanburi Rice Mill received CSR DIW Continuous Award for the 7<sup>th</sup> consecutive year
- Kamphaeng Phet Rice Mill received CSR DIW Continuous Award for the 7<sup>th</sup> consecutive year

To promote engagement with stakeholders and communities



## THE BEST OUTSTANDING MODEL FOR SAFETY, OCCUPATIONAL HEALTH AND WORKING ENVIRONMENT AWARD

Khao C.P. Co., Ltd. received The best outstanding model Safety Occupational Health and working environment award 2020 from the Director-General of the Department of Labor Protection and Welfare.

- Nakhon Luang Rice Factory received National Award (Gold Level) 6<sup>th</sup> consecutive year
- Wang Daeng Rice Factory received National Award (Gold Level) 3<sup>th</sup> consecutive year
- Suphanburi Rice Mill received National Award (Gold Level) 2<sup>nd</sup> consecutive year





## THE BEST OUTSTANDING MODEL FOR LABOR RELATIONS AND LABOR WELFARE AWARD



Khao C.P. Company Limited, received The best outstanding model for Labor Relations and Welfare award 2020 from the Provincial Labor Protection and Welfare.

- Nakhon Luang Rice Factory received National award for 8<sup>th</sup> consecutive years
- Wang Daeng Rice Factory received National award for 8<sup>th</sup> consecutive years
- Suphanburi Rice Mill received National award for 5<sup>th</sup> consecutive years
- Kamphaeng Phet Rice Mill received National award for 5<sup>th</sup> consecutive years
- Buriram Rice Mill received National award for 5<sup>th</sup> consecutive years



## AWARDS AND RECOGNITIONS



## ECO SOCIAL VALUE FACTORY AT BRONZE AWARDS LEVEL



Mr.Ongart Champakanan, Assistant Vice President. Representing Khao C.P. Company Limited (Nakhon Luang Rice Factory) received plaques and certificates at Bronze Awards level, a project to upgrade and develop industrial factories according to the indicators of being an eco-industrial city level 2. (Enhancement) and Level 3 resource efficiency (Resource Efficiency) and create a database for sharing resources (RECP) by receiving from Mr.Kobchai Sangsitsawat, Permanent Secretary, Ministry of Industry.

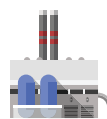


## INTERNATIONAL STANDARD

LABOR PRACTICE	QUALITY & PRODUCT RESPONSIBILITY
<ol style="list-style-type: none"> <li>1. TLS 8001 Thai Labor Standards System Excellent Establishment Award for Labor Relations and Labor Welfare by the Department of Labor Protection and Welfare Ministry of Labor <ul style="list-style-type: none"> <li>• Khao C.P. Co., Ltd. (Wang Daeng Rice Factory)</li> <li>• Khao C.P. Co., Ltd. (Nakhon Luang Rice Factory)</li> <li>• Khao C.P. Co., Ltd. (Buriram Rice Mill)</li> <li>• Khao C.P. Co., Ltd. (Kamphaeng Phet rice mill)</li> <li>• Khao C.P. Co., Ltd. (Suphanburi Rice Mill)</li> </ul> </li> <li>2. Labor Practice Standards (Sedex, BSCI) <ul style="list-style-type: none"> <li>• Khao C.P. Co., Ltd. (Wang Daeng Rice Factory)</li> <li>• Khao C.P. Co., Ltd. (Nakhon Luang Rice Factory)</li> </ul> </li> </ol>	<ul style="list-style-type: none"> <li>• BRC (British Retail Consortium) : SGS (Thailand)</li> <li>• ISO9001: 2015 standard by the holistic management</li> <li>• (Multisite) in Thailand from Bureau Veritas Thailand and foreign regions from SGS (Thailand).</li> <li>• GMP (Good Manufacturing Practice) standard from SGS (Thailand)</li> <li>• HACCP Standard (Hazard Analysis Critical Control Point) from SGS (Thailand)</li> <li>• FDA standards from the Food and Drug Administration</li> </ul>
SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENT	RESPONSIBILITY
<p><b>Management system</b></p> <ul style="list-style-type: none"> <li>• Environmental management system standard ISO 14001:2015 : Bureau Veritas Thailand</li> <li>• Green Industry From the green industry project Ministry of Industry</li> </ul> <p><b>Product safety</b></p> <ul style="list-style-type: none"> <li>• Authorized Economic Operator (AEOs) export standards, certified by the customs of each country that it complies with WCO or other equivalent standards for supply chain security.</li> </ul>	<ul style="list-style-type: none"> <li>• Carbon Reduction Label</li> <li>• Corporate Social Responsibility Standards (CSR-DIW),</li> <li>• Department of Industrial Works Ministry of Industry</li> <li>• “Enhancing Capacities of Thai Exporters and Supply Chains on Social Performance for European Market” From the Ministry of Commerce</li> <li>• Unilever Sustainability Agriculture Code</li> <li>• KCP Sustainability Agriculture</li> <li>• Organic / Organic Thai rice</li> </ul>



# BUSINESS BASE OF CP INTERTRADE AND AFFILIATED COMPANIES



6

Factories



1

Research  
Center

1,546

Total  
Employees

102

Trading  
Countries

4,400

Population  
in the  
supply chain

Factory of the International Trading Business Group (Domestic)

1. Nakhonluang Factory (Phra Nakorn Sri Ayutthaya Province)
2. Wangdaeng Factory (Phra Nakorn Sri Ayutthaya Province)
3. Buriram Factory (Buriram Province)
4. Suphanburi Factory (Suphanburi Province)
5. Kamphaengphet Factory (Kamphaengphet Province)



Factory of the International Trading Business Group (Oversea)

6. APSARA Rice (Cambodia)

# INTERNATIONAL TRADING BUSINESS GROUP

## CHAROEN POKPHAND GROUP






### MAIN COMPANY

Company	Country
C.P. INTERTRADE CO., LTD.	Thailand
C.P. FOOD STORE CO., LTD.	Thailand
KHAO C.P. CO., LTD.	Thailand
AYUTTHAYA PORT & ICD CO., LTD.	Thailand
DYNAMIC TRANSPORT CO., LTD.	Thailand
DYNAMIC INTERTRANSPORT CO., LTD.	Thailand
APSARA RICE (CAMBODIA) CO., LTD.	Cambodia

### MAIN BUSINESS

Headed by C.P. Intertrade Co., Ltd., the International Trading Business Group comprises 2 main businesses, including rice and food, and integrated logistics. The first business focuses on rice integration, covering from rice cultivation, rice mills, rice processing plants, to rice manufacturing plants for domestic and international trading under the brand “**Royal Umbrella.**” Other businesses include crop and general food export, domestic and international logistics services, and ship transport services of goods in containers.

### BUSINESS OPPORTUNITIES AND CHALLENGES

<div>ECONOMIC DIMENSION</div> <div>  </div> <ul style="list-style-type: none"> <li>• Governance and Business Ethics</li> <li>• Customer Relationship Management</li> <li>• Health &amp; Well-Being</li> <li>• Supply Chain Management</li> <li>• Risk Management</li> </ul>	<div>SOCIAL DIMENSION</div> <div>  </div> <ul style="list-style-type: none"> <li>• Human Rights</li> <li>• Occupational Health and Safety</li> <li>• Logistics Management</li> <li>• Social Impact on Community</li> <li>• Human Capital Development</li> <li>• Talent Attraction and Retention</li> </ul>	<div>ENVIRONMENTAL DIMENSION</div> <div>  </div> <ul style="list-style-type: none"> <li>• Operational Eco-Efficiency</li> <li>• Packaging</li> <li>• Raw Material Sourcing</li> <li>• Fuel Efficiency</li> </ul>
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# SUPPLY CHAIN OF CP INTERTRADE

## AND COMPANIES IN THE INTERNATIONAL BUSINESS GROUP





## STRATEGIC DIRECTION

Economic and Sustainability Contribution **2019**  
Compare target 2022

**2019**



Revenue **26,756**  
million baht (877 USD million)  
growth from 2018 **29%**

CPI develops the supply chain from upstream raw materials in order to obtain good quality rice, the characteristics of high returns, and stabilize the farmers.

**2020**



Revenue **34,127**  
million baht  
(1,119 USD million)

**2022**



Revenue **45,979**  
million baht  
(1,507 USD million)

CPI develops upstream businesses in response to farmers' groups To build a stable supply chain for the company and sustainability for farmers and the environment.





## VISION



The world leader in rice business Integrated rice, from cultivation to efficient consumption We practice and cultivate the concept of hygienic and sustainable production, a business that works every day to meet the needs of consumers around the world.

## MISSION



# CP RICE



### Customer & Market Focus

Develop customer groups both at home and abroad.



### People Engagement

Human resource development



### Royal Umbrella

Build brand recognition



### Innovation

Creating innovative production and products



### Community of Business

Build business network with community building strategy



### Excellence of Management System

Create Management Excellence

# SUSTAINABILITY STRATEGY

## 2016-2020

2015

2016

2017

2018

2019



C.P. Group abides by the 'Three-Benefit Principle', which aims to create benefits for the country, the people and the Group itself, within the framework of the C.P. Excellence Management System. To that end, we are committed to operating sustainably based on good governance and accountability, in accordance with the rules, regulations and standards of each country in which we operate.

### Three-Benefit Principle

Sufficiency  
Economy Philosophy

C.P. Excellence  
Management Approach

The 10 UNGC Principles  
17 UN SDGs & UNGP

Regulations  
and Standards

#### HEART: LIVING RIGHT



CORPORATE GOVERNANCE



HUMAN RIGHTS &  
LABOR PRACTICES



EDUCATION



LEADERSHIP & HUMAN CAPITAL  
DEVELOPMENT

#### HEALTH: LIVING WELL



HEALTH & WELL-BEING



SOCIAL IMPACT



INNOVATION MANAGEMENT



STAKEHOLDER ENGAGEMENT

#### HOME: LIVING TOGETHER



CLIMATE CHANGE MANAGEMENT



WATER STEWARDSHIP

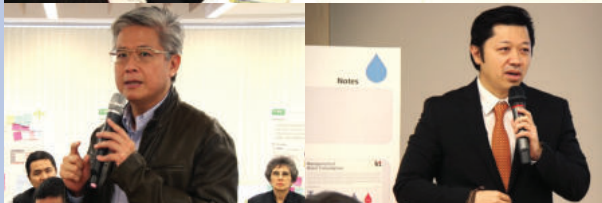


ECOSYSTEM &  
BIODIVERSITY PROTECTION



RESPONSIBLE SUPPLY CHAIN  
MANAGEMENT

### Enabled by Partnerships, Capability, and Culture of Sustainability



The starting point for creating a sustainability strategy Charoen Pokphand Group



The starting point for creating a sustainability strategy business group



## 6 CORE VALUES



### THREE BENEFITS



We act as good corporate citizens to maintain good judgment to create value for the customers we serve the community we live together and the countries in which we do business.

### ACCEPT CHANGE



We are dedicated to innovating through the process of inventing, innovating, working environments that foster creativity and unique results. To challenge and create unmatched value for the company's stakeholders.

### SPEED WITH QUALITY



We deliver high quality products and services that exceed the expectations of our stakeholders ready to increase efficiency and quality of work processes and consistently maximizing business results. We are also committed to maintaining balance. Always be between short-term profits and long-term wins.

### INNOVATE



We are dedicated to innovating through the process of inventing, innovating, working environments that foster creativity and unique outcomes to challenge and create unmatched value for our stakeholders.

### SIMPLIFICATION



We are committed to building credibility, making decisions with discipline, thinking before acting and always improving ourselves. We try to eliminate the complexity of the production process by focusing on maximizing the benefits that include adjusting products to make it easier to use customer-friendly service and friendly work culture.

### INTEGRITY



We conduct our business with fairness and sincerity. and does not do anything deceptive or deceive others for us virtue and honesty is working with others and win together.

# SUSTAINABILITY MANAGEMENT





In addition to delivering value through quality products and services that meet the expectations of customers and consumers, C.P. Intertrade Co., Ltd., the International Trading Business Group believes that for a business to operate in a sustainable manner, it must be based upon social and environmental responsibility in accordance with the principle of Sufficiency Economy. This is illustrated through our Three-Benefit Principle, which aims to create benefits for the country, the people, and the company. We also apply the C.P. Excellence Management Approach to our business operations to consistently develop the Group's human resources.

Furthermore, the International Trading Business Group is committed to operating our businesses in a sustainable manner beyond compliance of rules and regulations, and standards of the countries in which we operate. This is achieved by complying with international sustainability guidelines, such as The Sustainability Rice Platform (SRP), the UN Global Compact, UN Guiding Principles on Business and Human Rights (UNGPR), and UN Sustainable Development Goals (SDGs).



SUSTAINABILITY  
STRATEGY



SUSTAINABILITY  
GOVERNANCE



MATERIALITY  
ASSESSMENT



ABOUT  
THIS REPORT





## SUSTAINABILITY STRATEGY FRAMEWORK 2021-2030



To be a leading tech and innovation conglomerate, providing food  
for body and mind that creates shared value and brings health and well-being for all

### Three-Benefit Principle



Sufficiency  
Economy Philosophy



C.P. Excellence  
Management Approach



The 10 UNGC Principles  
17 UN SDGs & UNGP



Regulations  
and Standards

#### HEART: LIVING RIGHT



CORPORATE GOVERNANCE



HUMAN RIGHTS &  
LABOR PRACTICES



EDUCATION &  
INEQUALITY REDUCTION



LEADERSHIP &  
HUMAN CAPITAL DEVELOPMENT



CYBER SECURITY &  
DATA PROTECTION\*

#### HEALTH: LIVING WELL



HEALTH & WELL-BEING



SOCIAL IMPACT



INNOVATION MANAGEMENT



STAKEHOLDER ENGAGEMENT



OCCUPATIONAL HEALTH  
& SAFETY\*

#### HOME: LIVING TOGETHER



CLIMATE RESILIENCE



CIRCULAR ECONOMY\*



WATER STEWARDSHIP



ECOSYSTEM &  
BIODIVERSITY PROTECTION

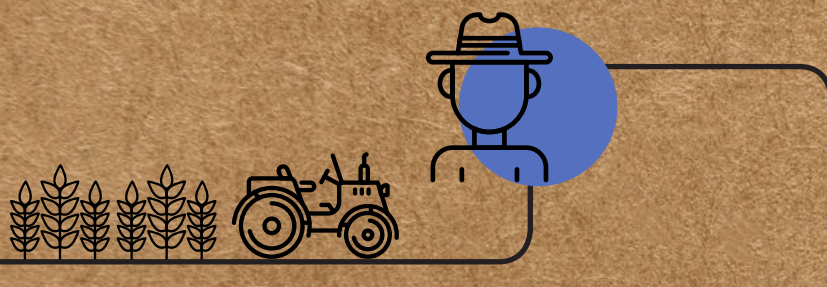














RESPONSIBLE SUPPLY CHAIN  
MANAGEMENT

# SUSTAINABILITY GOALS 2030

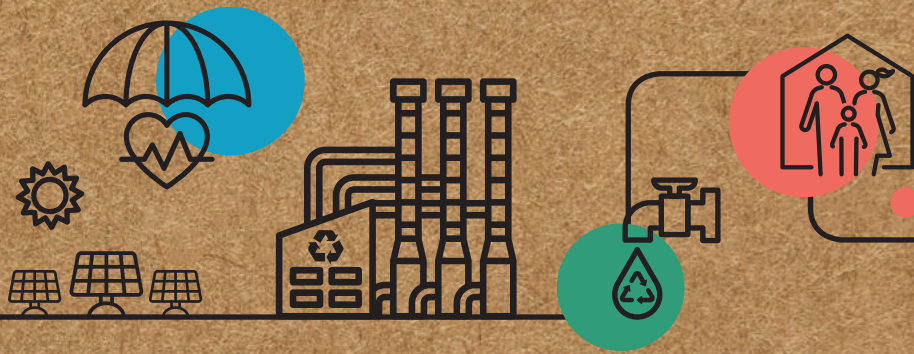
HEART	HEALTH	HOME
Living Right	Living Well	Living Together
 <p><b>CORPORATE GOVERNANCE</b> 100%</p> <p>of businesses implement a corporate governance impact scoring assessment</p>	 <p><b>HEALTH &amp; WELL-BEING</b> 50%</p> <p>of total sales volume of consumer products and services help promote health and well-being</p>	 <p><b>CLIMATE RESILIENCE</b> Net Zero</p> <p>carbon emissions of organization's operations</p>
 <p><b>HUMAN RIGHTS &amp; LABOR PRACTICES</b> 100%</p> <p>of businesses periodically conduct human rights impact assessment in high risk own operations and tier 1 suppliers</p>	 <p><b>SOCIAL IMPACT</b> 100,000 farmers</p> <p>jobs supported to generate incomes for small farmers, SMEs and vulnerable groups along our supply chain</p>	 <p><b>CIRCULAR ECONOMY</b> 100%</p> <p>achieve zero food waste from organization's activities and use of sustainable packaging</p>
 <p><b>EDUCATION &amp; INEQUALITY REDUCTION</b> 100,000 Peoples</p> <p>people supported through educational support, lifelong learning, and upskilling</p>	 <p><b>INNOVATION MANAGEMENT</b> 100 Million Baht</p> <p>of Cost saving from Process innovation</p>	 <p><b>WATER STEWARDSHIP</b> 10%</p> <p>reduction in water withdrawals per unit revenue compared to baseline year 2020</p>
 <p><b>LEADERSHIP &amp; HUMAN CAPITAL DEVELOPMENT</b> 100%</p> <p>employees engaged in sustainability training and initiatives</p>	 <p><b>STAKEHOLDER ENGAGEMENT</b> 80%</p> <p>of multi-stakeholder engagement surveys score positively</p>	 <p><b>ECOSYSTEM &amp; BIODIVERSITY PROTECTION</b> 800,000 Rai</p> <p>agriculture area of protection and restoration of land ecosystems in the countries where CPI operates passed sustainability standard cover biodiversity issues</p>
 <p><b>CYBER SECURITY &amp; DATA PROTECTION</b> 100%</p> <p>of businesses certified on international standard of data security and data privacy</p>	 <p><b>OCCUPATIONAL HEALTH &amp; SAFETY</b> Zero Accident</p> <p>achieve zero lost time injury frequency rate</p>	 <p><b>RESPONSIBLE SUPPLY CHAIN MANAGEMENT</b> 100%</p> <p>of high-risk raw materials are traceable and high-risk suppliers audited</p>


# STRATEGIC FRAMEWORK



Material Issue	2020 Goal	2030 Goal
Corporate Governance 	100% of businesses within CPTG publicly discloses their corporate governance and sustainability performance through the Group's Report.	100 % of businesses implement a corporate governance impact scoring assessment
Human Rights and Labor Practices 	100% of businesses within CPTG conducts human rights due diligence.	100% of businesses periodically conduct human rights impact assessment in high risk own operations and tier 1 suppliers
Leadership & Human Capital 	All leaders and employees are provided with the training necessary to create business sustainability.	100% employees engaged in sustainability training and initiatives
Education 	30,000 children, youth, and adults will be provided with access to education and necessary skills development by 2020.	100,000 people supported through educational support, lifelong learning, and upskilling
Social Impact 	Improve employment prospects and quality of life for 5,000 farmers, SMEs, and vulnerable groups.	jobs supported to generate incomes for 100,000 farmers, SMEs and vulnerable groups along our supply chain
Health & Well-Being 	30% of new products will help promote health and well-being.	50% of total sales volume of consumer products and services help promote health and well-being
Stakeholder Engagement 	100% of Business Line within CPTG will develop a stakeholder engagement process.	80% of multi-stakeholder engagement surveys score positively
Innovation 	Increase value of product and process innovation by 50%, compared to the 2016 baseline.	100 Million Baht of Cost saving from Process innovation
Climate Change Management 	Reduce greenhouse gas emissions (Scopes 1 and 2) per unit of revenue by 10% by 2020, compared to the 2015 baseline	Net Zero carbon emissions of organization's operations
Water Stewardship 	Reduce water withdrawal per unit of revenue by 10%, compared to the 2015 baseline.	10% reduction in water withdrawals per unit revenue compared to baseline year 2020
Ecosystem & Biodiversity Protection 	100% of key raw materials comes from responsible sources without contributing to the depletion of forests and marine resources.	800,000 Rai agriculture area of protection and restoration of land ecosystems in the countries where CPI operates passed sustainability standard cover biodiversity issues
Responsible Supply Chain Management 	100% of critical suppliers has been assessed for sustainability.	100% of high-risk raw materials are traceable and high-risk suppliers audited

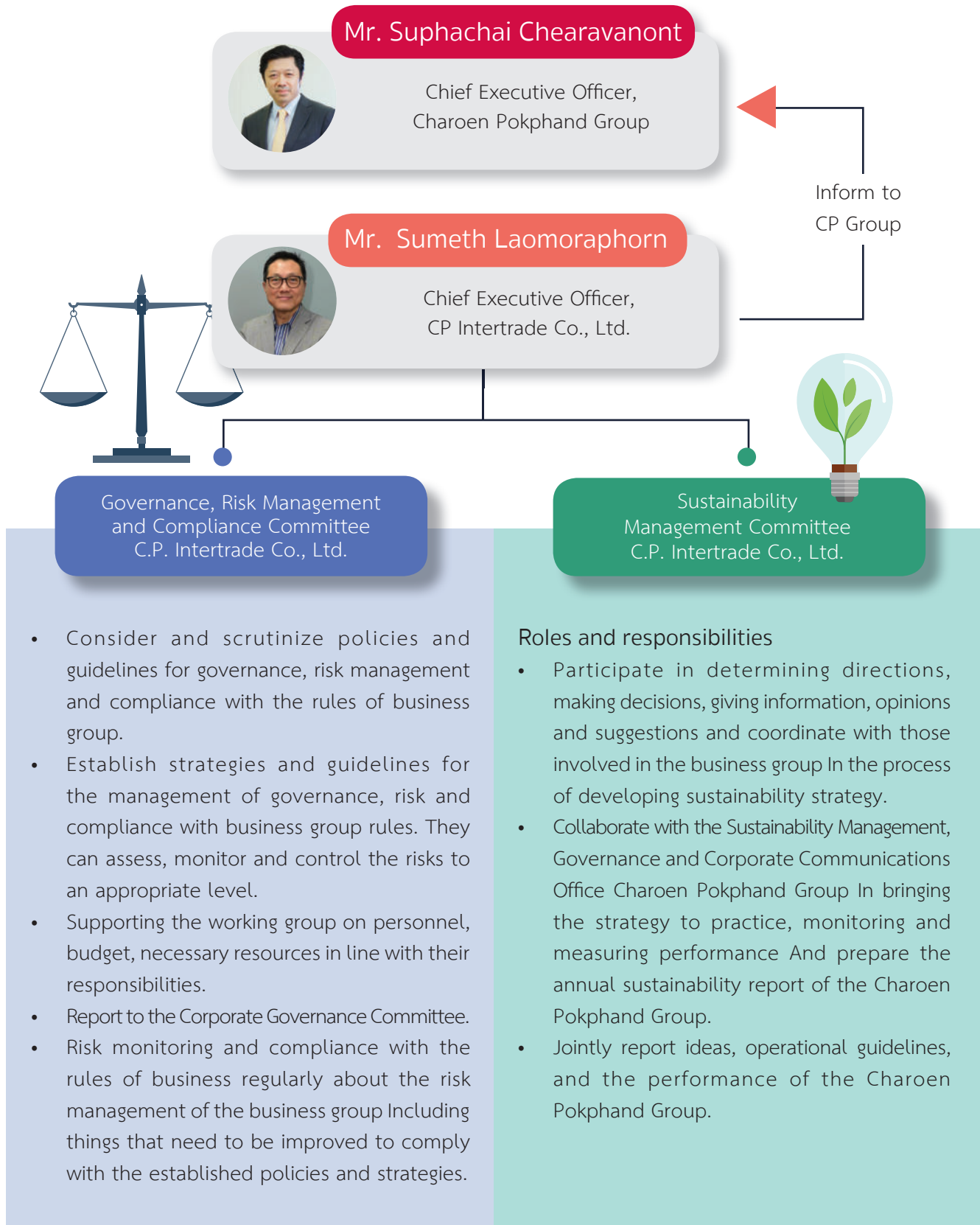




REPORTING FRAMEWORK				SDGs
Corporate Governance and Code of Conduct	Risk Management	Compliance Management	Anti-Corruption	 
Human Rights	Caring for Employees	Safety, occupational health and working environment		  
Leadership Development Training	Human Resources Management	Management training and sustainability policy development		  
Education Management	Access to Quality Education			  
Supporting Farmers and Developing Rural Communities	Support for vulnerable groups			   
Management Guidelines	Management of Health Product Innovation	Sports support		 
Stakeholder engagement	Stakeholder engagement framework	Community engagement surveys		 
INNOVATION MANAGEMENT	Creating an innovative organization	One Day Satisfaction Project	Innovation & Award System	  
Assessment of Climate-related Risks and Opportunities According to TCFD	Greenhouse Gas Management	2030 Carbon Neutral Organization guidelines		  
Water conservation	Integrated Water Risk Assessment			  
Ecosystem and Biodiversity Protection Framework	Object procurement and traceability			  
Supplier Code of Conduct	Enhancing Suppliers' Capabilities	Business Partners Sustainability Assessment		  

## SUSTAINABILITY

# DEVELOPMENT STRUCTURES





# MATERIALITY ASSESSMENT PROCESS

(GRI 102-2, 102-15, 102-32, 102-46, 102-47, 102-54, 103-1)



The content and quality of this report has been determined by considering C.P. Intertrade’s operations as a foundation as well as the material issues impacting the economy, society, and environment, from the perspective of both internal and external stakeholders. Through this process, C.P. Intertrade is able to communicate to its stakeholders on its commitments and performance, in line with the strategic sustainability framework. Furthermore, C.P. Intertrade has adopted the Global Reporting Initiative (GRI) Sustainability Reporting Standards in accordance with ‘**Core**’ option as the framework for report preparation. Both internal and external factors relevant to the Group’s operations have been considered for inclusion in the materiality assessment. In conducting the assessment, the business carries out various processes and steps in accordance with the 10 GRI Standards’ principles for defining report content, which consist of Stakeholder Inclusiveness, Sustainability Context, Materiality, and Completeness; and for defining report quality, which consists of Accuracy, Balance, Clarity, Comparability, Reliability, and Timeliness. The key processes and stages of the materiality assessment are discussed below.



## IDENTIFICATION

Identify sustainability issues that are relevant to our business by taking into consideration the scope expansion of this Report to our global operations across different industries relevant to ours.

The Identification process went through different stages as shown below:

- The key issues from the sustainability workshop in 2016 jointly between the executives. Including gathering information from partners for consideration, Then there is a review every year
- The results of the 2020 review of significant issues of the C.P. group and business groups are the information for the preparation of this report.
- Comparing the sustainability issues of companies in industries related to CP Intertrade and the international trading business, including the Sustainable Development Goals (SDGs), the United Nations Global Compact , World Business Council for Sustainable Development (WBCSD), Dow Jones Sustainability Index (DJSI).
- Identify stakeholder groups from partner survey data. Group of stakeholders of the Group and information on groups of stakeholders from the Social Responsibility Standards (CSR) into 14 groups.
- Gather important issues of the companies in the group with sustainability reports and set up a forum to hear opinions with additional stakeholders from the survey questionnaire.



## PRIORITIZATION

- Sustainability Management Committee meeting to consider information on important sustainability issues classified by stakeholder group which is the data from the survey results and important issues of the Group.
- Employee representative survey Group management team and online stakeholder representatives.
- Prioritized our material issues that were identified in Step 1 by our internal and external stakeholders. The Prioritization process went through different stages as shown below:
  - Set the weight of the business group.
  - Determine the weights for each stakeholder group.
  - Calculate the importance score to stakeholders.
  - Calculate Business Critical Score.
  - Create a Materiality Matrix.





### VALIDATION

Validated sustainability reporting process in line with the GRI Standards, and its 4 principles. The Validation process went through different stages as shown below

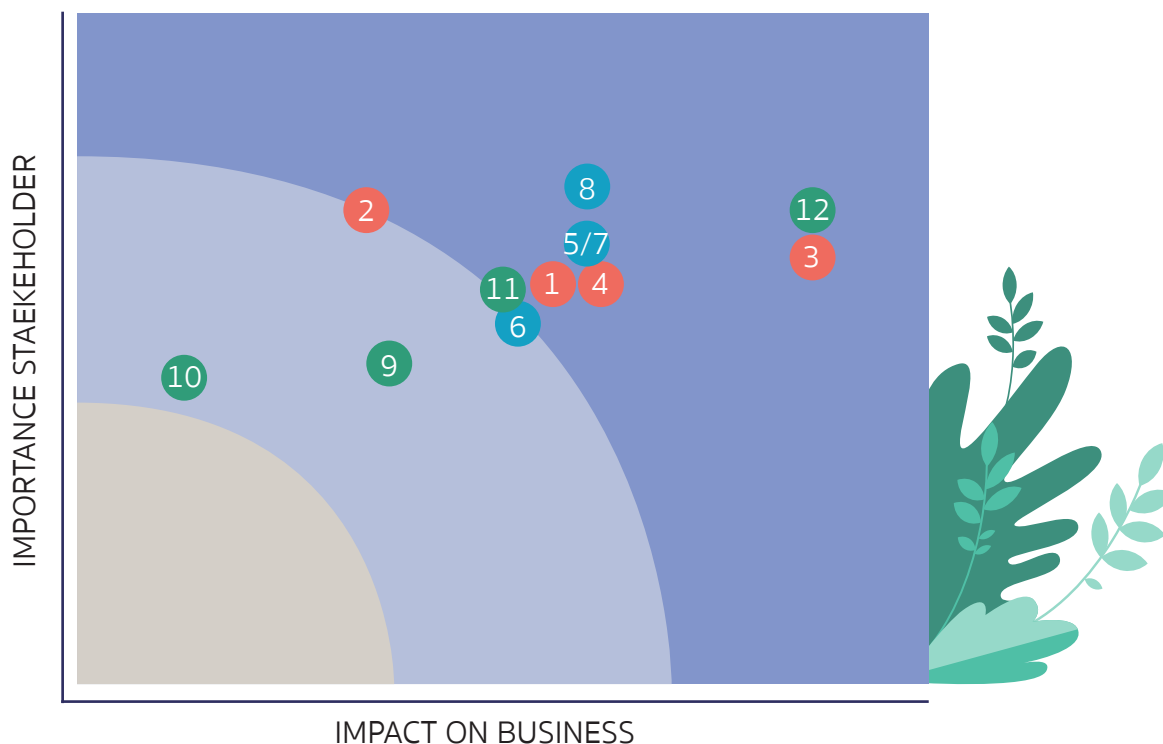
- Interviewing external stakeholders with regard to material issues of the Group, feedback and opinion to improve our sustainability reporting process
- Considering and approving the prioritized materiality issues by executives Verifying.
- Assuring the accuracy and completeness of our sustainability reporting process by an independent third party.





### CONTINUOUS IMPROVEMENT

C.P. Intertrade Co., Ltd., the International Trading Business Group is open to feedback and suggestions from all, to continuously improve our future Sustainability Reports to meet the expectations of all stakeholders, through various communication channels.

# MATERIALITY ASSESSMENT RESULTS OF CPTG GROUP



 <b>HEART</b> LIVING RIGHT	<div>1 Corporate Governance</div> <div>2 Human Rights and Labor Practices</div> <div>3 Leadership &amp; Human Capital Development</div> <div>4 Education</div>
 <b>HEALTH</b> LIVING WELL	<div>5 Social Impact</div> <div>6 Health &amp; Well-Being</div> <div>7 Stakeholder Engagement</div> <div>8 Innovation Management</div>
 <b>HOME</b> LIVING TOGETHER	<div>9 Climate Change Management</div> <div>10 Water Stewardship</div> <div>11 Ecosystem &amp; Biodiversity Protection</div> <div>12 Responsible Supply Chain Management</div>

Note : Results of a review of key sustainability issues in 2020, Committee Meeting on 15 April 2020, no significant changes were made. The process of stakeholder engagement channels remains the same and as a result no changes were considered.

# MATERIAL ISSUES AND TOPICS RELEVANT TO OUR BUSINESS LINES

Material Issue	Topic	Business Line						
		Rice Business	Domestic Trading	International Trading	Domestic Logistic	Port	Cambodia Rice	Rice Production
Corporate Governance 	Governance and Business Ethics	●	●	●	●	●	●	●
	Compliance Management	●	●	●	●	●	●	●
	Risk and Crisis Management	●	●	●	●	●	●	●
Corporate Governance 	Labor Practices and Human Rights	●	●	●	●	●	●	●
	Safety, occupational health and working environment	●	●	●	●	●	●	●
Leadership & Human Capital Development 	Human Resource Management	●	●	●	●	●	●	●
Education 	Access to Quality Education	●	●	●	●	●	●	●
Social Impact 	Corporate Citizenship and Philanthropy (excluding education activities)	●	●	●	●	●	●	●
	Social Impacts from Operations, Products, and Services	●	●	●	●	●	●	●
Health & Well-Being 	Health and Well-being	●	●	●	●	●	●	●
Stakeholder Engagement 	Stakeholder Engagement	●	●	●	●	●	●	●
Innovation Management 	Innovation Management	●	●	●	●	●	●	●
Climate Change Management 	Climate Change Impact	●	●	●	●	●	●	●
	Effluent and Waste Management	●	●	●	●	●	●	●
	Energy Management	●	●	●	●	●	●	●
Water Stewardship 	Water Management	●	●	●	●	●	●	●
Ecosystem & Biodiversity 	Raw Material Sourcing / Biodiversity and Ecosystems	●	●	●	●	●	●	●
	Protection	●	●	●	●	●	●	●
Responsible Supply Chain Management 	Responsible Supply Chain Management	●	●	●	●	●	●	●

● Very high impact

● Little impact

● No Impact

● High impact

● Middle Impact



Response	Percentage
Yes	75%
No	25%

[illegible]



### Third-party Assurance

Accuracy and completeness of our data in this Sustainability Report was verified by TUV NORD (Thailand) Ltd., a reliable and internationally recognized independent assurer. Data validated include GRI 101, GRI 102, GRI302-1, GRI303-3, GRI 305-1, GRI 306-2 and GRI 403-9



### Communication On Progress (CoP)

Communication on Progress to the United Nations Global Compact (UN Global Compact) has been reported consecutively since 2019. In 2019, the Group enhanced our transparency by committing to the 21 Principles of the UN Global Compact at the Advanced level



### UN Sustainable

Development Goals (SDGs) The C.P. Intertrade Co., Ltd. and the International Trading Business Group, is committed to consistently operating our business in accordance with the 17 Sustainable Development Goals (SDGs).



### Reporting Boundary

Human resources data cover 100% of The C.P. Intertrade Co., Ltd., the International Trading Business Group, Data on energy, water, waste, air quality, and occupational health and safety cover 6 operation across all business line under C.P. Intertrade Co., Ltd., the International Trading Business Group.

### Contact Us

For more information of this Sustainability Report, please



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<https://sgc.cptg.co.th/>



# HEART

LIVING RIGHT





Corporate governance is an important foundation for achieving sustainable growth in a business. C.P. Intertrade Co., Ltd., the International Trading Business Group has implemented a corporate governance system to promote and ensure compliance in the following areas: Corporate Governance Principles, Business Code of Conduct, Policies and ethical best practices, and Supplier Code of Conduct, all of which are related to laws, social norms, and corporate regulations in the value chain.

These principles also respect human rights and labor practices within our organization. We also focus on human capital and leadership development, as well as stakeholder engagement to promote efficiency within our organization. Such activities are crucial to our success and for continually building the level of trust in C.P. Intertrade Co., Ltd., the International Trading Business Group consisted of,



CORPORATE  
GOVERNANCE



HUMAN RIGHTS AND  
LABOR PRACTICES



LEADERSHIP &  
HUMAN CAPITAL  
DEVELOPMENT



EDUCATION





# CODE OF CONDUCT



## CORPORATE GOVERNANCE

(GRI 102-12, 102-13, 102-16, 102-17, 102-18,  
102-19, 103-1, 103-2, 103-3, 205-2, 205-3)

## THE CHALLENGE

The company believes that good corporate governance. It is an important factor to enhance competitiveness and lead the company to sustainable growth. It also adds value to trading partners and stakeholders in the long term. Demonstrate the presence of an efficient, transparent, verifiable management system that builds trust among stakeholders in the value chain. All of this requires commitment and cooperation from employees at all levels, with the board and senior management encouraging them. To support the implementation of corporate governance practices.

The first challenge of the company is to create understanding and communicate to all employees 100% to see the importance of good corporate governance leading to the creation of a culture responsible business operation and practice are based on same norm.

## TARGET FOR 2020

100% of CP Intertrade company Limited and group companies International Trading business performance results in governance and sustainability are disclosed through the Group's report

## KEY OPERATING RESULTS IN 2020



### Governance of all companies

In the business group Performance on governance and sustainability is disclosed through the Charoen Pokphand Group reporting.



### Compliance with rules and regulations

Anti-corruption of all companies in the business group

## SUPPORTING THE SDGs



### SDG 12

#### Responsible Consumption and Production

- 12.6** Encourage companies to adopt sustainable practices and to integrate sustainability information into their reporting cycle



### SDG 16

#### Peace, Justice, and Strong Institutions

- 16.5** Substantially reduce corruption and bribery in all their forms.
- 16.7** Ensure responsive, inclusive, participatory, and representative decision-making at all levels.
- 16.B** Promote and enforce non-discriminatory laws and policies for sustainable development

## RESULTS OF 2020 COMPARED TO TARGET

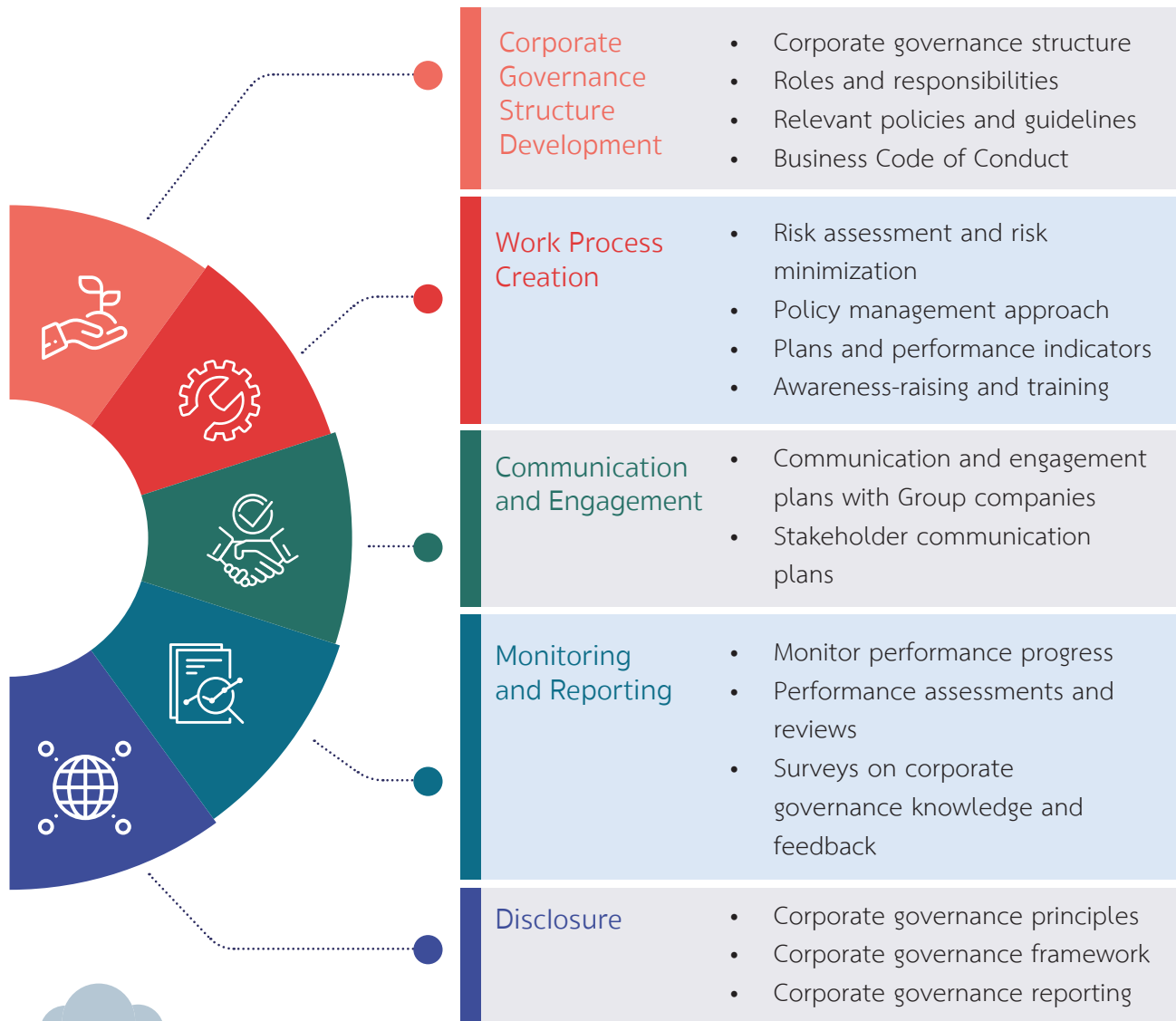
	2017	2018	2019	2020	Achieve Target 2020
Number of business	2	7	7	7	100%
Number of companies	2	7	7	7	100%



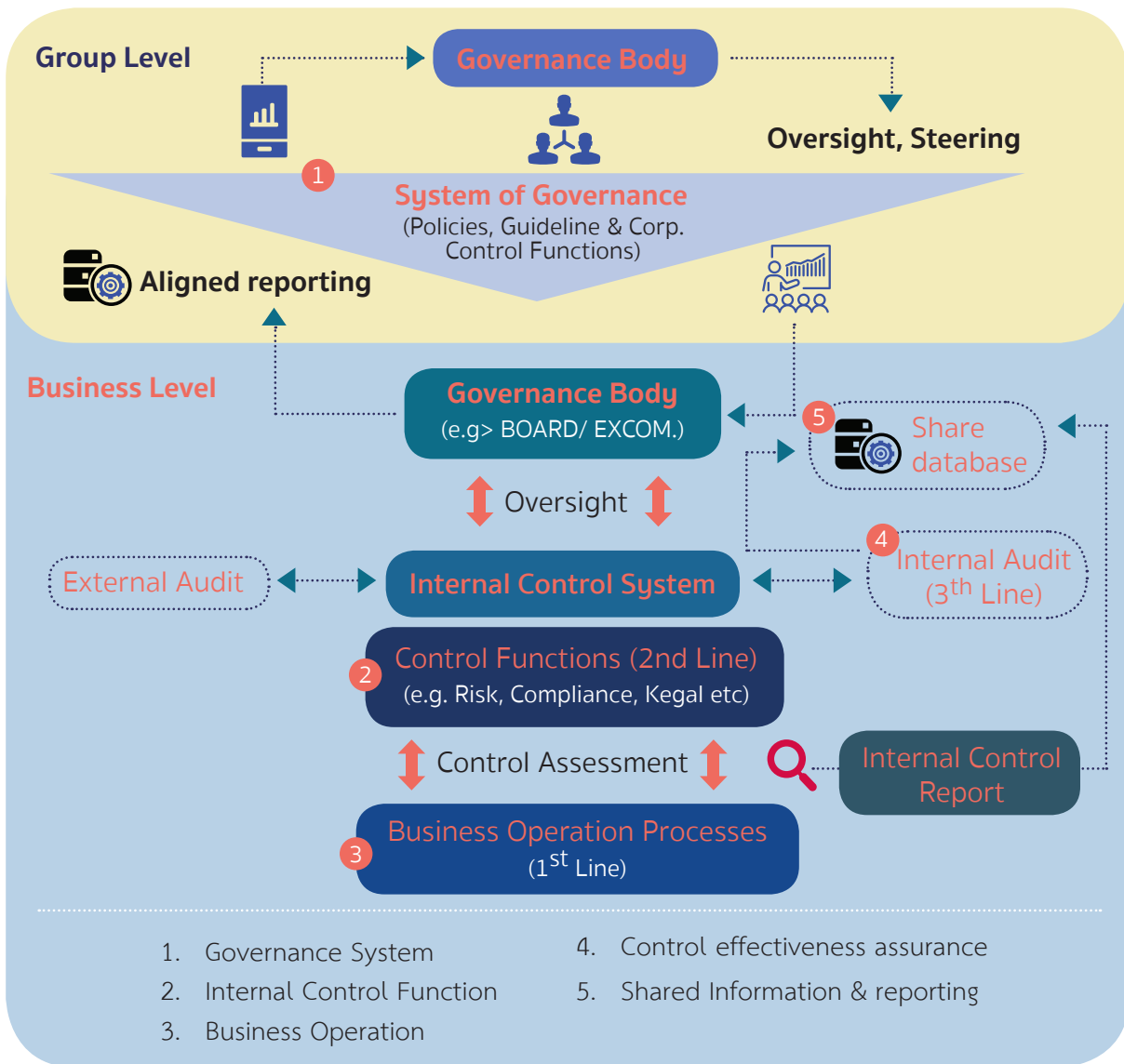
## MANAGEMENT APPROACH

Our business believes that governance good business, risk management and compliance with relevant regulations and laws (Governance, Risk Management and Compliance – GRC) GRC is the cornerstone of the organization's sustainable success and confidence in management and stakeholders.

With organizational governance structure policy communication to effective monitoring of performance reports and risk issues, systematically linking information of the entire organization, with the management and the board being the key drivers for good corporate governance and be a good role model for employee. The practice guidelines are consistent with the corporate values on morality and honesty, the company has announced policies and guidelines to raise awareness of everyone in the organization, adhere to the same practice to create a corporate culture with the following policies.



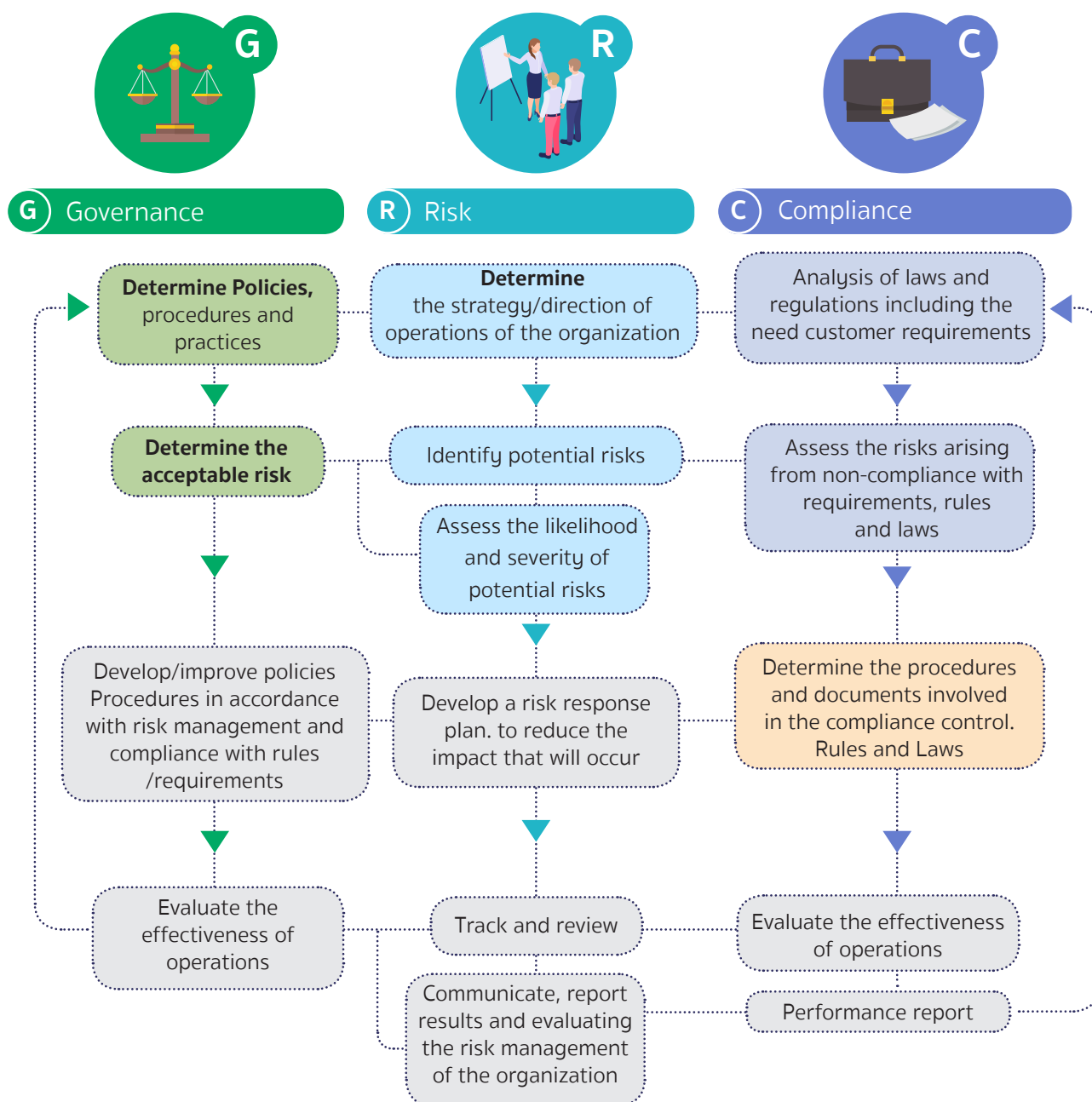
## GRC Framework



C.P. Intertrade Group's Policies & Guidelines set objectives, define roles and responsibilities as well as address compliance with laws and regulations for all our directors and employees to uphold alongside with C.P. Intertrade's Code of Conduct.

- Conflicts of Interest Policy and Guidelines
- Anti-Bribery and Anti-Corruption Policy and Guidelines
- Gifts and Benefits Policy and Guidelines
- Sustainability Policy and Guidelines
- Supply Chain Management Policy and Guidelines
- Human Rights and Labor Practices Policy and Guidelines
- Whistleblowing Policy and Guidelines
- Personal Data Protection Policy and Guidelines
- Safety, Occupational Health and Workplace Policy and Guidelines
- Information Management Policy and Guidelines
- Anti-Money Laundering Policy and Guidelines
- C.P. Group the Foreign Workers Recruitment Policy and Guidelines

Management through Integrated GRC Management System



In addition, the company has assigned the Human Resources Department to organize courses and activities for employees to create understanding of business ethics leading to practices that can lead the organization to grow along with sustainability. This has been done in two parts, for executives to staff who have e-mail and can access the Internet. To do online learning through the e-learning system. and take the online test and for employees without email and unable to login online. The HR department will conduct the training as a classroom to educate employees and conduct business ethics tests. In 2020, executives and employees Passed training and 100% complete business ethics test.



# BUSINESS ETHICS

## MANAGEMENT APPROACH

C.P. Intertrade Co., Ltd. and companies in the International Trading Business Group have confidence that the supervision of business ethics is Standard s of good conduct It is established for everyone, including directors, executives and employees to take action to prevent any misbehavior or degradation. And reflect the needs of the company C.P. Intertrade Limited and companies in the International Trading Business Group wants directors and personnel to comply with laws and regulations according to the policy.



Governance Department of the business group It is the responsibility of promoting, enforce and monitoring, overseeing and reviewing the Business Ethics in a timely manner, however, it is the responsibility of all directors and personnel to jointly make the Code of Conduct not only a document but must It is applied to work in everyday life.

In 2020, the Code of Business Conduct was announced which covers policies and guidelines. There are four important areas of practice which are morality, quality of personnel, assets which reflect the standard of practice in accordance with the corporate values of morality and integrity. Good values lead to transparent practices throughout the company.



## Policy and Code of Conduct

 <b>Moral</b>	<ul style="list-style-type: none"> <li>Policies and guidelines Anti corruption</li> </ul>
 <b>Quality</b>	<ul style="list-style-type: none"> <li>Policies and guidelines Sustainability</li> <li>Code of Conduct for Business Partners</li> <li>Policies and guidelines Supply chain management</li> </ul>
 <b>Personnel</b>	<ul style="list-style-type: none"> <li>Policies and guidelines Human rights and Labor practices</li> <li>Policies and guidelines of Data protection Personalization and privacy</li> <li>Policies and guidelines On safety, occupational health and working environment</li> </ul>
 <b>Asset</b>	<ul style="list-style-type: none"> <li>Policies and guidelines Information management</li> </ul>

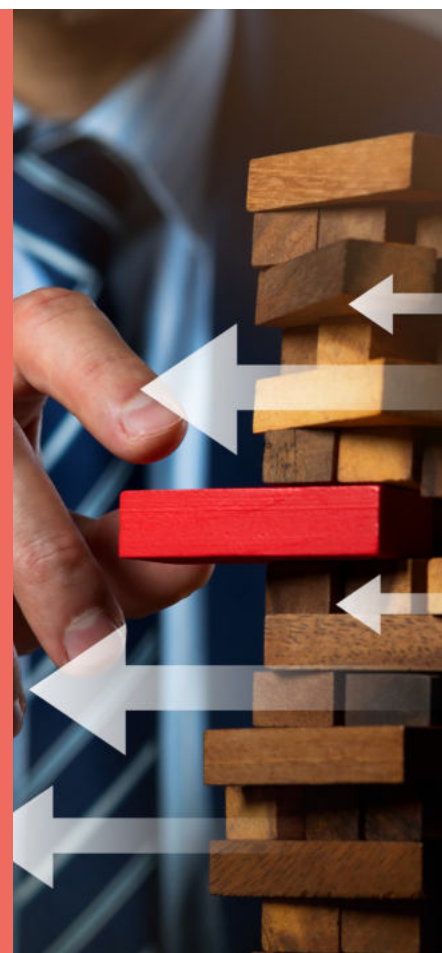
Number	Department	Training Type	Number of participants	Training date	Note
1	Overseas sales department	 Online Learning	98	5 Oct - 16 Nov 2020	Training through the company's E-learning system <a href="https://learning.n3xit.com/">https://learning.n3xit.com/</a>
2	Domestic Sales		113		
3	Purchasing and Upstream Business		55		
4	New business line		20		
5	Support line		33		
6	Credit Analysis and Debt Development		6		
7	Human Resources Office		15		
8	Ayutthaya Port & ICD		43		
9	Production line		668		
10	Production line (Cambodia employee)	 Classroom	150	Oct - 16 Nov 2020 • Class 1 on 16 Oct. 2020 • Class 2 on 19 Oct. 2020 • Class 3 on 2 Nov. 2020	Organized 3 training sessions 50 people per class

## RISK MANAGEMENT

### MANAGEMENT APPROACH

The International Trading Business Group is committed to adhering to the principles of corporate governance, and part of the corporate governance principle is to implement corporate risk management methods in the business group. International trade This is for :

1. Allowing the international trading business group to achieve the goals set.
2. Increase awareness of the risks involved in business operations.
3. Ensure that the Executive Committee of the Company has the duty to plan Company strategy, including creating value and controlling results Entrepreneurship of the organization.
4. Promote corporate responsibility towards society.
5. Protect the interests of all parties involved.
6. Protect the image and risk name of the international trading business group.
7. Ensuring that processes and management controls are appropriate and adequate.
8. Continuously develop and protect the organization from potential threats.



## GUIDELINE

Risk Management Committee issues are gathered from each unit in the business group and from management. Then, carry out risk mitigation measures and control risks report and monitor risk management results from all departments as well as communicate the process in every step to executives and employees for acknowledgment. And review the risks twice a year, including training to create a culture of organizational risk management for employees on an ongoing basis.

In addition, the international trade business group have proactively planned for potential critical conditions and prevent the potential impact of business interruption through business continuity management (Business Continuity Plan: BCP), which is consistent with the business continuity policy



## CONSOLIDATED TOP RISKS FOR RICE AND FOOD BUSINESS

					Risk Levels		Color Code	
		8 4	9 10		<b>C: Critical</b>		<span style="color: red;">●</span> Red	
		5	1 3	11 12 13	<b>H: High</b>		<span style="color: orange;">●</span> Orange	
				7 6 2	<b>M: Moderate</b>		<span style="color: yellow;">●</span> Yellow	
					<b>L: Low</b>		<span style="color: green;">●</span> Green	
					↓ Acceptable Levels			

- |                       |   |
|-----------------------|---|
| 1. Cash Flow          | 8. Chemical Residual                      |
| 2. Dust control       | 9. Fire in the factory                    |
| 3. Raw Material Value | 10. Cyber Attacking                       |
| 4. Legal Compliance   | 11. Non-fulfilling in contract obligation |
| 5. Social Standard    | 12. Human Right Violation                 |
| 6. Carbon Reduction   | 13. Brand Damage                          |
| 7. Labor              |   |



## CONSOLIDATED TOP RISKS FOR RICE AND FOOD BUSINESS

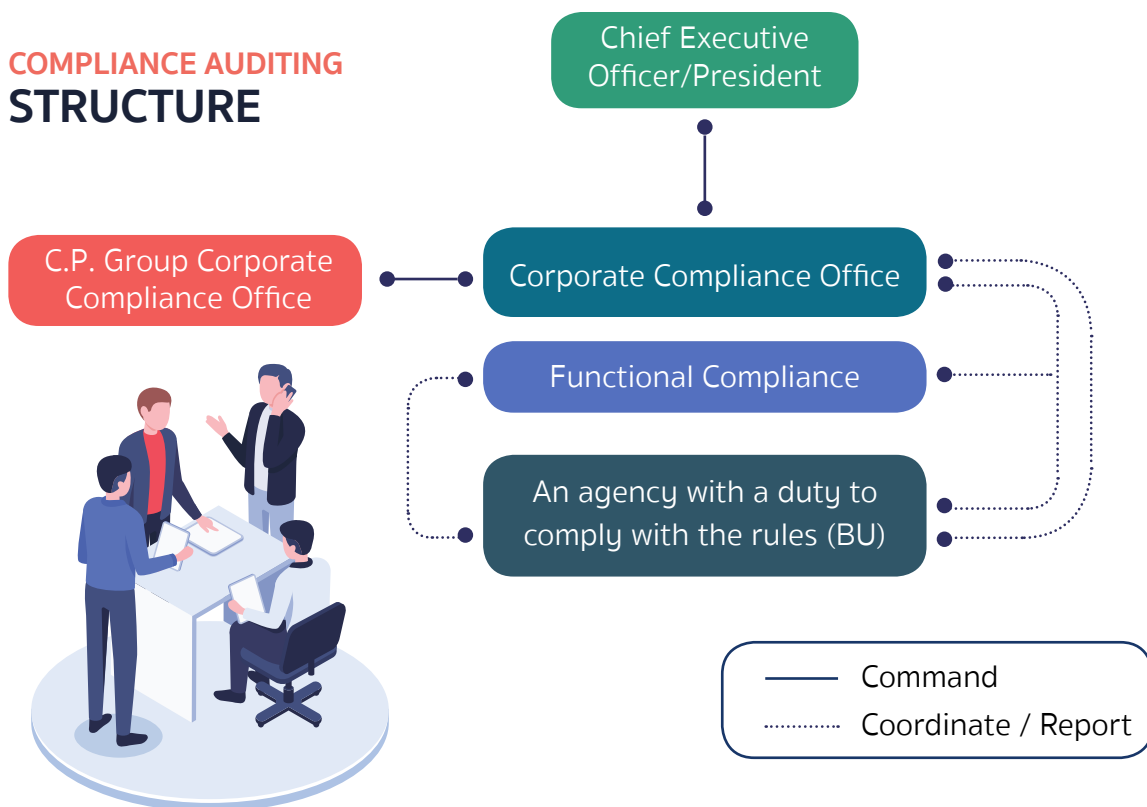
Risk No.	Risk Name	Description & Evidence	Risk category	Likelihood Score	Impact Score	Risk Level	Risk Owner	Mitigating and Actions required
1	Cash Flow	lack of cash flow and business liquidity	Financial Risk	Almost Certain	Serious	High	Account	Prepare sales and marketing plans in accordance with the order, because the quantity of each Lot may have a Minimum Order, causing the need to stock products may be at risk of damage from storage. Insurance for damaged and lost products should also be provided.
2	Dust control	The impact of dust from increasing the capacity of receiving early-season paddy to control the cost of raw materials	Environment Risk	Likely	Serious	High	Operation	Establish a standard dust removal system
3	Raw Material Value	Specify the specification of raw materials and standards. raw material receipt to set the purchase price according to the quality	Strategic Risk	Almost Certain	Moderate	High	Upstream Business	Organize training for target groups, including farmers, collectors and a network of rice mills To be the standard for purchasing according to quality by setting standard price criteria and add the price In the event that the quality is higher than the standard and expand the results to all sectors of the rice business
4	Legal Compliance	Follow up on customer requirements or laws. from the adjustment of laws and new customer requirements	Compliance Risk	Almost Certain	Moderate	High	HR/CSO	Develop a monitoring and audit system Do a factory assessment before negotiating terms.
5	Social Standard	Making a system of quality standards and social to be international	Compliance Risk	Almost Certain	Moderate	High	Rice and Food BU	Regularly review the law and arrange for an internal audit to verify compliance
6	Carbon Reduction	management of pollution and Greenhouse gases throughout the supply chain	Environment Risk	Likely	Serious	High	URD/ Operation / SGC	Develop an assessment and mitigation plan.
7	Labor	The problem of reduced labor volumes and Quality of life of workers	Social Risk	Likely	Serious	High	Operation/ HR/Safety	Make a labor management plan
8	Chemical Residue Management	Managing Chance of Substance Chemical residues throughout the supply chain	Operation Risk	Likely	Serious	High	Operation/ Quality/SGC	Prepare a management plan for monitoring residues. in the product and throughout the process
9	Fire in the factory	A massive fire broke out in the factory and stopped operations.	Operational	Critical	High	Critical	Factory Manager	1. Install a fire protection system. 2. Develop a fire emergency response plan
10	Cyber Attacking	data processing system violations Resulting in the leak of customer information such as ID, Credit Card No., Tel. No.	Operational	Critical	High	Critical	IT Department	Develop a cybersecurity program.
11	Non-fulfilling in contract obligation	Disputes arise from non-performance of obligations agreed in the contract between the Company and the other party.	Operational	Critical	High	Critical	Compliance Department.	Establish a system of internal control/compliance of all contracts/agreements. including a regular review and follow-up program
12	Human Right Violation	Labor practices in the supply chain are not in line with government guidelines and result in human rights violations.	Operational	Critical	High	Critical	Procurement Department.	Develop a supply chain sustainability project.
13	Brand Damage	Low quality products, unsafe, may cause damage/harm to customers. resulting in a claim or lawsuit (Product Liability/Product Recall)	Reputation	Critical	High	Critical	Marketing Department.	Set up a quality assurance project. And Provide channels/hotlines to process claims quickly and efficiently.

# COMPLIANCE MANAGEMENT SYSTEM

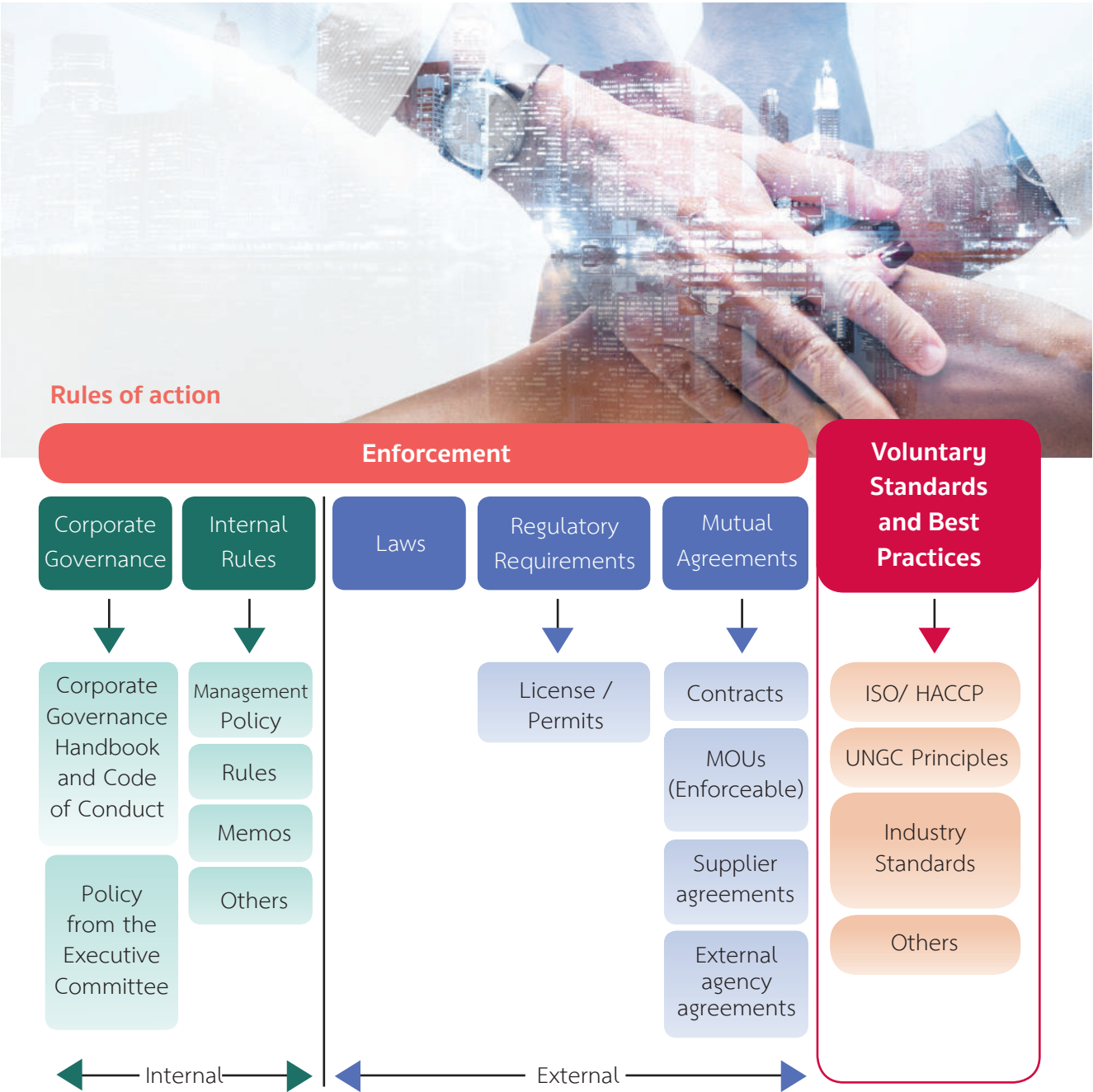
## MANAGEMENT APPROACH

Today's changes are happening rapidly. in terms of society, economy, technology, environment and consumer behavior As a result, C.P. Intertrade Co., Ltd. and companies in the international trading business group need to adjust the way of doing business In order to create opportunities and expand the business to grow in accordance with such changes appropriately, the Company is committed to effectively implementing the framework of policies and guidelines set forth. This is done according to the group. by assessing the organization according to the framework of the UN Global Compact via online channels In addition, the company has established a Compliance Audit unit to carry out cross-functional audits. Charoen Pokphand Group organizes training for executive level which is a demonstration of raising awareness in compliance with rules in various fields such as human rights labor practice climate change and anti-corruption Including the code of conduct in conducting business with integrity and transparency.

## COMPLIANCE AUDITING STRUCTURE



C.P. Intertrade Co., Ltd. has set a goal of regulatory compliance that will drive the company to be managed. Manage and operate business according to Charoen Pokphand Group policy. Comply with laws, regulations, rules both inside and outside the organization. including the Group’s business ethics internal rules Conditions for business licenses, contracts, standards and best practices which the Group agrees to comply with (collectively referred to as ‘**Rules**’) which will result in the Company achieve the goals set Earn the trust and trust of various stakeholders. There is a guideline to follow the policy that all directors, executives, employees and all relevant persons of the Group. must be strictly adhered to





# COMPLIANCE MANAGEMENT SYSTEM

To ensure that the risk management process internal control process good governance process of the business group have enough and effective in line with the guidelines of the Charoen Pokphand Group. Therefore, the scope duties and responsibilities of the Bureau of Compliance Regulations have been established which consists of;

1. Develop a Compliance Policy and Guideline and establish a Compliance Framework.
  2. Develop and review an annual review plan in compliance with regulatory compliance to be consistent with the business conditions corporate values and the changes.
  3. Review various matters such as
    - Review the various work processes according to the annual review plan or in accordance with the level of risk of non-compliance with the overall laws and organization regulations or as assigned by the Senior Vice President Charoen Pokphand Group or the GRC board
    - Review the internal control process and good governance processes
    - Review of compliance with the Code of Business Conduct as well as compliance with various policies and practices of the business unit
  4. Review report Include key issues related to the business unit's internal control processes and guidelines for process improvement in those activities to the GRC Board and/or Senior Vice President. Charoen Pokphand Group and/or Managing Director
  5. Consultant Provide advice to the GRC Board of Directors, the management and requested on corporate governance matters risk management and internal control by giving fair advice
- However, they must not act or participate in any matter that has direct or indirect interests

or may cause conflicts of interest

1. Communicate and coordinate with the functional compliance department and supervise the collection of rules related track regulatory changes and communicate to relevant persons for acknowledgment to prepare to comply with the changing rules
2. Promote and communicate to personnel to understand the rules related to their performance and recognize the importance of complying with the rules.
3. Manage complaints in accordance with the Whistleblowing Policy and Guideline.
4. Examine, review, investigate special cases as assigned by the senior vice president Charoen Pokphand Group or managing director or the GRC board

The Bureau of Compliance Must operate independently from all departments in the business group to ensure that the business group strictly complies with the laws and organizational rules.

# ANTI-CORRUPTION

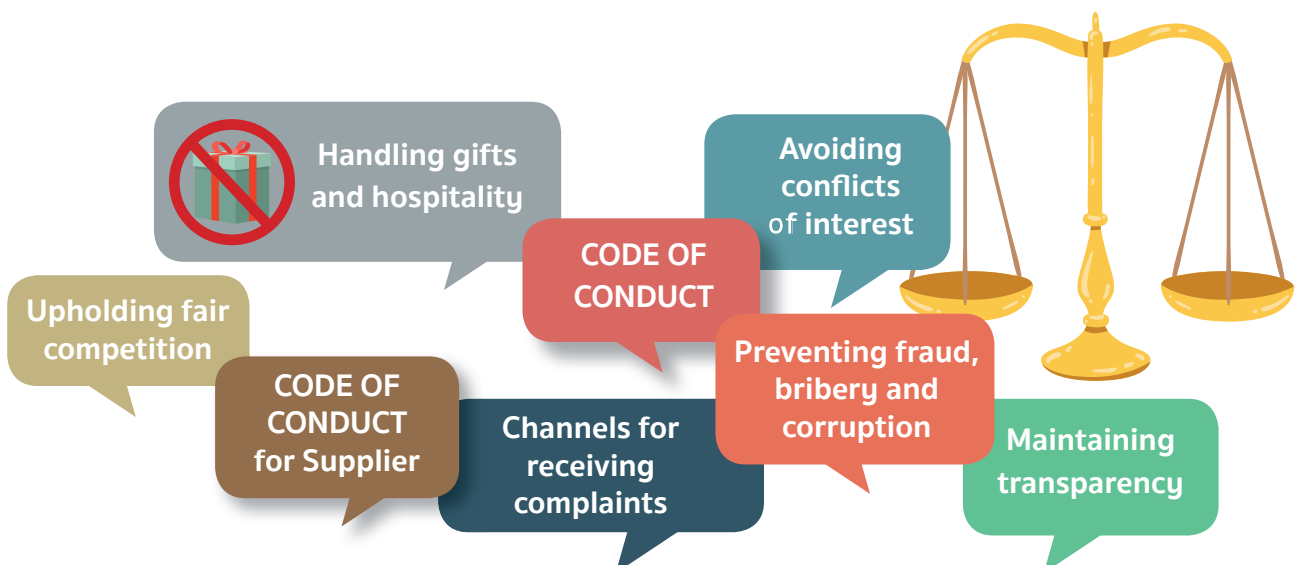
## MANAGEMENT APPROACH

CP Intertrade Company Limited and companies in the trading business group Internationally, it is committed to conducting business with transparency and Against all forms of corruption in work Follow the code of conduct However, company directors, executives and employees will not commit or accept any form of corruption under any circumstances. Established guidelines Operational measures and roles of responsibility. And to regularly verify and review the implementation of this anti-corruption policy in order to Corresponds to changes in business, regulations and applicable laws. Which is one of the company's most popular words In addition, in order to completely prevent fraud. The company has promulgated the Code of Conduct for business partners including suppliers, partners, procurement companies. Distributors and subcontractors must strictly adhere to the anti-corruption practices It is strictly communicated and specified as the terms of the business contract.

## GUIDELINE

1. In implementing this policy, use the guidelines set forth by the Company in the Corporate Governance and Ethics Handbook, as well as the relevant regulations and operating manuals of the Company
2. In operating with high risk of corruption. The Company requires company directors, executives and employees to perform the following duties with care, namely:
  - Neutrality and political assistance
  - Charitable donations and grants
  - Giving Gifts, Entertainment and Other Expenses

C.P. Intertrade Co., Ltd. and the International Trading Business Group provide protection for any whistleblowing and complainant, ensure fairness and protection of employees or any other persons to give evidence of corruption within C.P. Intertrade Co., Ltd. and the International Trading Business Group as well as the staff who is denying corruption allegations. These C.P. Group (Charoen Pokphand Group) measures protect the whistleblowing and/or whoever cooperates in reporting corruption, as defined in the Whistleblowing Policy and Practices C.P. Intertrade Co., Ltd. and the International Trading Business Group have a training curriculum with modern and relevant content for directors, executives, and personnel to gain knowledge and a better understanding of the importance of anti-corruption in order to achieve sustainable growth.





## KICK OFF GRC PROJECT

(Governance Risk  
and Compliance)



Governance department Office of Sustainability, Governance and Corporate Communications By Ms.Rongrucha Saichuea, Senior Executive Vice President, together with Ms.Patcharee Kongtrakultien, Chief Executive Officer, The Bureau of Compliance, has proposed a pilot project GRC (Governance Risk and Compliance). C.P. Intertrade Co., Ltd. or CPI, a company in the international trading business group, which CPI has been selected as a pilot agency to drive the matter. Because there is a continuous business relationship from upstream to downstream by bringing knowledge to drive good governance risk management and corporate governance transmit to the working group and related departments to be applied in the operations of the organization.

Mr.Thiti Lujintanon, Chief Operating Officer International trading business, said the international trading group especially C.P. Intertrade involve with stakeholders both domestically and internationally that CPI does business. and is involved from upstream to downstream which to go into business in every Procedures must be subject to compliance and enforced in terms of good governance, risk management ,compliance with social regulations or international or domestic law, this is something that has been cultivated in business since the beginning.

However, Charoen Pokphand Group recognizes the importance of Governance and Compliance that is becoming a trend around the world including Thailand. Therefore, the concept of GRC, which is a new concept that combines elements such as Governance, Risk and Compliance, has been started to work together in the form of teamwork information is shared for more efficient management, the GRC concept not only makes the organization show the Good Corporate Governance, but also makes the organization more long term competition.



## WHISTLE-BLOWING COMPLAINTS

C.P. Intertrade Co., Ltd. and the International Trading Business Group recognize the importance of providing effective whistleblowing and complaint channels. To listen to opinions, suggestions or complaints from all groups of stakeholders, including personnel of the business group such as executives, employees at all levels and third parties such as business partners, business partners that are affected or are at risk of being affected by the business operations of the Business Group or from illegal actions or the Code of Business Conduct including behaviors that are corruption, including the wrongful performance of the personnel of the business group and to prevent risks and damages that may occur to stakeholders as well as a tool for surveillance track business And it is a database for improving the management and service of the business group. to be more concise and efficiency.

The company therefore establishes a whistleblower channel and complaint handling process that is clear, honest, transparent and in accordance with international standards. Therefore, the Whistle Blowing Policy and Guideline has been issued policies and guidelines regarding whistle blowing policy and guideline with details as follows:

### SCOPE OF WHISTLEBLOWING

- 1 Any wrongdoing to seek unlawful benefits which includes corruption embezzlement corruption and bribery
- 2 Fraud or enrichment of financial statements to deliberately deceive others by displaying false statements or concealing the truth that should be told
- 3 Transactions that violate the law, rules and regulations of the company business ethics and conflicts of interest
- 4 Discrimination harassment or unethical unfairness in work



## WHISTLE-BLOWING MANAGEMENT SYSTEM

Information about policies and practices or whistle-blowing procedures and complaints. You can find information from the business Code of Conduct of the Business Group in intranet or the e-Learning system of the Business Group or the application “CPTGCROP Connect”.



### Grievances and Their Investigation in C.P. Intertrade



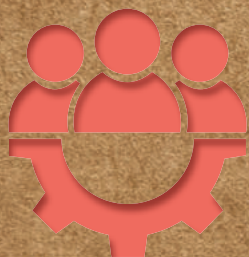
2019

1 ISSUE

2020

4 ISSUE

\*\*\*Begin to develop an ethical complaints system



## HUMAN RIGHTS AND LABOR PRACTICES

(GRI 102-12, 102-13, 102-16, 102-17, 102-18, 102-19, 103-1,  
103-2, 103-3, 205-2, 205-3)



## THE CHALLENGE

CP Intertrade company and the company in the International Trading Business Group Committed to promoting rights Basic human By respecting local law, culture Traditions and values of treating employees and those affected by the Company's business operations, including avoiding involvement in human rights abuses.

Major challenges for C.P. Intertrade Co., Ltd. and companies in the International Trading Business Group. It is the expectations and requirements of customers and stakeholders, in a variety of perspectives and practices, as well as human rights risks in the business supply chain. Rice and food that need to be evaluated all around.

## TARGET FOR 2020

100% of C.P. Intertrade Company Limited and International Trading Business Group companies have important human rights assessments.

## KEY OPERATING RESULTS IN 2020



### All departments

Assessing human rights impacts



### Labor Practices

**1,427** people

Number of employees who have passed "business ethics" training



### Policy announcement

### Human rights and labor Practices

At the business group level

## RESULTS OF 2020 COMPARED TO TARGET

	2017	2018	2019	2020	Achieve Target 2020
Number of business lines that have human rights risk assessments	2	7	7	7	100%
Number of companies with human rights risk assessments	2	7	7	7	100%

## SUPPORTING THE SDGs



### SDG 3

#### Good Health and Well-Being

**3.6** Halve the number of global deaths and injuries from road traffic accidents



### SDG 5

#### Gender Equality

**5.1** End all forms of discrimination against all women and girls everywhere



### SDG 8

#### Decent Work and Economic Growth

**8.5** Achieve full and productive employment and decent work for all women and men, and equal pay for work of equal value

**8.7** Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour

**8.8** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers



### SDG 10

#### Reduced Inequalities

**10.3** Ensure equal opportunity and reduce inequalities of outcome

**10.7** Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies

# HUMAN RIGHT MANAGEMENT

## MANAGEMENT APPROACH

C.P. Intertrade has developed a human rights policy that reflects the organization's steadfast determination in driving this agenda. The policy is in effect for all of C.P. Intertrade's business groups. In addition, the Group has developed a Human Rights Due Diligence process that includes conducting a human rights assessment, determining actions and approaches to remedy and reduce risks, and monitoring indicated risks. C.P. Intertrade is also determined to continuously propel other stakeholders to respect and uphold human rights by supporting trainings, practices, and other control measures.

The Human Rights Due Diligence process ensures that all business groups have full responsibility over their human rights risks and impact management, while proactively preventing negative impacts that may occur during recruitment. This is accomplished with clear policies that prohibit and do not support using any form of forced labor, including hiring illegal migrant workers.



## MANAGEMENT APPROACH

In addition, the Group prioritizes creating an inclusive working culture for its employees that are diverse in age, gender, culture, and personality, among other characteristics, in order for them to have career advancement opportunities. Concurrently, the Group also strives to create a safe working environment for its employees and all involved parties, with the goal to create an organization that is free from accidents and work-related illnesses by integrating cooperation both inside and outside the organization.

The Group is committed to carrying out Human Rights Due Diligence to encompass all business groups as well as promoting safety and health in the workplace for all employees and contractors within 2020.

			
 <b>Tracking Performance</b>	 <b>Communicating Performance</b>	 <b>Stakeholder Engagement</b>	 <b>Remediation and Grievance Mechanisms</b>
<ul style="list-style-type: none"> <li>Develop human rights indicators</li> <li>Monitor progress on human rights at the group and business Level</li> </ul>	<ul style="list-style-type: none"> <li>Report Human Rights Due Diligence progress through the Group's Sustainability Report</li> </ul>	<ul style="list-style-type: none"> <li>Became a member of the United Nations Global Compact (UNGC) Thailand</li> <li>Participated in the 2018 Annual National Human Rights Planning meeting</li> </ul>	<ul style="list-style-type: none"> <li>In the process of developing a group-level whistleblowing channel</li> </ul>



# HUMAN RIGHTS PERFORMANCE



## OCCUPATIONAL HEALTH AND SAFETY

SUPPORTS SDGs



IMPACTED GROUP : Employees, contractors, suppliers, farmers, and workers

### Approach

- Occupational Health and Safety Policy
- Zero Accident Target
- Organize trainings for executives and employees of all levels to help them understand the importance of good governance throughout the supply chain.
- Safety assessment project of business group level
- Automotive management

### Results

- Management staffs and employees of every organization are aware of the importance and contributions to efforts on safety
- In 2020 Lost time injury rate
  - Employees : 0.37 people per 1,000,000 working hours (1 people)
  - Contractor : 12.76 people per 1,000,000 working hours (5 people)



## FORCED LABOR AND FOREIGN WORKERS

SUPPORTS SDGs



IMPACTED GROUP : Employees, contractors, suppliers, farmers

### Approach

- Human rights policy Employment and Labor Management
- Operate according to labor standards to provide workers with equal protection
- Assessment of compliance with labor laws, certified by Thai Labor Standards
- Responsible supply chain management policy and encouraging key business partners to self-assess their sustainability

### Results

- Established operating and governance standards on foreign workers Ethical Recruitment.
- There are operations to take care of foreign workers. By becoming an employee of the company 100% and taking care of welfare and well-being better including building knowledge and abilities.



## DISCRIMINATION

SUPPORTS SDGs



IMPACTED GROUP : Employees

### Approach

- Code of Conduct.
- Training to educate employees about rights, equality and coexistence practices.

### Results

- Communicated through an e-learning system to every employee in all business groups to raise awareness and verify
- Employed 20 people with disabilities in the business group



## ENVIRONMENTAL IMPACT

SUPPORTS SDGs



IMPACTED GROUP : Local communities

### Approach

- Policy and Target on Environmental Management
- Environmental Plan
- Raising awareness And environmental knowledge
- Surveys to identify community opinion and concerns

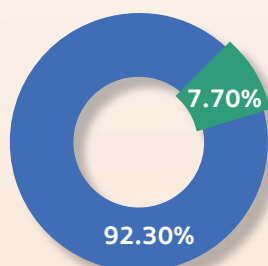
### Results

- Performed according to policy and standards
- Developed action plans to respond to community concerns
- No environment-related grievances reported

# HUMAN RESOURCES MANAGEMENT DASHBOARD

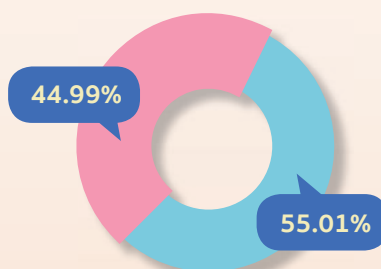


## Total workforce



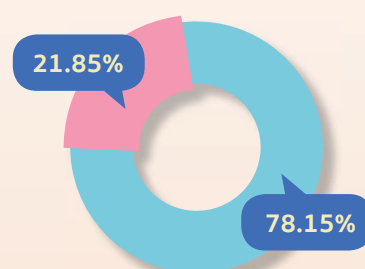
■ Employees ■ Contractor

## Employees 1,427 people



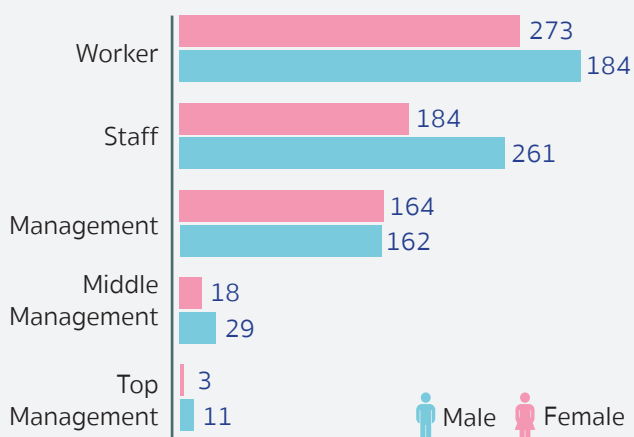
■ Male ■ Female

## Contractor 119 people

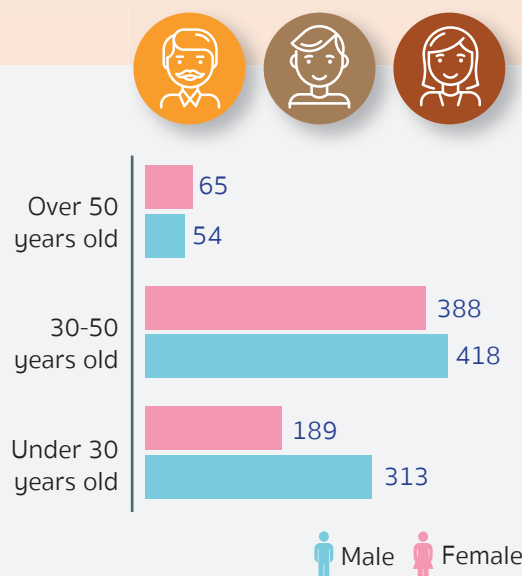


■ Male ■ Female

## Employee Diversity



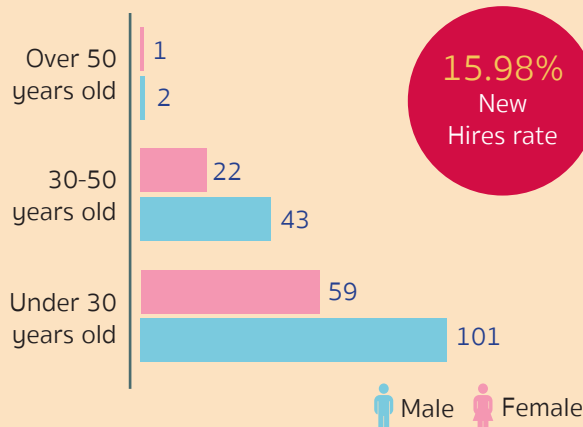
■ Male ■ Female



■ Male ■ Female

## New Hires

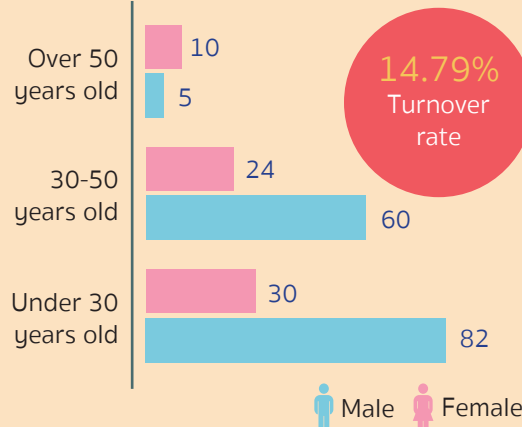
228 people



■ Male ■ Female

## Employee Turnover

211 people



■ Male ■ Female



## CARING FOR EMPLOYEES

### MANAGEMENT APPROACH

“Personnel” is an important factor in driving the business. C.P. Intertrade Co., Ltd. and companies in the international trading business group, therefore emphasize on the management of “good people, smart people” through the recruitment process and Effective selection with The system of continuous improvement supports learning all around. Increase and enhance knowledge and skills all the time. The company provides a platform to show potential Provides opportunities for growth, advancement and engagement. (Engagement) with employees at all levels, including the introduction of technology IT enters performance and improves employee productivity, starting with exploring training courses tailored to job titles and training needs. Prepare training plans, have a system to record training history

### Promoting equal opportunities, individual diversity and well-being Employee Training

C.P. Intertrade Company Limited and companies in the International Trading Business Group values and recognizes the differences of fellow employees without discriminating against employees from different cultures and backgrounds. It also encourages employees to have full responsibility for their duties, satisfaction and morale, enhancing work efficiency. Leading to career growth all of this will help drive new innovations and result in more efficient decision-making in the organization. This is an opportunity for organizations and employees to grow together sustainably with the following guidelines

- Use language or expressions that are gender neutral in the preparation of documents.
- Apply workplace rules and procedures that provide non-discriminatory protection for all employees
- It does not prevent a diverse group of people from suggesting work ideas for different perspectives.
- There are communication channels that allow employees to express opinions or make complaints when they are discriminated against.

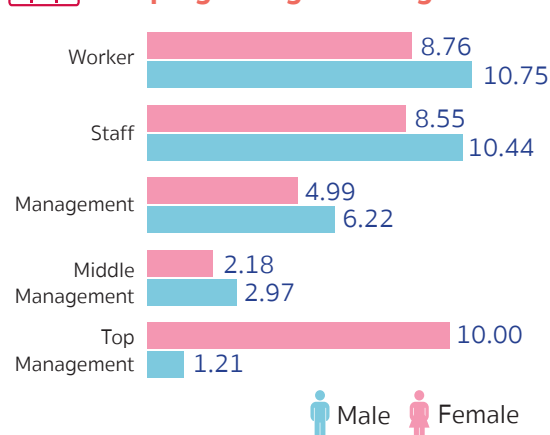
To build ‘ethical and competent’ professionals, C.P. Intertrade has promoted various future learning methods within the organization through the e-Learning system. Likewise, the Group has fostered a culture of limitless learning for all employees, giving them the opportunities to continuously develop their own knowledge bases in various areas, including through classroom learning, external site visits, and on-the-job training.

### Average training hours for employees (hours/person/year)

	2018	2019	2020
Male	7.35	8.24	8.76
Female	14.21	7.74	7.33
Total	10.78	7.99	8.11



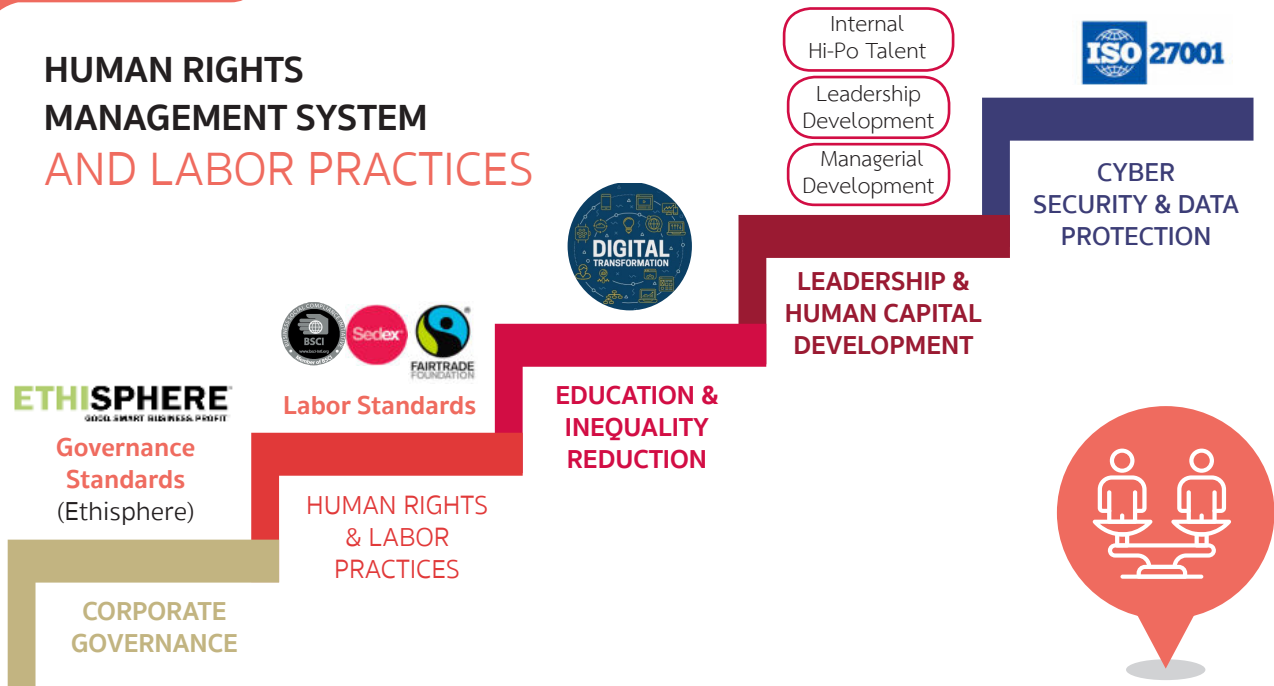
### Average training hours for employees by diversity



Employee training costs  
**22.41** Million Baht

### CASE STUDY 3

## HUMAN RIGHTS MANAGEMENT SYSTEM AND LABOR PRACTICES



C.P. Intertrade and companies in the international trading business group doing business in exporting to all over the world. The company is committed to managing labor according to international standards. The company operates according to standards. Implemented the Code of Conduct in social and labor matters at BSCI and SEDEX with the following operations:



**SEDEX Members Ethical Trade Audit or SMETA** operates in accordance with corporate ethical audit practices. It is like a supplier's ethical exchange center which is a large cooperation platform Created to help businesses of all industries cope with corporate social responsibility issues by sharing responsible sourcing information related to suppliers the results of the SMETA audit can be passed on to many customers. Therefore, the company does not have to undergo multiple checks from many customers and build confidence for both business partners, customers and as well as company employees that it is a reliable organization It is safe to work and ethical.

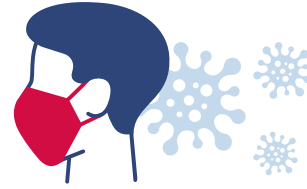


**Business Social Compliance Initiative (BSCI)** Guidelines refer to international conventions, including the universal Declaration of Human Rights. Children's rights and business principles UN Guidelines for Business and human rights business entities that accredit the BSCI Code of Conduct must adhere to the stated principles and carry out their responsibilities to respect human rights within their sphere of influence. BSCI participants will engage in open and constructive dialogue with business partners and stakeholders to reinforce the principles of socially responsible business that is the heart of a sustainable business.

### Cooperation in the operation of human rights and labor practices with customers



## CARING FOR PERSONNEL DURING THE COVID-19



The coronavirus (COVID-19) is an emerging epidemic. that happened unexpectedly during that time the world was in uncertainty. There is a shortage of protective medical equipment such as shortage of masks cleansing gel Including knowledge of how to protect yourself and your family to be safe from infection, etc. C.P. Intertrade and companies in the International Trading Business Group we strongly recognize that the safety of our employees is of utmost importance. The organization makes every effort to do its best to take care of more than 1,500 employees in the company thoroughly and appropriately. Although the nature of the work of employees varies according to business type and responsibilities such as office staff, Salespeople who need to meet customers, employees in production factories, etc. The Company has established comprehensive epidemic prevention measures and policies suitable for all types of employees to ensure that we take care of all employees to be equally safe as follows

- Provide adequate protective equipment such as masks, alcohol gel, face shields, gloves, etc.
- Communicating and raising awareness about the COVID-19 for information to protect yourself and protect family members to reduce the risk of infection.
- Measures for supervisors to closely monitor and inquire about the health of the team.
- Screening measures before entering the office building area, such as temperature checking, etc.
- Measures for working from home by the company providing support for various technologies such as a computer or an online meeting program MS Team to facilitate the ability to work from home effectively.
- Measures to refrain from traveling to risky areas including refraining from traveling by public transport.
- Distancing measures, whereby the Company has determined appropriate distances in office spaces, elevators, canteens, staff shuttles, etc.
- Internal communication with employees at all times to create an understanding of the situation and showing concern.

1



2



3



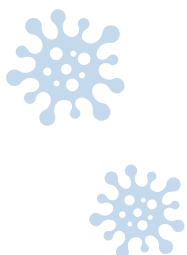
4



5



6





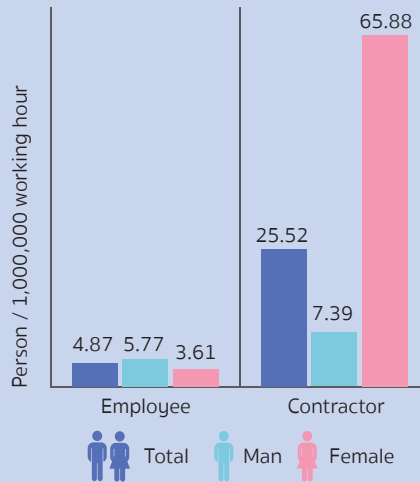
# OCCUPATIONAL HEALTH & SAFETY

## MANAGEMENT DASHBOARD

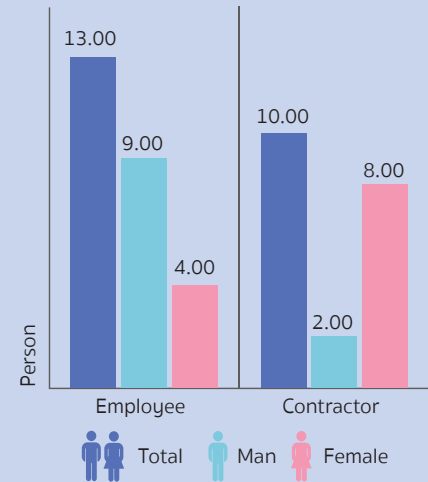


\*\*\*Report information and operations and occupational health (covers 985 employees and 119 contractors)  
KHAO C.P. CO., LTD. (5 Factory)  
AYUTTHAYA PORT & ICD CO., LTD.  
APSARA RICE (CAMBODIA) CO., LTD

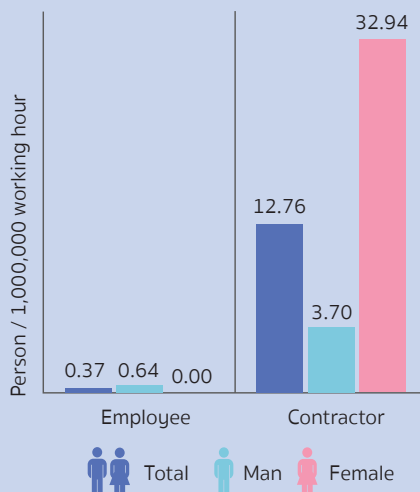
Rate of recordable work-related injury



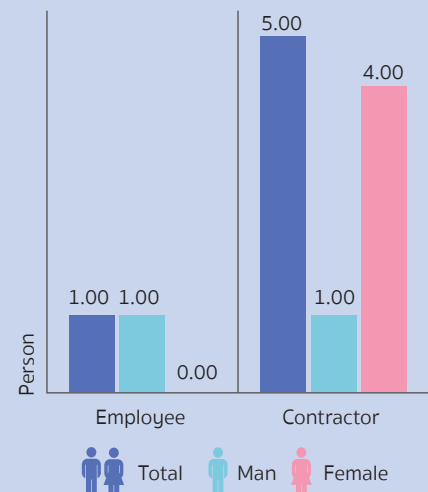
Number of recordable work-related injury



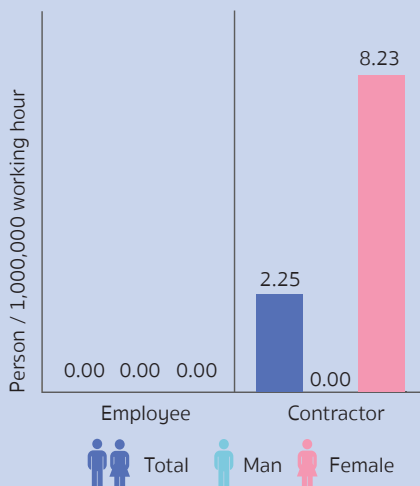
Lost-Time Injury Frequency Rate (LTIFR)



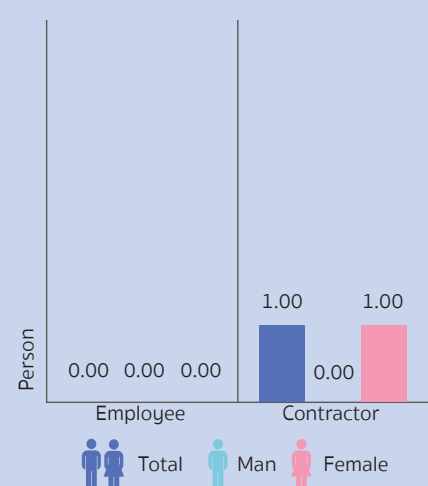
Number of injuries (off work)



Rate of High-consequence work-related injury : (excluding Fatalities)



Number of High-consequence work-related injury : (excluding Fatalities)



# OCCUPATIONAL HEALTH, SAFETY AND WORK ENVIRONMENT MANAGEMENT

## MANAGEMENT APPROACH

C.P. Intertrade Co., Ltd. and companies in the International Trading Business Group focuses on and prioritizes work safety by adhering to the care of employees, contractors, visitors. As well as stakeholders in the business as well as the supply chain, the Company has established a policy of safety, occupational health and work environment as a guideline and enhance the safety operations of the organization with guidelines are as follows:

1. Comply with laws related to safety, occupational health and work environment at the national, local level, customer and agency requirements and comply with international standards.
2. The Company pays attention to the prevention of occupational injuries and illnesses. The Company assesses the risks of occupational hazards and takes steps to ensure that the risk prevention and remediation systems are implemented effectively.
3. Provide advice and focus on participation of employees and related parties in the area of safety, occupational health. And working environment, as well as developing knowledge, creating awareness that will lead to practice until it is a safety culture
4. Support the resources involved in the implementation of the safety, occupational health system. And working environment with adequate and appropriate
5. Follow up, review and evaluate the implementation of the safety, occupational health and work environment policies and plans, continually improving and sustainable development.

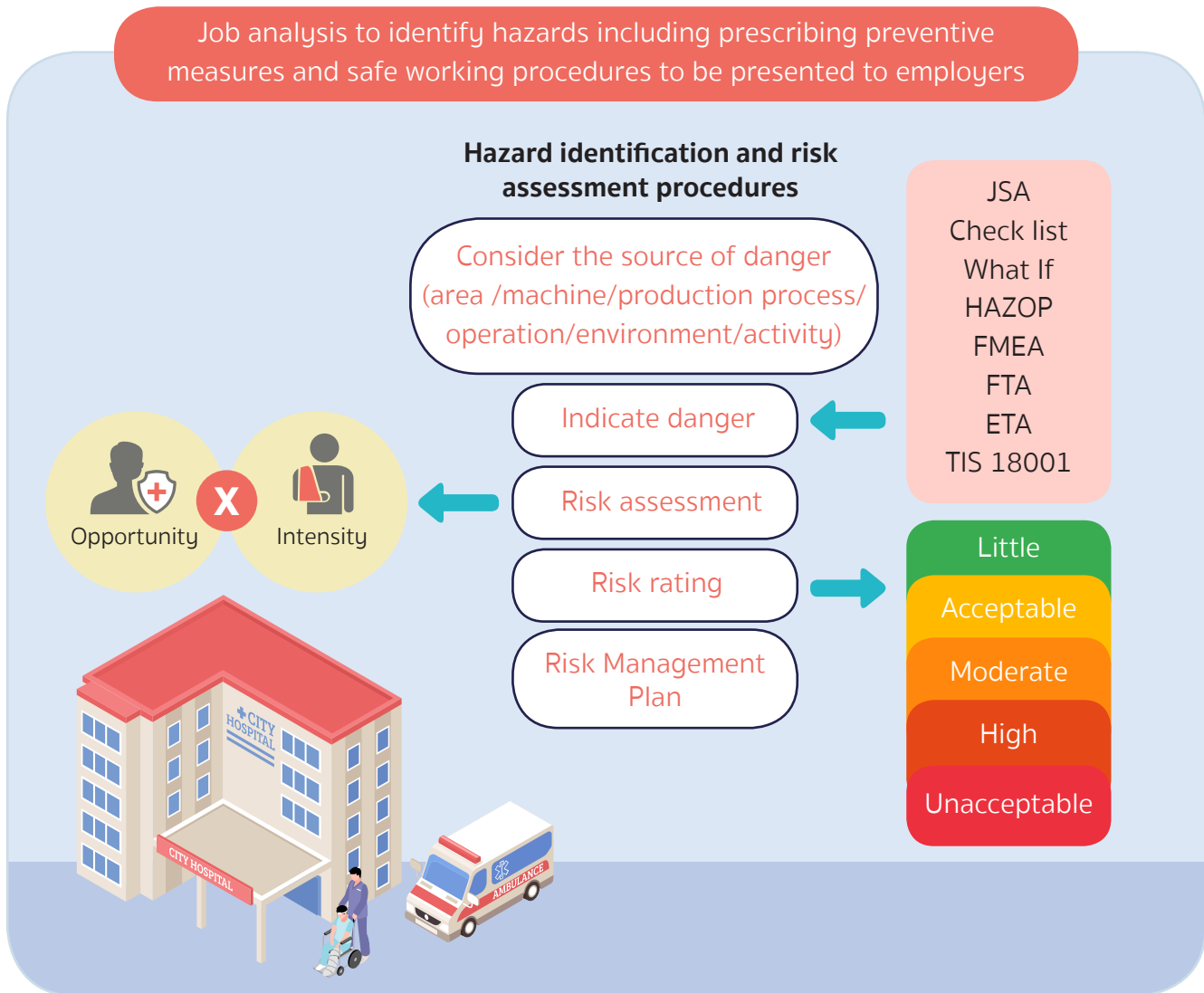
## ZERO ACCIDENT

## OPERATIONS STRATEGY



## HAZARD IDENTIFICATION PROCESS AND ASSESS THE RISKS

The Company has a risk assessment in every activity covers both routine and non-routine risks using Job Safety Analysis (JSA) and other tools. Then risk management measures are set as well as formulate surveillance, prevention, monitoring and communication plans. The supervisor is responsible for the risk assessment. Establish a risk management plan and communicate to employees before working and allow employees to stop working if the job is assessed to be dangerous.

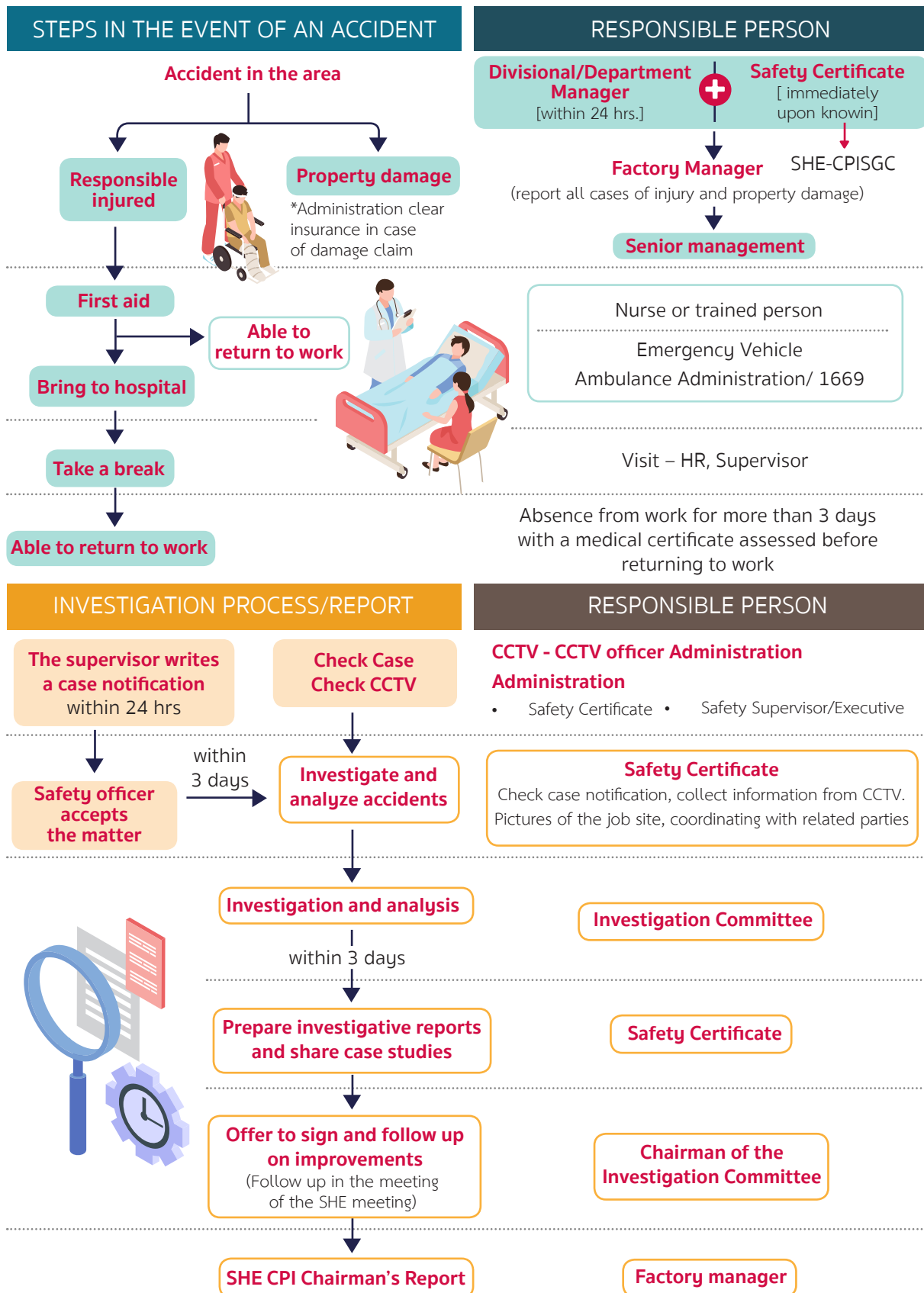


## ACCIDENT REPORTING AND INVESTIGATION PROCESS

In case of an accident employees or sightings must notify the supervisor to assess the severity of the accident and report to related parties such as executives and the safety department. The company has set up an investigation committee and occupational disease which consists of executive representatives safety committee and professional safety officers experienced knowledge and ability to analyze the real cause of the accident and lead to the process of formulating measures to prevent recurrence and or to be announced as operating regulations for safety and accident analysis data.



## FLOWCHART OF ACCIDENT REPORTING AND INVESTIGATION PROCESS THE WORK COVERS PERSONAL ACCIDENTS (EMPLOYEES, CONTRACTORS, OUTSIDERS, VISITORS) AND COMPANY PROPERTY DAMAGE



in case of a motor vehicle accident The investigation will be the role of the automotive board or the administration. where safety officer will be one of the members of the investigation committee

# SAFETY TRAINING MANAGEMENT SYSTEM

## MANAGEMENT APPROACH

Safety is always a concern in factory operations. especially in industrial production which is at risk of receiving work hazards If protection is not tightened enough, it may cause damage to both operators. raw materials and production machinery Most accidents are caused by unknowingly using machinery and the carelessness of the operators themselves. In addition, working environments such as plant layout, air, light or noise can be dangerous. If those things are flawed and wrong from set standard. Therefore, safety at work is at the heart of work. When having the correct knowledge and understanding The chances of being in danger while working will be reduced.

Operational safety is the condition of being safe from accidents that will occur to the body, life or property while performing work, that is, correct working conditions without “accidents” at work. Therefore, this training center is designed to create awareness among the participants. so that accidents in operation are zero and reduce unexpected incidents to reduce the impact disruption to work to cause property damage or injured person from an accident It also focuses on safety training that is compliant with the law. It covers approximately 26 courses.



 <p>Law Safety</p>	 <p>Safety Machine/ Equipment</p>	 <p>Culture and Safety work processes</p>
---	--	--

### Target Audience

- Executive
- Employee
- Executives and employees outside the business group

### Training Style

- Lecture 40 %
- Group Activities/Practice Workshops and Group Presentations 40%
- Case studies 20 %

### Expected Benefits

- Participants can learn and understand the principles of safe work properly.
- Participants can apply the principles of safe working practices. Use it with your own work effectively.
- Participants can learn to work with others safely.
- Participants are aware of safety and work to avoid accidents.
- The participants had a greater sense of organizational love.

## RAISING MANAGEMENT STANDARDS AND ASSESSMENT OF SAFETY OCCUPATIONAL HEALTH, ENVIRONMENT AND SOCIAL RESPONSIBILITY MANAGEMENT

International Trading Business Group operates business with an emphasis on creating sustainability for the organization. Focusing on driving the organization to achieve the strategy goals that have been set resources within the organization, whether it is personnel, knowledge, innovation, management system or standards that have been set. It is an element that creates rapid progress in the business operation of the business group.

CPI AWARD awarding activity is an activity that will promote and create improvements in the group's operating system. This will allow the management and employees to participate in the operations of the group causing rapid product output Efficient, low cost, high quality and safe to work. It is also the collection of knowledge of business groups to create a database and disseminate to stakeholders and interested parties.

### SHE PERFORMANCE AUDIT FRAMEWORK





## THE RESULTS OF THE ASSESSMENT OF THE SECURITY SYSTEM OF THE BUSINESS GROUP



In order to drive safety performance and engage all parties on this issue, C.P. Intertrade has conducted Safety, Health and Environment (SHE) Management audits since 2018, in both domestic and overseas operations, using the SHE Performance Audit Framework. The assessments brought about shared learning within the organization and created a safety culture.

In 2020, C.P. Intertrade carried out audits in 7 departments, where 36 managers participated as part of the Audit Committee

### 2020 Audit Results

- Continuing increase in the capabilities of safety leaders. This was accomplished by encouraging managers at all levels to examine and observe their operations and ensure that their employees are aware of and work to reduce risks from unsafe actions, ultimately building a safety culture. Finally, all work streams established targets to improve their safety performance, and to commend the departments with outstanding performance.
- Exchanges of best practices. During the audit process, knowledge-sharing occurred between various work streams and departments. This is a way to elevate safety practices and develop them.

## CASE STUDY 6

### CRISIS MANAGEMENT AND BCP MANAGEMENT

C.P. Intertrade and companies in the international trading business group there is an emphasis on business continuity and sustainability. With a plan Business Continuity Plan, which is carried out as follows

1. Assess the level of business criticality and critical assets (M,I,S).
2. Identifying potential threats to critical business systems and property crisis including a threat level assessment.
3. Assess the extent of damage (EML, PML).
4. Suggestions for improvement to adjust the critical level from M to I
5. Preventive measures, countermeasures and recommendations to reduce the likelihood of threats.
6. Establishing a business revitalization plan
7. Business continuity strategy formulation
8. Plan and Approval Documents



It covers 5 main business processes as follows:



### Threat Level Assessment Results

Opportunity	High	Level 3	Level 4	Level 5
	Middle	Level 2	Level 3	Level 4
	low	Level 1	Level 2	Level 3
Matrix	Intensity			
	low	Middle	High	

**Level 4**

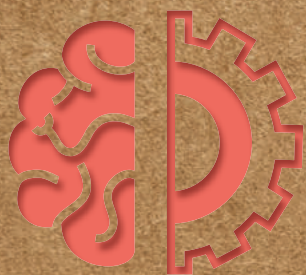
- Fire
- Damaged machinery

**Level 3**

- Flood
- Transformer explosion

### Summary of business continuity plans

1. The main process that is Mission Critical (critical) has 5 processes.
2. There are 4 main threats.
3. High risk level 4 in the process 18 issues
4. There are 21 plans to reduce the impact from M to I.
5. A rehabilitation plan to be restored in a state of crisis 6, 144 days (fully restored)
6. Business continuity plan The slowest is 2 days (RTO=2 days or the maximum acceptable period of 2 days).



## LEADERSHIP AND HUMAN CAPITAL DEVELOPMENT

(GRI 102-12, 102-13, 102-16, 102-17, 102-18, 102-19, 103-1,  
103-2, 103-3, 205-2, 205-3)



## THE CHALLENGE

C.P. Intertrade Co., Ltd. and companies in the International Trading Business Group adapted to cope with the rapidly changing technology and innovation in the era of 4.0 regularly. The company has a mission, vision, direction and strategy. To accommodate these changes, focus on the development of capacity and empowerment of “**personnel**” as The main heart. C.P. Intertrade Co., Ltd. and companies in the International Trading Business Group give priority to building the readiness of personnel to cope with various modifications. In the organization to effectively drive the human resource strategy of the company in line with global standards Engage employees at all levels with increasing numbers in order to retain talented personnel to co-exist with the company and become a new generation leader, accumulate experience, learn and grow with the company.

## TARGET FOR 2020

100% of leaders and employees pass sustainability awareness training.

## KEY OPERATING RESULTS IN 2020



Leader and staff

**1,427** people

Trained to develop knowledge and understanding in sustainability and business ethics



Number of leaders

**387** people

Participate in a Sustainability Workshop in 2020

## SUPPORTING THE SDGs



### SDG 4

#### Quality Education

- 4.4** Increase the number of youth and adults who have relevant financial skills.
- 4.7** Ensure that all learners acquire the knowledge and skills needed to promote sustainable development and global citizenship.



### SDG 5

#### Gender Equality

- 5.5** Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making.



### SDG 17

#### Partnership for the Goals

- 17.6** Enhance cooperation and access to science, technology and innovation, and enhance knowledge sharing.

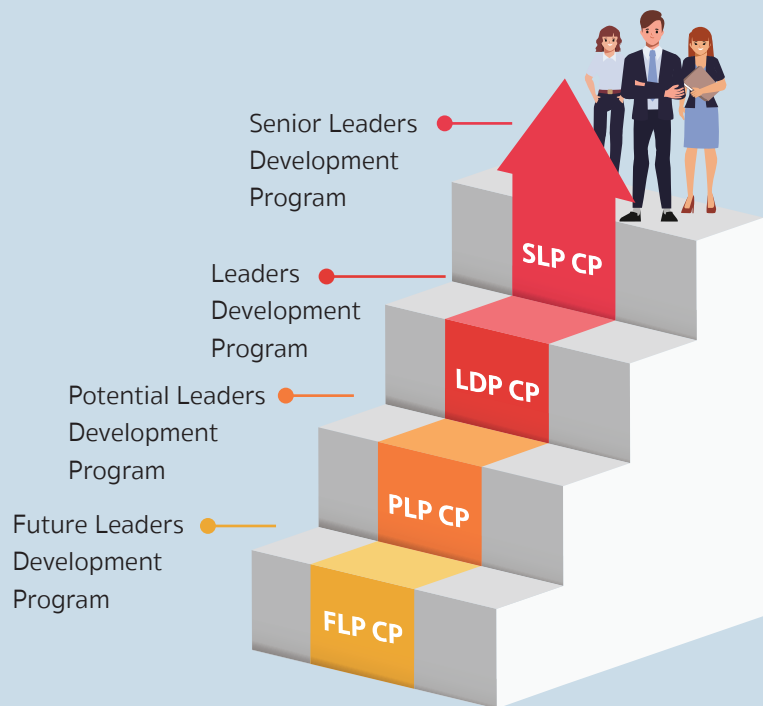
## RESULTS OF 2020 COMPARED TO TARGET

	2017	2018	2019	2020	Achieve Target 2020
Number of leaders and employees with sustainability training	2,106	2,522	2,544	1,427	100%
Number of leaders in sustainability workshop	108	245	254	387	100%

# LEADERSHIP DEVELOPMENT TRAINING

## MANAGEMENT APPROACH

Human resources development at C.P. Group aims to develop leaders at all levels. With the CPLI at the center, courses are designed to suit the qualifications of all participants. All courses are developed based on real-life applications, focusing on learning through practicing by implementing cross-business and cross-function projects. The projects reinforce trainees to enhance business problem-solving skill and learn from experiencing actual impacts



OPERATIONAL PROGRAM			STRATEGIC PROGRAM
COURSE OVERVIEW			
The first training course for the Group's <b>'Young Talents'</b> in Thailand and overseas, which aims to build wellearned leaders according to the Group's leadership model	A leadership development course for employees with proven leadership potentials focuses on business development and integrated management within the scope of their responsibilities, aiming to generate profit and revenue for the sustainable business growth.	A development course for leaders at the operational level is designed to help them manage strategic operational projects. It focuses on reforming processes for efficiency and quality, stimulating crossfunctional actions, and maximizing resources used.	The course focuses on enhancing and sustainably developing C.P. Group through the formulation of strategic projects that execute C.P. Group's vision.
PARTICIPANT QUALIFICATIONS			
New graduates and young talents from business groups	Graduates of the FLP Program and employees from business groups	Managing directors and	Top-level executives
PROJECT SUPPORTERS			
CEO and CEO-1	CEO and CEO-1	CEO and CEO-1	CEO and Group Chairman

## MANAGEMENT APPROACH

C.P. Intertrade believes that our people are the most valuable asset - they are the driving force behind the achievement of our aspirations. This is especially the case today, as C.P. Intertrade is committed to growing its business and expanding investments globally. There now arises the challenge of creating ‘**New Generation Leaders**’ who will carry forward the organization’s values, while preparing and developing over 300,000 employees across our diverse businesses with the necessary knowledge and skills, and mindsets to embrace and adapt to changes, as well as to reinforce positive experiences for our employees to be proud for taking a part in C.P. Intertrade’s success.

Central to this is CP Intertrade ‘**Workforce 4.0**’ Human Resources Strategy, which is guided by the Six Core Values, digital information, and technology. The strategy consists of five core pillars, and focuses on developing up a new generation of leaders through real-life learning experiences, with the CPLI being central to these efforts. It also focuses on creating a human resources management ecosystem to promote recruitment of ethical and competent individuals, learning from various world-class advisors, career planning and development, and transforming to an ‘**agile**’ organization to enhance the Group’s adaptability to business changes and changes prompted by generational gaps.





## CASE STUDY 7



### YOUNG LEADERS DEVELOPMENT PROGRAM (FLP)

**Project Name :** New Leadership Development Course Charoen Pokphand Group (Tao Kae Noi)

#### Objective :

1. Search for personnel with potential to be future leaders of the group.
2. Develop a new generation of leaders with knowledge, skills and attributes that are consistent with the group's values.
3. It is one of the mechanisms for driving the group's business and responding to the group's strategy.
4. Collect, develop and present the body of knowledge that arises hands-on to be passed on from generation to generation

**Processing period :** 6 months / model

#### Target group :

1. Employees with high potential according to the criteria of the Group
2. Age not over 26 years

#### Evaluation :

1. Behavior assessment results 60%
2. Target performance 30%
3. Project presentation skills 10%
4. Monthly evaluation until the end of the project

#### Status :

FLP version 9 coming to an end in August 2021



## CASE STUDY 8



### YOUNG LEADERS DEVELOPMENT PROGRAM (PLP)

**Project Name :** New Leadership Development Course Charoen Pokphand Group (Tao Kae Lek)

#### Objective :

1. Enhance the potential of the business to be able to compete strongly in the market and growing fast
2. Create cooperation and exchange knowledge between companies and business units within the group.
3. Create continuity and expand the business that occurs in the course. "Developing leaders for the future Charoen Pokphand Group (Tao Kae Noi)" and is the second step that is the link to the course. "Developing leaders in business operations Charoen Pokphand Group (Tao Kae Klang)"
4. To enable the participants to develop their management skills and business performance monitoring.

**Processing period :** 6 months / model

#### Target group :

1. Employees who completed the Tao kae noi course (FLP)

#### Evaluation :

1. Behavior assessment results 30%
2. Target performance 70%

#### Status :

PLP is ending in September 2021.



## CASE STUDY 9

## MANAGEMENT TRAINING AND SUSTAINABILITY POLICY DEVELOPMENT

(SUSTAINABILITY WORKSHOP PROGRAM)

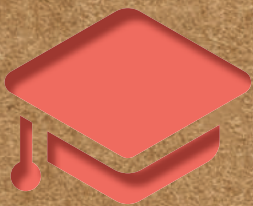


The company focuses on communication and knowledge on sustainability at all levels. Through training (Training Workshop) and mentoring (Coaching) to the organization on the development of the organization to an organization with social responsibility (Social Responsibility) through standards both at the national level (CSR-DIW) and internationally (ISO Standard) Organization development towards an organization with sustainable development according to Sustainable Excellence Mode Elevated Leadership with the use of modern management tools systematically (Systematized Approach) Determine strategies and diversify strategies for sustainability. (Sustainability Strategy Management) Sustainable innovation process which leads to reporting and communication The Company attaches importance to driving sustainability goals. That complies with the SDG Goal guidelines and to create certification and the commitment of the management to do so Communicate to employees at all levels

As a result of the Executive Committee meeting Charoen Pokphand Group (CPG EXCOM) held the CPG 2030 Sustainability Strategy Workshop on Saturday, July 18, 2020. It was honored by Mr. Supachai Chearavanont and senior executives from all business groups of Charoen Pokphand Group. have jointly considered and endorsing the Group's Sustainability Strategy and Goals to 2030, by defining the Group's Sustainability Strategy to 2030 to drive the sustainability work of the international trade business group. achieve success in accordance with the strategy and Charoen Pokphand Group's Sustainability Goals The company therefore held a meeting and doing a workshop to set the sustainability goals of the business group with the chairman of the business group, executives and the sustainability management working group Join us in setting goals towards sustainability in 2030 on August 19, 2020 at V- Care Room, Nakhon Luang Rice Factory.







## EDUCATION

(GRI 103-1, 103-2, 103-3, 201-1, 413-1)



## THE CHALLENGE

C.P. Intertrade Co., Ltd. and companies in the International Trading Business Group recognizes that technological innovation has become a cornerstone of changing education models as well as enhancing skills. It is necessary to work in the present time. by The company established itself as an example of the rapid change in technology innovation, resulting in inequality across the world. Such as education and career security, promoting and developing the basic education structure (Quality Basic Education), enhancing learning styles that can occur Continuously rising in all age groups (Lifelong Learning Pathways) , Use of innovation for education (Education Innovation)

## TARGET FOR 2020

Support 30,000 children, youth and adults with access to education and skill development.

## KEY OPERATING RESULTS IN 2020



**20,469** people

Children, youth and adults are encouraged to access education and develop essential skills



**52** schools

Are encouraged to educate and support sustainability



**107** people

Number of scholarships sponsored by companies in the business group

## SUPPORTING THE SDGs



### SDG 4

#### Quality Education

**4.5** Eliminate gender disparities in education

**4.B** Substantially expand globally the number of scholarships available to developing countries



### SDG 8

#### Decent Work and Economic Growth

**8.6** Substantially reduce the proportion of youth not in employment, education or training



### SDG 9

#### Industry, Innovation and Infrastructure

**9.C** Significantly increase access to information and communications technology

## RESULTS OF 2020 COMPARED TO TARGET

	2017	2018	2019	2020	Achieve Target 2020
Number of children, youth and adults receiving support	-	23,187	15,255	20,469	100%
Number of schools supported	-	41	41	52	100%

# EDUCATION MANAGEMENT

## MANAGEMENT APPROACH

C.P. Intertrade Company Limited believes in creating a culture of participation in education and creating opportunities to access knowledge, which is to develop the potential of youth and adults of all ages. Education creates readiness to meet challenges. Reduce inequality and increase Thailand’s competitiveness.

The company has been building and supporting education through major projects at the national level, including constant support of the Academic Olympiad for 17 years. The Youth Development for Sustainability Project whose goal is to be a model organization for youth to have opportunities to learn and develop.



### YOUTH

(Supporting resources to promote education)



### EMPLOYEES AND FAMILIES

(Awarding scholarship)



### FARMERS

(Build a body of farming knowledge to increase productivity)

C.P. Intertrade is committed to investing in all aspects of education in Thailand and believe that this investment will enhance opportunities for the entire nation. Our approach focuses on 3 main areas: developing knowledge and skills, strengthening digital competence and creating greater access to knowledge. These 3 areas we believe contribute to a process of lifelong learning.

### KNOWLEDGE AND SKILLS



- Development of knowledge, innovation and new learning activities
- Imparting a variety of essential knowledge and skills to students and education providers

### PREPARATION FOR THE DIGITAL



- Providing equipment and technology
- Providing digital media to supplement integrative learning, coupled with training and advice

### ACCESS TO KNOWLEDGE



- Developing basic infrastructure and learning models
- Developing channels for better access to knowledge, as well as creating digital channels for widespread knowledge dissemination



## CASE STUDY 10

## SUPPORT FOR ACADEMIC OLYMPICS UNDER THE THAI RICE , THAI CHILDREN PROJECT

Stepping into the 17<sup>th</sup> year, NSTDA joins hands with Khaotrachart in a mission to create intelligent Thai children To the world-class academic stage under the “**Academic Olympiad**”, rice TraChat organized a scholarship event for the delegation of Thailand International Academic Olympiads of the Year 2020 to all 23 representatives of Thailand to give morale and encouragement to the representatives of Thailand who won and build a reputation back to Thailand.

The event was honored by Mr. Thiti Lujintanon, Chief Operating Officer. Rice and food business in the country and abroad donated scholarships and Dr. Pornchai Inchai, Deputy Director of the Institute for the Promotion of Teaching Science and Technology (NSTDA), gave a testimony to the Thai delegation

This year 2020, representatives of Thailand won a total of 23 medals, including 3 gold medals, 8 silver medals and 12 bronze medals.





## DEVELOPING FOREIGN WORKERS TO HAVE KNOWLEDGE ON SAFETY, OCCUPATIONAL HEALTH AND WORKING

Due to the policies and guidelines for the employment of foreign workers of the Charoen Pokphand Group It has a clear policy not to commit or support the use of forced labor in all its forms, including the illegal use of foreign workers. The company therefore wishes to hire foreign workers of the company to be directly employees of the company. and focus on creating a body of knowledge that is equivalent to that of Thai employees In terms of safety It is an important basis for working in an industrial factory. Therefore, the company has developed a course on safety, occupational health and working environment. with the use of Cambodian language and have an interpreter to communicate with employees. The main courses are as follows:

1. Primary firefighting
2. Fire evacuation drills at the factory and at the dormitory
3. First aid

In this regard, the development of foreign workers' knowledge also promotes the implementation of the Universal Declaration on Human Rights. The UN Guiding Principles on Business and Human Rights, the International Principles of the UN Global Compact and other relevant UN Agreements. by managing to ensure that business operations do not violate human rights

### TRAINING ON SAFETY FOR FOREIGN WORKERS



### FIRE EVACUATION DRILL DORMITORY FOR FOREIGN WORKERS



## CASE STUDY 12

### BUILD KNOWLEDGE OF PEOPLE ACCORDING TO GAP PLUS PRINCIPLES

As a manufacturer and distributor of tiered rice, the company wants to have a rice production source that is confident in the quality of raw materials because the company has to maintain the standard of tiered rice. At the same time, they are aware of the marketing problems of Thai farmers. Therefore, the idea was to combine the strengths of farmers. ‘Rice Cultivation Expert’ and Company with ‘Market Expertise’ combine to create a mutually beneficial business. with a goal In order to create sustainability for Thai farmers, there was a “project to develop various types of sustainable rice cultivation systems”.



### UPSTREAM RAW MATERIAL DEVELOPMENT TEAM AND SEED TEAM (SEED) PARTICIPATE IN ACTIVITIES TRAINING ON THE PRODUCTION OF STANDARDIZED RICE VARIETIES



Upstream raw material development team and Seed team (seed) join the event. “**Training on the production of standardized rice varieties**” to farmers at Village No. 9 at Community Hall at Village No. 9, Khuewiang Subdistrict, Dok Kham Tai District, Phayao Province. This is an activity under the project to develop a sustainable rice planting system.

There was a training for members of the farmers in the seed production conversion project, members of the jasmine cultivar growers 105 brand, Mr. Lee “**training on standardized rice production**” was honored by Ajarn Suradej Palawisut, a consultant and and rice experts came to training and there is a work shop for the farmer’s field Converting jasmine rice 105 seeds to farmers in the area to gain new knowledge and information from this training to use in their own rice fields in order to improve productivity, good rice, good income, and also pass on good quality rice to consumers.



# HEALTH

LIVING WELL







C.P. Group and CPTG are committed to driving society toward sustainability through innovations that help promote good health for consumers. In addition, we implement projects aimed at improving the quality of life and health of people through our shared experiences and knowledge with a focus on comprehensive development in economic, social and environmental aspects. We also join forces with many organizations to push forward changes at the national level, in line with our core values founded on the “**Benefit Principle**”.



SOCIAL  
IMPACT



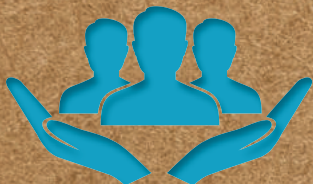
STAKEHOLDER  
ENGAGEMENT



HEALTH AND  
WELL-BEING



INNOVATION  
MANAGEMENT



## SOCIAL IMPACT

(GRI 103-1, 103-2, 103-3, 201-1, 413-1)



## THE CHALLENGE

The inequality problem is one of the reasons for the state of division. Separation of people in society (Social Nowadays, society has low trust, making businesses more vulnerable to reputational and regulatory risks. Increasing and affecting the operating results of Long-term business operations. It's just a social problem that is just around the corner, but it can become a risk to the business sector as well.

At the same time, businesses must establish a connection between business and society by integrating the needs or expectations of the people of society as part of the corporate goals.

## TARGET FOR 2020

10,000 farmers and vulnerable groups are encouraged to live in career and quality of life.

## KEY OPERATING RESULTS IN 2020



Farmers  
**9,509** people

receiving career promotion and income



Vulnerable group  
**603** people

who received promotion of occupation and quality of life

## SUPPORTING THE SDGs



### SDG 1

#### No Poverty

- 1.2 Reduce poverty by at least 50%
- 1.4 Equal rights to ownership, basic services, technology, and economic resources



### SDG 4

#### Quality Education

- 4.4 Increase the number of people with the necessary financial skills



### SDG 8

#### Decent Work and Economic Growth

- 8.6 Substantially reduce the proportion of youth not in employment, education or training



### SDG 10

#### Reduced Inequalities

- 10.1 Reduce income inequality

## RESULTS OF 2020 COMPARED TO TARGET

	2017	2018	2019	2020	Achieve Target 2020
Number of farmers who are promoted to occupation and income	1,274	6,279	10,104	9,509	100%
Number of vulnerable groups receiving promotion and quality of life	-	375	2,438	603	100%



# SOCIAL IMPACT

## MANAGEMENT APPROACH

C.P. Intertrade is aware that social and economic issues have a large impact on business operations. As a result, we actively seek to support and integrate farmers, SMEs, and vulnerable groups in our businesses. We provide financial support, encourage their participation, create shared value, and help generate income. Recognizing the importance of addressing social issues, C.P. Intertrade continues its commitment to improving the quality of life of communities and vulnerable groups so that they can access basic social necessities and become self-sufficient

Moreover, C.P. Intertrade has established the ‘C.P. for Sustainability Program’ where every Business Group collaborates to formulate strategies to ensure cohesion. In addition, C.P. Group is committed to improving communities’ quality of life as seen from its approaches in community development, poverty reduction, and agriculture. There are also events giving recognition to outstanding projects.

### CREATING VALUE

- Enhancing Knowledge and skills
- Providing training
- Providing consultation
- Performing technology transfer
- Developing basic learning infrastructure

### COLLABORATION

- Accessing financial capital
- Exchanging knowledge and experience
- Enhancing value towards innovation

### CORPORATION

- Generating income through employment
- Performing marketing and customer research

### CAPITAL

- Community investment
- Grants



## SOCIAL INVESTMENTS

### CSR SPIRIT



16,620  
Hours

#### CHARITABLE DONATIONS



1,996,650  
THB

#### COMMUNITY INVESTMENT



5,240,740  
THB

#### SUPPORT COMMUNITY AND SOCIETY



33,003,666  
THB

#### TAX PAID TO THE GOVERNMENT



12,228,616  
THB

# SUPPORTING FARMERS AND DEVELOPING RURAL COMMUNITIES

(for a Better Quality of Life)



## MANAGEMENT APPROACH

The agricultural sector is still an integral part of the economies of Thailand and many other countries around the world, as it is relevant to the livelihood of many people. Yet, most farmers are still in poverty due to the lack of capital, knowledge, technology, and access to markets. Meanwhile, CP Intertrade has the resources and can collaborate with relevant parties in order to improve the farmers' quality of life, especially to eradicate poverty as part of addressing Goal 1 of the SDGs.

C.P. Intertrade holistic operations seek to support farmers by developing their skills and enhancing their land management capability. Our operations prioritize programs that can create economic, social, and environmental values and align with the Four-in-One approach comprising the public sector, private sector, financial institutions, and farmers. We also support the legislation of contract Farming and other integrated projects to ensure self-sufficiency and sustainability for farmers.



## Performance to support farmers to grow rice during the year 2018-2020

Training farmers area  
12 Province of Thailand

Training accounted  
for arable land

298,082 Rai

Farmers have been trained on  
cultivation properly according to  
academic principles. To reduce  
costs, increase productivity

27,166 peoples

Transforming  
learning across  
the country

24 sites



### CASE STUDY 13



## PROMOTE THE QUALITY OF LIFE FOR FARMERS “THAI FARMER’S RICE YEAR 3”

KhaoTraChat joins with partners under Charoen Pokphand Group to combine the “Thai Farmer’s Rice Year 3” project to help farmers cope with the Covid-19 and falling jasmine rice prices. Invite Thai people to eat jasmine rice from Thai farmers. Through the distribution channels of convenience stores and shopping malls near home under the Charoen Pokphand group such as 7-Eleven, Makro and CP Fresh Mart.

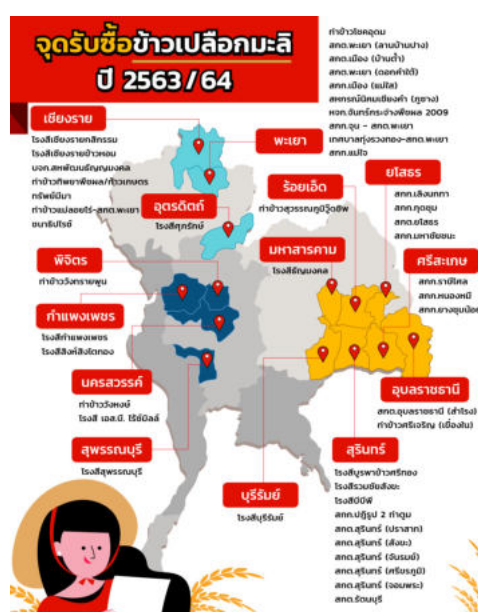


Mr.Thiti Lujintanon, Chief Operating Officer The rice and food business in Thailand and abroad revealed that Thai rice industry in 2020 is likely to decline. both in terms of quantity and export value which over the years Major rice importers and major rice producers in the world include China, Indonesia and the Philippines. has a policy to reduce dependence, slow down purchases, focus on increasing domestic rice production In addition, after the spread of the COVID-19 virus As a result, since March, exports are interrupted making a variety of agricultural products to be exported Including jasmine rice was also affected unable to export to foreign markets causing exports to slow. Consumers in both the Thai and international markets have declining purchasing power. Turn to buy rice of the same quality as jasmine that is cheaper. In addition, this year the rainfall is quite plentiful. There are more volumes than the previous year. These factors resulted in the rice farmers having to face the crisis of falling rice prices.

C.P. Intertrade Co., Ltd. is a manufacturer and distributor of branded rice packed in bags. **“Rice Trachat”** Seeing the problems that are currently occurring, the company would like to be a part of showing concern for Thai farmers by organizing the **“Thai Farmer Rice Year 3”** project. by opening a point to buy freshly harvested rice directly from farmers Through the cooperative rice mills, OHEC, as well as additional SAO, a total of 46 points throughout the country, such as Chiang Rai, Phayao, Yasothon, Surin, Maha Sarakham, Buriram, Roi Et, Sisaket and Ubon Ratchathani, etc., under the Company’s sustainable rice planting system development project area. 190,198 rai

In addition, there are farmers who are members of the project. A total of 9,509 jasmine rice growers, the company will purchase them at market-leading prices. Give the purchase price plus additional to farmers from the general price of 300 baht per ton (humidity not more than 30%). All purchased rice will be brought to the production process to improve quality and packaged under the brand. **“Thai Farmer’s Rice”** ready to help Thai farmers pushing products to the consumer market at a special price.

Mr. Thiti continued, **“Thai Farmer’s Rice”** is 100% authentic jasmine rice (1-3 months old). Its special selling point is white, fragrant, soft, sticky, delicious. It is the first jasmine rice harvested with good quality fresh from the fields. Buy directly from Thai farmers through the production process from a large and modern factory that meets international standards Which will be available for sale in the first lot, size 5 kg, priced at only 165 baht, from December 1, 2020 - January 31, 2021, can be purchased through various channels under the Charoen Pokphand Group only.



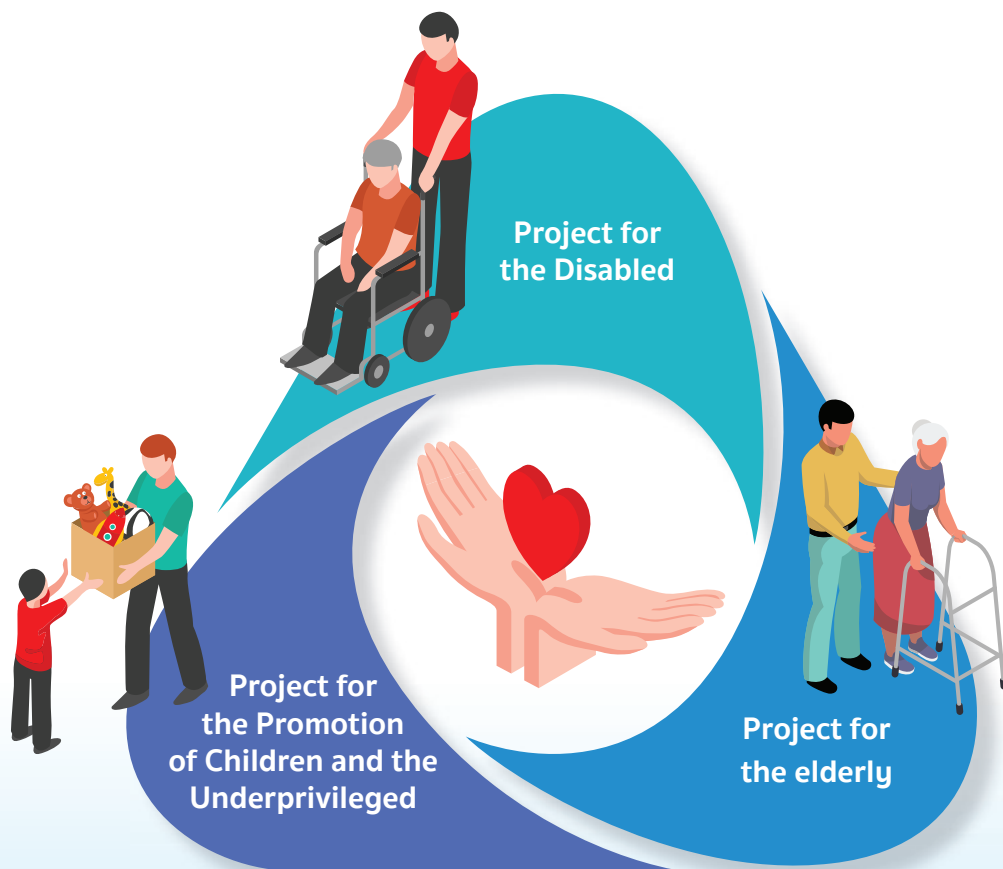
# SUPPORT FOR VULNERABLE GROUPS

## MANAGEMENT APPROACH

The challenge affecting the world today is the global population. continually increasing Promotion and development of quality of life so that vulnerable populations receive equality in society. Something that should be of great importance to reduce inequality society formed under the concept that **‘Building a strong business foundation must go hand in hand with building a foundation. quality of life of people in society’**, thus making the business group Have ideas and awareness of continual support for people in society.

The company believes that the business can grow sustainably. Community and society must develop at the same time, so we recognize the importance of supporting social and community activities. and with awareness of the roles and duties of a good citizen and the philosophy of 3 benefits to the sustainability of the company (to the country, the people and the company).

Therefore, we aim to promote activities that benefit vulnerable groups such as the disabled, the elderly, children, the socially disadvantaged, especially around the areas where the company operates. using knowledge and expertise in making a positive impact on society through a variety of support forms including: Supporting money, giving things, doing volunteer work, including transferring knowledge in various forms. especially about access to nutritious food and comprehensive education. To contribute to building a stable society and beneficial to the overall development of the country.



## SOCIAL ACTIVITIES TO RESPOND TO VULNERABLE GROUPS



### ELDERLY

Khao C.P. Company Limited (Nakhon Luang Rice Factory) and Ayutthaya Port and ICD Company along with executives and employees, donated tiered rice and daily necessities to over 80 elderly people in the project **“Chat Asa brings happiness to the elderly”** for the year 2020 at Mae La Sub-district Community Health Promoting Hospital, Nakhon Luang District, Phra Nakhon Si Ayutthaya Province by CSR SPIRIT volunteer from the International Trading Business Group and Corn Integration (Maize) Business Group Provide fun and happiness to the elderly with games and activities. Create smiles and tears of joy for the elderly. It also hosted a hot omelet rice lunch for over 100 senior citizens and staff.



### CHILDREN AND THE UNDERPRIVILEGED

Khao C.P. Co., Ltd. (Nakhon Luang Rice Factory) donated Royal Umbrella rice, packaged size 5 kg, to support the 2<sup>nd</sup> semester lunch program for the year 2020 to students at Wat Yai School (Sam Tai Pha Suk Prasert) and Wat Thong School (Samkhyanusorn), Nakhon Luang District, Phra Nakhon Si Ayutthaya Province To encourage students to eat good quality lunches. It can also alleviate the burden of parents and schools in managing lunches



### DISABLED

Employees and their families in the international trading business collaborate to join the project at the company. Supported the Prosthetic Leg Foundation to combine the can pull ring and expand the issuance of the royal prosthetic leg unit by donating rice for cooking. Throughout, the issuance of the royal prosthetic leg unit with omelet rice booth at the opening ceremony and prosthetic leg ceremony to serve patients relatives and orthotics.





(GRI 103-1, 103-2, 103-3, 201-1, 413-1)

## THE CHALLENGE

Comprehensive stakeholder engagement is at the heart and is incorporated into the strategic development of all companies in the international trade group to balance corporate operations and stakeholder expectations. Stakeholders. As well as building good relationships with stakeholders by considering the needs of the stakeholders to respond in a manageable way that is important to both the business and the stakeholders.

### TARGET FOR 2020

100% of C.P. Intertrade company limited and company in the international trading business, there is a process for creating engagement with stakeholders.

### KEY OPERATING RESULTS IN 2020



#### All companies

Stakeholder groups are defined and looking for needs and expectations.



#### Listening to the voice of stakeholders

The engagement and trust of **14** stakeholder groups with the organization is surveyed every year.

## SUPPORTING THE SDGs



### SDG 16

#### Peace, Justice, and Strong Institutions

**16.7** Ensure responsive, inclusive, participatory, and representative decision-making at all levels



### SDG 17

#### Partnerships for the Goals

**17.6** Enhance the global partnership for sustainable development

**17.7** Encourage and promote effective partnerships

### RESULTS OF 2020 COMPARED TO TARGET

	2017	2018	2019	2020	Achieve Target 2020
Number of business lines.	2	7	7	7	100%
Number of companies.	2	7	7	7	100%



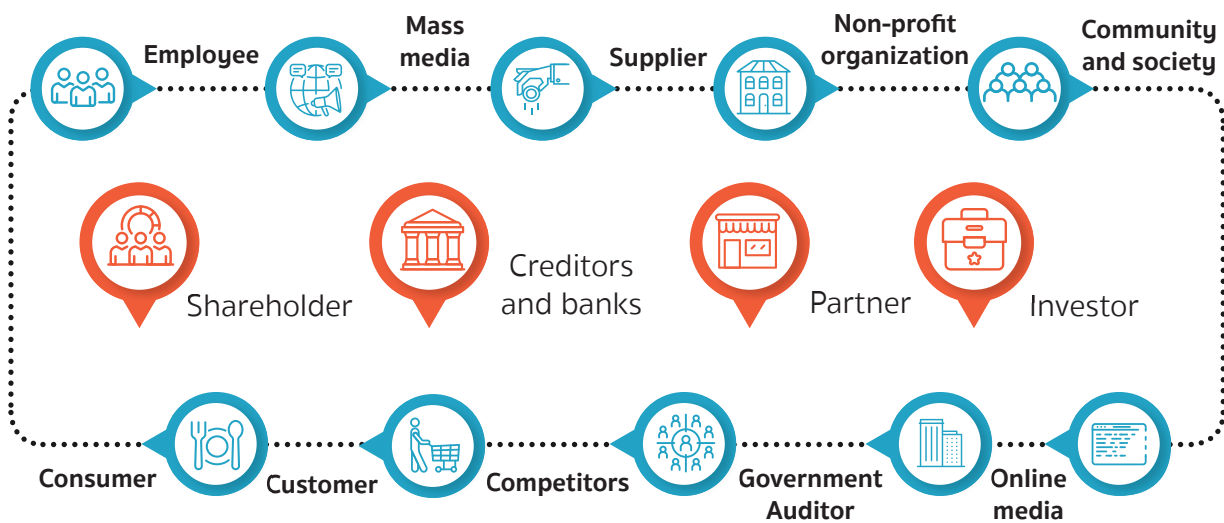


## STAKEHOLDER ENGAGEMENT

### MANAGEMENT APPROACH

C.P. Intertrade Co., Ltd. and companies in the International Trading Business Group has established guidelines for the management of engagement with stakeholders in order to respond to the needs of stakeholders in a timely manner and to build trust and trust from all parties by continually developing and improving the process of engaging with stakeholders and covers the matter of identifying stakeholder need or expectation. Develop channels of participation Complaint Channel and the process of reviewing potential complaints This must make employees in the organization aware, understand and act in this matter in a systematic way. The stakeholders of the company There is a process for identifying stakeholders as follows:

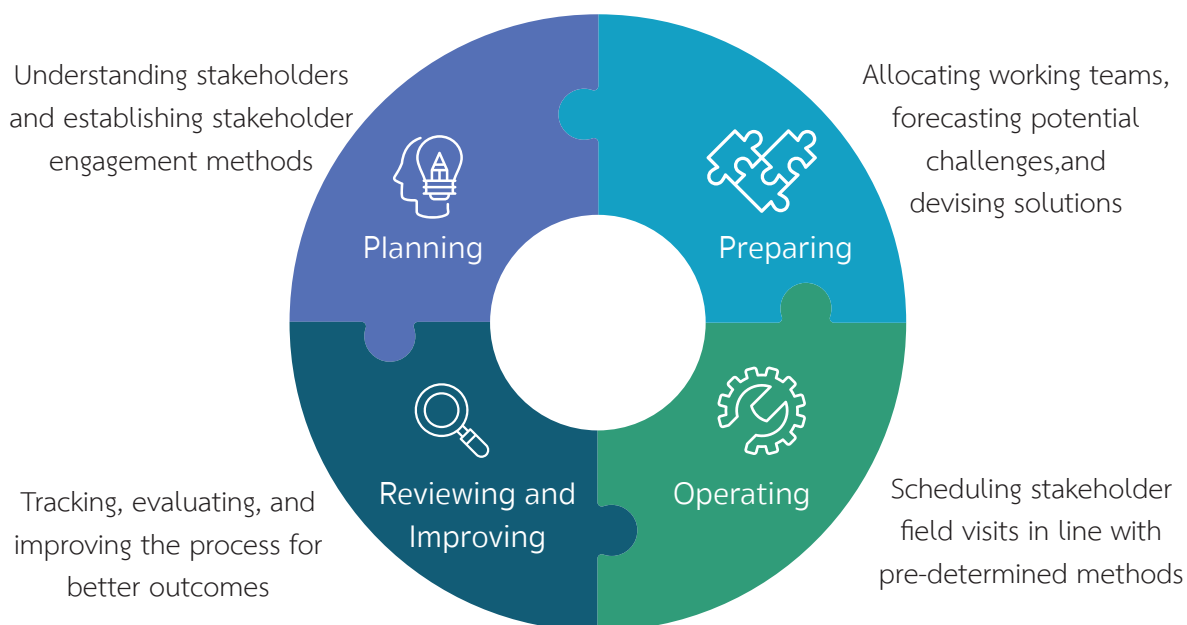
1. Consider stakeholder groups based on 3 factors:
  - Determination of stakeholder groups according to key trading partners, which has 14 groups
  - Determination of stakeholder groups by C.P. group, which has 10 groups.
  - Determination of stakeholder groups according to the CSR standard system, which has 8 groups.
2. Executive meeting And the committee considered the stakeholder groups covering all 3 factors, therefore, the stakeholder groups of CP Intertrade Co., Ltd. were set into 14 groups.












## STAKEHOLDER ENGAGEMENT PROCESS









In the process of preparing the Sustainability Report for the year 2020 of C.P. Intertrade Co., Ltd., we create engagement with stakeholders at the business level. Reviewing the stakeholder engagement issues from 2019 through various mechanisms to examine the sustainability issues of the organization. and listen to opinions, suggestions and expectations of various groups.

This allows us to understand common key issues that stakeholders have the same opinion on. and has been planned to respond to such issues as well as pushing for continuous improvement of operations and to meet the expectations of interested stakeholders and different expectations, the business group therefore creates a channel for stakeholder participation. through a communication mechanism that facilitates the relationship exchange views. The communication frequency of each group will vary according to plans and needs. As shown in the table:

Stakeholder Group	Method of Engagement	Issues of Interest
<b>Employee</b> 	<ul style="list-style-type: none"> <li>• Intranet, CPTG &amp; CROP Connect</li> <li>• Mobile Applications</li> <li>• E-mail and Social Media</li> <li>• Meetings with executives</li> <li>• Activities of the Welfare Committee and Safety Committee</li> <li>• Satisfaction and engagement surveys</li> <li>• Feedback and grievance channels</li> </ul>	<ul style="list-style-type: none"> <li>• Compensation, benefits, and remuneration</li> <li>• Career progression</li> <li>• Work environment</li> <li>• Occupational health and safety</li> </ul>
<b>Community and society</b> 	<ul style="list-style-type: none"> <li>• Sustainability Report</li> <li>• Opinion survey and listening to recommendations</li> <li>• Grievance channel</li> <li>• Dialogues and regular visits</li> <li>• Activities to promote quality livelihoods</li> </ul>	<ul style="list-style-type: none"> <li>• Business impacts on societies, communities, and the environment</li> <li>• Engagement in promoting community</li> <li>• Livelihoods</li> <li>• Fair complaints process</li> <li>• Transparent and efficient communications on performance</li> </ul>
<b>Consumer/ Customer</b> 	<ul style="list-style-type: none"> <li>• Consumer center</li> <li>• Feedback and grievance channels</li> <li>• Customer surveys and interviews</li> <li>• Meetings and site visits</li> <li>• Websites, E-Mail and Social Media</li> </ul>	<ul style="list-style-type: none"> <li>• Good product quality and suitable price</li> <li>• Food Safety</li> <li>• Product traceability</li> <li>• Post-sale information about products and services</li> <li>• Personal data privacy</li> </ul>
<b>Partner</b> 	<ul style="list-style-type: none"> <li>• Site visits and joint meetings</li> <li>• Partner development training courses</li> <li>• Supplier capacity-building projects, partnerships, and joint innovation development</li> <li>• Assessments, consultations, and technical</li> <li>• Services</li> <li>• Grievance channel</li> </ul>	<ul style="list-style-type: none"> <li>• Fair business practices</li> <li>• Business Equality</li> <li>• Supplier capacity-building</li> <li>• Human rights and environmental impacts in the supply chain</li> </ul>
<b>Shareholder / Investor</b> 	<ul style="list-style-type: none"> <li>• Meetings and roadshows</li> <li>• Site visits to operational units</li> <li>• Sustainability Report</li> <li>• Grievance channel</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate Governance</li> <li>• Complete, transparent, and efficient performance disclosures</li> <li>• Enhancing competitiveness and business direction</li> </ul>

Materiality Issues	Response	Benefits Received by Stakeholders	Page
<ul style="list-style-type: none"> <li>Corporate governance</li> <li>Human rights &amp; labor practices</li> <li>Leadership &amp; human capital development</li> </ul>	<ul style="list-style-type: none"> <li>Treat employees with respect for human rights principles</li> <li>Continuously develop employees' capability</li> <li>Retain good and talented employees</li> <li>Develop a human resources management system</li> <li>Comply with Thai labor standards</li> <li>Enact the Safety, Occupational Health and Workplace Policy and Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Employees receive appropriate training</li> <li>Leadership training and development</li> <li>Grievances and Whistleblowing management</li> <li>Assessments on safety, occupational health and work place environment</li> </ul>	63 74-77 54 71-72
<ul style="list-style-type: none"> <li>Social impact</li> <li>Climate change management</li> <li>Water stewardship</li> <li>Ecosystem &amp; biodiversity protection</li> </ul>	<ul style="list-style-type: none"> <li>Control efficiency of the pollution prevention system</li> <li>Support to increase the quality of life and generate income for the community</li> <li>Leverage the Company's competitive advantages as tools to create positive impacts and mitigate negative impacts on societies</li> </ul>	<ul style="list-style-type: none"> <li>Initiatives that create values for society</li> <li>Climate change management</li> <li>Water stewardship</li> <li>Ecosystem and biodiversity protection</li> </ul>	88-95 133 143-145 150-153
<ul style="list-style-type: none"> <li>Health &amp; well-being</li> <li>Ecosystem &amp; biodiversity protection</li> </ul>	<ul style="list-style-type: none"> <li>Develop products and services that meet quality and safety standards</li> <li>Help consumers understand products and services through product labeling, and protect customer data privacy</li> <li>Develop a product traceability system</li> </ul>	<ul style="list-style-type: none"> <li>Commitment to quality production processes</li> <li>Product labels, website, and direct consumer hotline</li> <li>Raw material sourcing and traceability</li> </ul>	108 153 153
<ul style="list-style-type: none"> <li>Corporate governance</li> <li>Responsible supply chain management</li> </ul>	<ul style="list-style-type: none"> <li>Continuously develop supplier partnership projects</li> <li>Develop criteria for supplier assessment according to the Sustainable Procurement Policy</li> <li>Communicate with suppliers to help them understand requirements</li> <li>Treat all suppliers equally and fairly according to business agreements/ Business Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>Supplier capacity-building</li> <li>Communications on the Supplier Code of Conduct</li> <li>Operations based on the foundations of ethics and transparency</li> </ul>	161 160 45-46
<ul style="list-style-type: none"> <li>Corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Operate in compliance with laws, corporate governance principles, objectives, company's regulations, and decisions of the Shareholders</li> <li>Comply strictly with the creditor's conditions</li> <li>Listen to the recommendations and reflections from shareholders and investors</li> <li>Collaborate with relevant agencies to improve operational efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Good corporate governance</li> <li>Corporate sustainability management</li> </ul>	42 24-29



Stakeholder Group	Method of Engagement	Issues of Interest
<b>Mass Media/ Online media</b> 	<ul style="list-style-type: none"> <li>• Communications through all formats/channels</li> <li>• Media visits to operational units</li> <li>• Press conferences and regular media interviews</li> <li>• Support and engagement in media activities</li> <li>• Grievance channel</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate governance</li> <li>• Complete, transparent, and efficient performance disclosures</li> <li>• Business impacts on societies, communities, and the environment</li> <li>• Social projects</li> </ul>
<b>Government Auditor</b> 	<ul style="list-style-type: none"> <li>• Meetings and visits on various occasions</li> <li>• Collaboration and support for initiatives, project development, and beneficial activities</li> <li>• Grievance channel</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance to relevant laws and regulations</li> <li>• Being a model business for social and environmental responsibility</li> <li>• Complete, transparent, and efficient performance disclosures</li> </ul>
<b>Supplier</b> 	<ul style="list-style-type: none"> <li>• Site visits and joint meetings</li> <li>• Supplier development training courses</li> <li>• Grievance channel</li> </ul>	<ul style="list-style-type: none"> <li>• Transparent and fair procurement contracts</li> <li>• Organize capacity-building training courses</li> <li>• Human rights and labor practices throughout the supply chain</li> </ul>
<b>Competitors</b> 	<ul style="list-style-type: none"> <li>• Meetings with third party organizations such as the Federation of Thai Industries</li> <li>• News and information obtained through public media and forums</li> <li>• Grievance channel</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with ethics of competition, laws, and trade regulations</li> <li>• Equitable, transparent and fair competition</li> </ul>
<b>Non-profit organization</b> 	<ul style="list-style-type: none"> <li>• Regular feedback and dialogues</li> <li>• Support collaboration through networks as appropriate</li> <li>• Site visits to operational units</li> <li>• Grievance channel</li> </ul>	<ul style="list-style-type: none"> <li>• Impacts of business operation on societies, communities, and the environment</li> <li>• Social projects</li> <li>• Complete, transparent, and efficient performance disclosures to the public</li> </ul>
<b>Creditors and banks</b> 	<ul style="list-style-type: none"> <li>• Letters to creditors</li> <li>• E-mail and Social Media</li> <li>• Grievance channel</li> </ul>	<ul style="list-style-type: none"> <li>• Pay in full and on time</li> <li>• Complete, transparent, and efficient performance disclosures</li> </ul>

Materiality Issues	Response	Benefits Received by Stakeholders	Page
<ul style="list-style-type: none"> <li>Stakeholder engagement</li> </ul>	<ul style="list-style-type: none"> <li>Engage media to strengthen good relations</li> <li>Provide factual, useful, and timely information for official communication to the public</li> <li>Monitor news reports to inform future operational approach</li> </ul>	<ul style="list-style-type: none"> <li>Useful and timely information based on facts</li> <li>Good relations with the organization</li> <li>Support and participate in media activities</li> </ul>	42, 52 104-105 104-105
<ul style="list-style-type: none"> <li>Corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Monitor and strictly comply with all relevant laws and operating guidelines</li> <li>Collaborate on and support initiatives, and develop projects and activities that will benefit the country</li> <li>Communicate and disclose performance in a complete, transparent, and efficient manner, and receive recommendations for improving operational plans</li> </ul>	<ul style="list-style-type: none"> <li>Good corporate governance</li> <li>Oversight of compliance across the Group</li> <li>Partnerships for sustainable development</li> </ul>	42 46-48 104-105
<ul style="list-style-type: none"> <li>Corporate governance</li> <li>Responsible supply chain management</li> </ul>	<ul style="list-style-type: none"> <li>Fair and transparent contracts</li> <li>Organize a course to increase the potential for supplier development</li> <li>Operate in accordance with human rights policy and labor practices throughout the supply chain</li> </ul>	<ul style="list-style-type: none"> <li>Supplier capacity-building</li> <li>Communications on the Supplier Code of Conduct</li> <li>Operations based on the foundations of ethics and transparency</li> </ul>	161 160 44-46
<ul style="list-style-type: none"> <li>Corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to the rules/ethics of competition and establish a monitoring mechanism to ensure that there is no conduct associated with gaining trade secrets from competitors</li> <li>Prohibit any actions to defame competitors' reputation based on unfounded facts</li> </ul>	<ul style="list-style-type: none"> <li>Good corporate governance</li> <li>Anti-corruption</li> </ul>	42 52
<ul style="list-style-type: none"> <li>Human rights &amp; labor practices</li> <li>Social impact</li> <li>Ecosystem &amp; biodiversity protection</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate work locally to jointly address problems</li> <li>Listen to recommendations to inform determination of operational approach</li> <li>Communicate and disclose performance in a complete, transparent, and efficient manner, and receive recommendations for improving operational plans</li> </ul>	<ul style="list-style-type: none"> <li>Operations that uphold human rights and labor practices</li> <li>Value-added initiatives for societies</li> <li>Ecosystem and biodiversity protection</li> </ul>	58-59 88-95 150-152
<ul style="list-style-type: none"> <li>Corporate governance</li> </ul>	<ul style="list-style-type: none"> <li>Provide accurate and complete financial information</li> <li>Comply with contract terms</li> <li>Strictly follow the conditions</li> <li>Pay off debts on time</li> </ul>	<ul style="list-style-type: none"> <li>Good corporate governance</li> <li>Anti-corruption</li> </ul>	42 52

## CASE STUDY 15



### COMMUNITY ENGAGEMENT SURVEYS

To ensure that the operation of community support is standardized has established guidelines for community operations by merging dialogue with the community to understand and reduce various concerns of communities that are directly and indirectly affected by business operations, consisting of 5 steps

01



#### Community Priority

Assess the importance of the community affecting the organization's operations. and define methods and levels of community engagement classified by priority by Community engagement surveys

#### Creating a Community Engagement Plan

community information to create a community engagement plan according to the importance of the community that has been classified



02

03



#### Implementation of the Community Engagement Plan

Conduct community engagement activities in an appropriate format. and according to the needs of the community focusing on issues and interest in the impact on the community

#### Community Data Analysis and Processing

Collect all community development data for monitoring progress and expansion that have been agreed with the community



04

05



#### Response, Follow-up, and Continuity

Develop cooperation and coordinate with internal departments. and external involved in the process of participation with the community to be carried out effectively Including using what was found to improve the guidelines for community development operations in the following year





## CASE STUDY 16



### PUBLIC HEARING

International Trading Business Group operates in the water transportation business of Ayutthaya Port and ICD Company Limited. Therefore, the company has conducted an Environmental Impact Assessment (EIA) by conducting a questionnaire survey on environmental impacts on communities within and conducting public hearings twice a year. Dividing the stakeholders into 7 groups according to the guidelines for the participation of people in preparing the Environmental Impact Assessment Report as follows

Group 1: People who are affected both positively and negatively

Group 2: Persons responsible for preparing the Environmental Impact Assessment Report

Group 3: Persons responsible for considering environmental impact assessment reports

Group 4: Government agencies at various levels

Group 5: Environmental Protection NGOs

Group 6: Mass Media

Group 7: People who are interested

#### Preventing and correcting the impact of damaged embankment polls

Planting trees to increase green areas around the establishment and planting perennial trees opposite the cargo wharf project for a distance of 1,250 meters from the Golden Temple area to the Kaew Temple. The trees planted are

- Bamboo 300 trees (cling to the top of the soil prevent water embankment subsidence)
- Pine 300 trees (trapping dust from loading and unloading in front of the port)

#### Prevent and correct hydrodynamic environmental impacts

##### River engineering and river line changes measures

- Canvas or plastic cloth must be stretched between the barge and the berth. to prevent products from falling into the Pa Sak River
- Maritime activities while loading a full ship Must navigate carefully to prevent accidents on the boat. Especially the fishermen who fished along the shipping routes and the diffusion of bottom sediment that affects fish and aquatic life.
- In the case of the dry season, when the water level in the river decreases, use a ship to transport goods with a depth of water. correlation with the water level in the Pa Sak River. to prevent the boat from getting stuck in the water and caused the spread of sediment in the water
- In case of damage to the banks of the Pa Sak River that the project's cargo ships use to travel If the damage is found caused by the cargo ship of the project to be corrected / repaired to be in good condition as soon as possible.



## HEALTH AND WELL-BEING

(GRI 103-1, 103-2, 103-3)

## THE CHALLENGE

C.P. Intertrade company Ltd. and companies in the international trading business group intend to develop products and push forward programs to promote health and well-being of consumers, especially products that are the main products in accordance with the guidelines for the health of Thailand and international by using the potential, Company resources and stakeholders to prevent and solve health problems of all groups of people. To support the Sustainable Development Goals, Goals 2 and 3 focus on hunger and promoting health and well-being.

### TARGET FOR 2020

30% of new products will help promote health and well-being.

### KEY OPERATING RESULTS IN 2020



**100%**

Safe and quality production process



**4** new products

will help promote health and well-being

## SUPPORTING THE SDGs



### SDG 2

#### Zero Hunger

##### 2.1

Access to food that is nutritious and safe based on international standards

##### 2.2

End all forms of malnutrition



### SDG 3

#### Health and Well-being

##### 3.4

Reduce mortality from non-communicable diseases and support good well-being

##### 3.B

Support research, development, and access to affordable essential medicines and vaccines

### RESULTS OF 2020 COMPARED TO TARGET

	2017	2018	2019	2020	Achieve Target 2020
Number of new products focused on health and well-being	2	3	3	4	100%



# MANAGEMENT GUIDELINES AND MANAGEMENT OF HEALTH PRODUCT INNOVATION

## MANAGEMENT APPROACH

Promoting health and well-being for all people is a common priority for all countries. C.P. Intertrade views this as an opportunity to develop products and services using our expertise in agribusiness and food, retail and distribution, and pharmaceuticals.

The Group is committed to investing in research and development, operating according to international standards, controlling and monitoring quality throughout the value chain, and promoting understanding of good nutrition for society as a whole. We focus on increasing the capacity of our employees (People), developing processes based on international standards (Process), offering products for promote good health and well-being (Product), and promote understanding of health issues (Promotion of Health) by providing product information and initiatives.



PEOPLE

We strongly believe that to produce safe, high quality food, we must look to the quality of our employees. Therefore, we invest heavily in the recruitment, training and development of our staff, working with industry experts to ensure that we are able to efficiently manage risk and quality control. This is important along the entire value chain from the sourcing of raw materials through to manufacture and delivery to our consumers.



PROCESS

We believe good manufacturing processes require good systems and standards. As a result, we are continually improving our food quality and safety systems, using laboratory analysis, automation, traceability systems and regular certification to international standards, such as ISO/IEC 17025 accreditation, by both internal and external parties.

- ISO 9001:2015
- GMP
- HACCP
- BRC



PRODUCT

We believe that product innovation plays a vital role in improving health and well-being, and are dedicated to investing in it. We have created more diverse product ranges, improving both taste and nutritional value and continue to do so. We also focus on developing new products for different target groups, including functional and medical foods.



PROMOTION OF HEALTH

We believe that clear and accurate product information can help consumers make good decisions. As a result, we have a strong focus on communicating clear, accurate, and sufficient information to our customers. In addition, we engage in a number of projects to support public education on appropriate levels of consumption, food hygiene and nutrition as well as initiatives that provide consumers with better access to nutritious food products.

## PRODUCT DEVELOPMENT FOR HEALTH

C.P. Intertrade is determined to research and develop products to improve consumers' health and well-being, including continuously introducing new products through research and development that leverage modern food technology and meet international standards. To achieve this, the Group established a food research and development center that supports expert food researchers' and developers' creativity and showcases their ability to test new products and emphasizes their determination to research and develop healthy products. Furthermore, different people have different food demands at different ages, and therefore it is necessary to develop food innovations that promote a good quality of life for global consumers. To accomplish this, they use pilot factories to test and develop products that can immediately respond to different market demands.

The Company has developed products for better health and well-being in response to vastly changing consumers' food consumption trends. Consumers currently consider the benefits and nutrition of food as their top priority. C.P. Intertrade have continuously produced products for better health and well-being at research and development center is located in Nakhon Luang District, Phra Nakhon Si Ayutthaya Province.



## EXAMPLES OF THE GROUP'S PRODUCTS FOR GOOD NUTRITION

2018



### Jasmine Brown Rice

Royal Umbrella Thai Jasmine Brown rice is highly nutritious. It is a good source of vitamin B1, phosphorus, niacin, magnesium and dietary fiber. along with the storage process different quality

- Grain Cooler Technology maintains freshness, fragrance, softness all year round
- Innovation Oxygen Absorber Vacuum Packaging to prevent rancidity

Soft cooked rice, rich in nutrients and vitamin B complex. That nourishes the eyes and brain, reduces blood pressure, strengthens bones and teeth. Dietary fiber helps maintain the digestive system, prevent intestinal disease. High folate helps prevent anemia.

2019



### Royal Umbrella Lite

- Healthy rice, we grow our own - soft, delicious, health conscious
- It is a rice with a relatively low glycemic index (Medium to Low GI).
- Promote self-cultivation in Suphanburi Province

**Properties :** Rice with a relatively low glycemic index. Eat the same but less glycemic index, fragrant, soft, delicious, health conscious.

### Rice Bran Oil Cook Enjoy

- Natural high antioxidants (Gamma Oryzanol is found only in rice bran oil,
- contains up to 8,000 ppm and contains vitamin E.)
- Heat resistant up to 250 degrees Celsius
- Phytosterols remove bad fats from the body.
- Free from the villainous semitransces.
- Reduce the risk of heart disease
- Odorless, neutral taste
- Cook delicious food in every menu. Make salads, stir-fries, fries and baking.





2020

## Ri-O

Crispy pastries made from real jasmine rice. Mixed with good varieties of corn. Ri-Oh has 4 flavors together: coconut flavor, cheese flavor, and smoked barbecue flavor nori and wasabi flavored Japanese style.



## R U COCO 100% coconut water

Ready-to-drink coconut water, calories only 50 kcal per box, considered the lowest in the market. which comes from mixing 2 types of real coconut water, namely, perfumed coconut. and coconut with only 9 grams of natural sugar, no added sugar No sweeteners, no flavorings, no artificial colors, no preservatives. Coconut water is rich in 5 types of natural mineral salts, namely potassium, calcium, magnesium, chloride, sodium, which are suitable for balancing the body to refresh every rhythm of life. can be eaten before And after exercise, morning, noon, evening, before bedtime or mix in your favorite beverages such as tea, coffee and protein shakes.



## Vita one C+ high vitamin C juice

Vitamin C, low sugar, low calories, contains fiber, vitamin water, strengthens the immune system

## BK Performance The Snow drink



- Vitamin drink that can make you perform every day. from vitamin C up to 200%
- An unprecedented blend of B3, B5, B6, B12, and a refreshing drink of Snow Effect. animated always awake

SPORTS SUPPORT  
UNDER THE THAI RICE PROJECT,  
THAI CHILDREN PROJECT

CASE STUDY 17



DEVELOPING THAI SPORTS INDUSTRY  
“ROYAL UMBRELLA”  
JOINS IN SUPPORTING  
“SPORTS  
ASSOCIATION”  
for Thai youths to world-class





# ส่งกำลังใจเชียร์ “โปรจีน” อาตมยา โปรกอล์ฟหญิงดาวรุ่ง ในทัวร์นาเมนต์ยุโรป



C.P. Intertrade Co., Ltd., manufacturer and distributor “Royal Umbrella” focuses on the strategy of sport marketing and is considered one of the strategies to build a brand and expand to reach consumers both domestically and internationally through support. Promote and create opportunities for Thai youths to play sports and compete in various tournaments with athletes who create outstanding performance as models

The main goal is to make Royal Umbrella a part of daily life or lifestyle product through various activities and communication to create awareness through sports or sports marketing, which is part of the daily life of consumers. It also helps with nutrition because Royal Umbrella also has Royal Umbrella Lite less sugar for the health of athletes and suitable for athletes as well. Therefore, it is believed that it will be an important part to develop Thai athletes to have skills that are on par with the world-class

By bringing Royal Umbrella as part of sports and music, the brand will be closer to consumers. Helping to change the consumer’s perspective on Royal Umbrella make the brand come alive. The aforementioned strategy will be applied both domestically and internationally. It is considered a Global Platform starting from Thailand. reflected around the world. Currently, Royal Umbrella is exported to more than 100 countries. This year, the company spent the budget for sports strategy. Marketing over 15 million baht and will increase to over 20 million baht in 2020 through sponsorship of athletes, sports associations, as well as organizing various events.

- Support Ban Thong Yod Badminton School
- Support badminton players
- Support the Women’s Golf Association
- Support True Bangkok United





## CASE STUDY 18



### UNITE IN THE FIGHT COVID-19

From this COVID-19 crisis situation, it has created the power of helping all over the world. International Trading Business Group and Crop Integration (Maize) Business Group with determination to operate the business under the 3 benefits continually create trust from partners, customers, jointly support the products to help alleviate the heat so that we can move through this crisis together.







## CHEF CARES PROJECT

It started in March 2020 as a collaborative effort between more than 70 top chefs of Thailand and contributors of quality ingredients both delicious and nutritious to be given to medical personnel in various hospitals including high-risk officers who work in public areas during the first stand against COVID-19, over three and a half months. The project has delivered more than 30,000 lunch boxes and gave encouragement to the frontline fighters.







# INNOVATION MANAGEMENT

(GRI 103-1, 103-2, 103-3)



## THE CHALLENGE

The economic challenge of the 4.0 era is rapidly changing consumer demand and direction. World class at C.P. Intertrade Co., Ltd. And companies in the international trade business group Charoen Pokphand Group It needs to be adjusted accordingly. Moreover, the business context places greater emphasis on social and environmental responsibility. Innovation is our priority, and we believe that it will help drive the business forward with sustainability on the basis of rapid change

## TARGET FOR 2020

Increase the value of product and process innovation by 50% compared to the base of 2016

## KEY OPERATING RESULTS IN 2020



**101** million baht

Economical results from the project to reduce costs and increase efficiency.



**89** people

The number of innovators who have invented innovative projects, reduce costs and increase efficiency.

## SUPPORTING THE SDGs



**SDG 8**

**Decent Work and Economic Growth**

**8.2** Substantially reduce the proportion of youth not in employment, education or training



**SDG 9**

**Industry, Innovation and Infrastructure**

**9.5** Increase research and technological capabilities of industrial sectors

**9.B** Support domestic technology development and industrial diversification



**SDG 17**

**Partnerships for the Goals**

**17.17** Support effective partnerships

## RESULTS OF 2020 COMPARED TO TARGET

	2017	2018	2019	2020	Achieve Target 2020
Savings from the Cost Productivity Improvement Program and Innovation	62.13	86.39	85.50	101	100%
Number of innovator	-	62	74	89	100%

## RESEARCH & DEVELOPMENT INVESTMENTS



**24** people  
Number of R&D



**2** Issues  
Patents and Petty Patents



**1** center  
R&D Center



**89** people  
C.P. Group 'Innovators'



**17.71** million THB  
R&D Spending



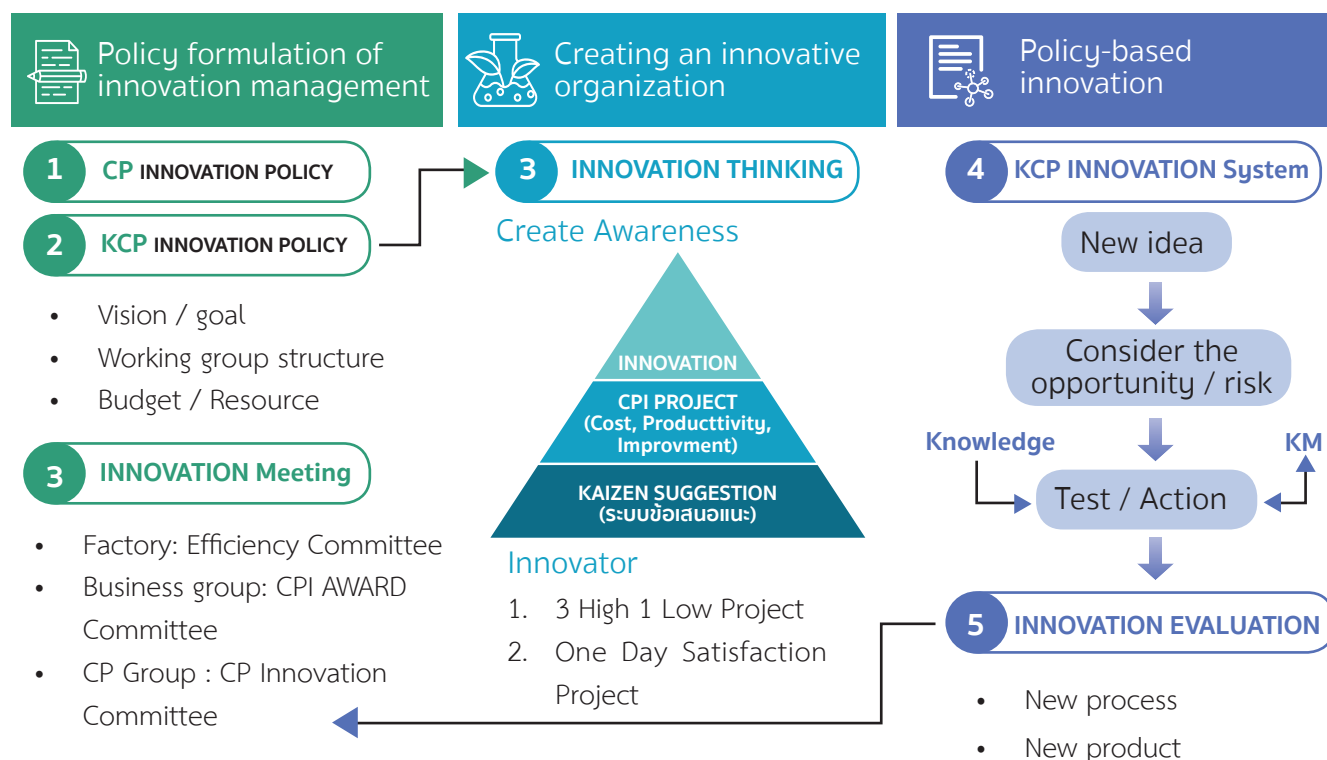
**101** million THB  
Savings from the Cost Productivity Improvement Program and Innovation

### MANAGEMENT APPROACH

It is an important strategy and in line with the implementation of the values “**innovate**”, innovation will result in the organization’s leapfrog change, increase its competitiveness and create sustainable growth.

And able to deliver value to the stakeholders of the organization continuously. C.P. Intertrade and companies in the international trading business group has set directions, objectives, goals and strategies to develop the organization to become an organization of Innovation consists of setting up, policy of innovation, creation of innovation, management of intellectual, as well as creating an innovative organization to drive systematically and continuously develop.

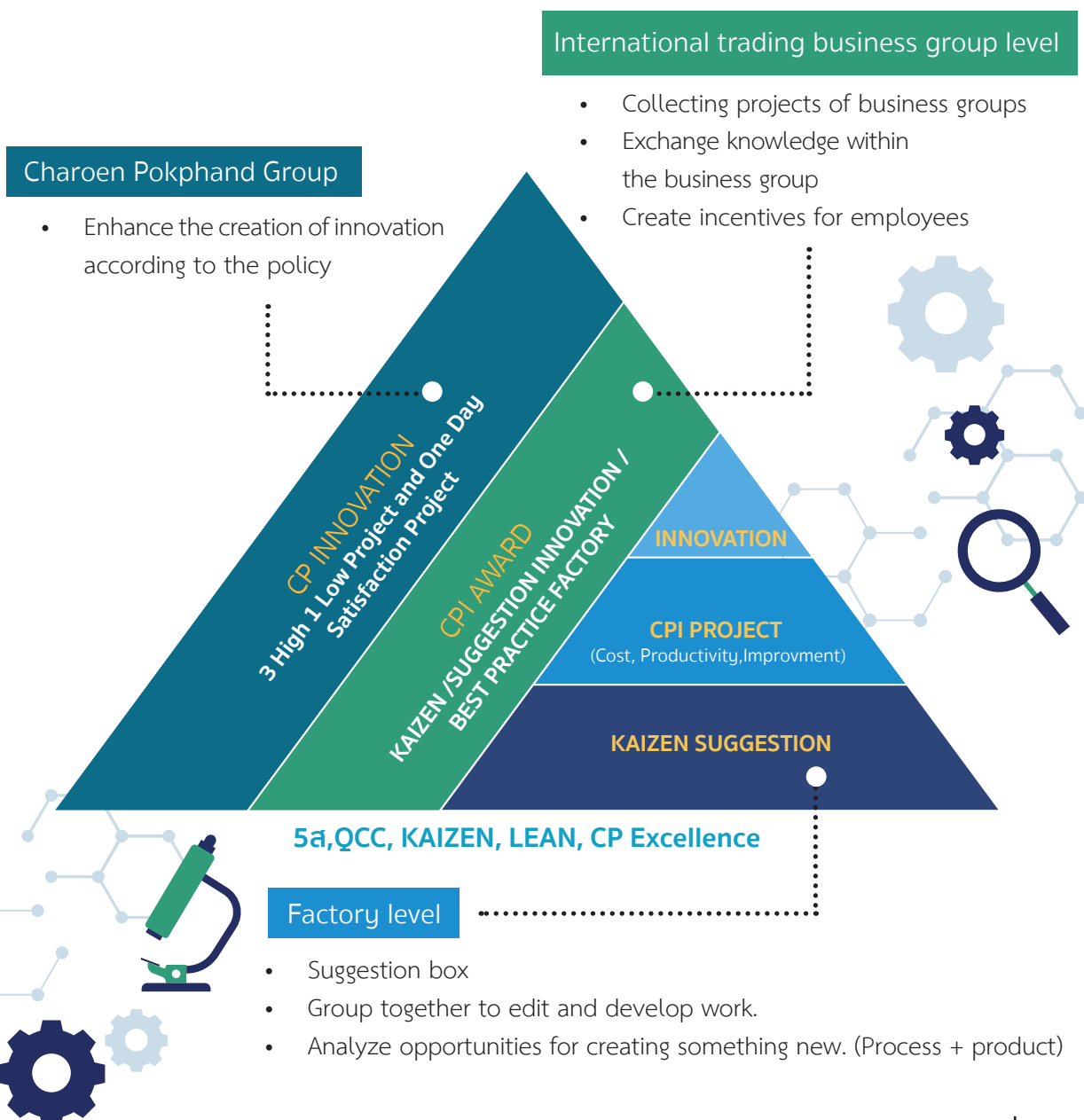
The company focuses on cultivating employee attitudes and subconscious minds to improve develop and innovate It also encourages employees to grow and progress along with the organization. The company has held a contest every 2 years continuously to share knowledge and exchange experiences for employees in the company. In addition, the company promotes innovation by creating incentives for rewards and has a system for awarding innovator contributions as personal reward points for employees.



# CREATING AN INNOVATIVE ORGANIZATION

C.P. Intertrade Company Limited and companies in the international trading business group recognizes the importance of cultivating and creating a positive attitude towards creation, innovation and development create innovation covering 3 areas: economy, technology and society. The company started by focusing on the operations of the operational staff. By focusing on employees to solve problems on-site by themselves, a feedback system (Kaizen Suggestion), and it provides incentives by creating a platform for employees to present their management as they develop into a certain culture. Next, there is a goal for employees to work together, so there is a teamwork set.

Using the concept of QCC System allows employees to group together. Solving tougher problems, decisions are made between teams to achieve joint resolution through the CPI Project process, covering optimization, cost reduction and continuous improvement. Then focus on cooperation as “**Cross Function**” develop into the Innovation System process sent to “**CP INNOVATION**” of the group. Employees show their potential in the CPI Award performance contest with the aim of recognizing innovators who invented their work and to share. Employees’ knowledge and experience exchange, and works will be developed and upgraded to the Group’s innovation competition.







## THE WORKS ATTENDED THE CP INNOVATION FAIR , CHAROEN POKPHAND GROUP

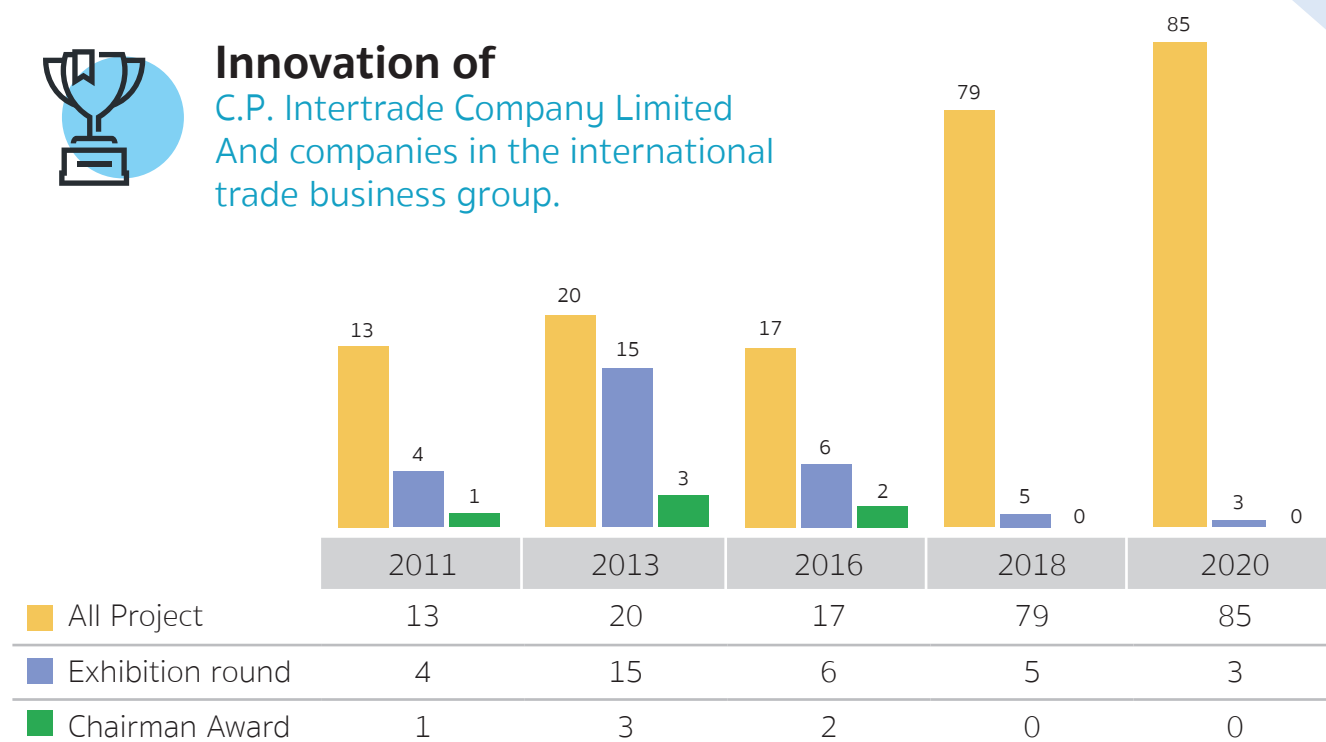
CP Innovation Festival is a platform for employees of the Charoen Pokphand Group to think of new innovations to enhance their potential, operations covering economics, technology. Society and Stakeholders: In this regard, there is an outstanding innovation contest process within the organization 2 years / time and a Chairman award to employees who invent outstanding innovation by Chairman of the Executive Board of Charoen Pokphand Group.

### Project for the 2020 exhibition

- Develop rice production processes towards sustainability.
- Khao Huk Phayao
- Install a solar cell water pump. to develop water resources consumption of the village of Bukhi Lek, Buriram



### Innovation of C.P. Intertrade Company Limited And companies in the international trade business group.



## ONE DAY SATISFACTION PROJECT



Chief Executive Officer  
**Mr. Sumeth  
Laomoraphorn**

The key to creating something new is, first and foremost, not to get caught up in the pleasure of the old. If as long as we still have the satisfaction of old things We will never be able to develop ourselves into something new. On this issue, if we had the opportunity to listen to Mr.Dhanin, Senior President of C.P. Group.We'll find out what we've accomplished. He will commend then he will allow us to be satisfied with 1-3 months. But for him, he was satisfied for only one day. If we listen to his words. It is clearly interpreted that as the leader of the CP Group's highest organization. One day satisfied but he allowed a minor descending, satisfied, descending down, indicating that in his work. He will not let success engulf creativity because when we fall into the same success traps. We don't know that we're ignorantly entering into negligence. We have to put into practice what the Senior President has given us. When we've accomplished something, we're proud of it. Keep this pride to encourage us to create. But at the same time, don't get caught up in success for too long. Open your own worldview. Be prepared to accommodate more new things.

Guided by the objective of putting our Six Core Values into practice, the 'One Day Satisfaction' Project encourages employees to get involved in initiating Deas, improving them, and creating innovations - to cembratesultivate a mindset that change, where they are satisfied in their successes for one day, but continue to strive for improvement the next. The Project encourages them to innovate new ideas for projects based on the concepts of simplification, achieving speed and quality, and benefiting multiple stakeholders. This concept has helped employees develop a more concrete understanding of the Group's values, and a core part of this Project involves encouraging employees to participate more actively in projects. Afterwards, participating employees receive scores that go towards the criteria for recognizing them as a Group 'Innovator.'

**Process****Cross Function**

**Coordinator :** Sustainability Team

**Group (Department)**

**Coordinator :** Energy&Efficiency Team

**Group (Department)**

**Coordinator :** Safety Team

**Cross Function****Individual****CPI**

**INNOVATION**

**Output**

- Research and Development
- NEW (Process, Product, Technology, etc.)

**Timeline :** 6 Month to Year

**CPI Project**

- Copy & Development
- Research and Development

**Timeline :** 1-3 Month

**KAIZEN  
Suggestion**

- Copy
- Development

**Timeline :** Day to Month

The One Day Satisfaction Project is now in its second year, and as of year-end 2020, a total of 467 employees participated in 514 work improvement projects. The participating employees also collected scores to become ‘Innovators,’ resulting in a total of 89 ‘Innovators’ from all levels. Likewise, it has enabled employees to adopt a good perspective on improving their own work through new ideas and methods. This is the idea of putting values into practice, which is one of the essential foundations for becoming an innovative organization.



CASE STUDY 19



INNOVATION & AWARD SYSTEM

Khao C.P. Company Limited and companies in the international trading business group. There is a business operation with a focus on operations to create sustainability for the organization. By focusing on driving the organization to achieve the strategy. goals that have been set resources within the organization, whether it is personnel, knowledge, innovations, management systems or standards set. It is an element that creates rapid business progress.

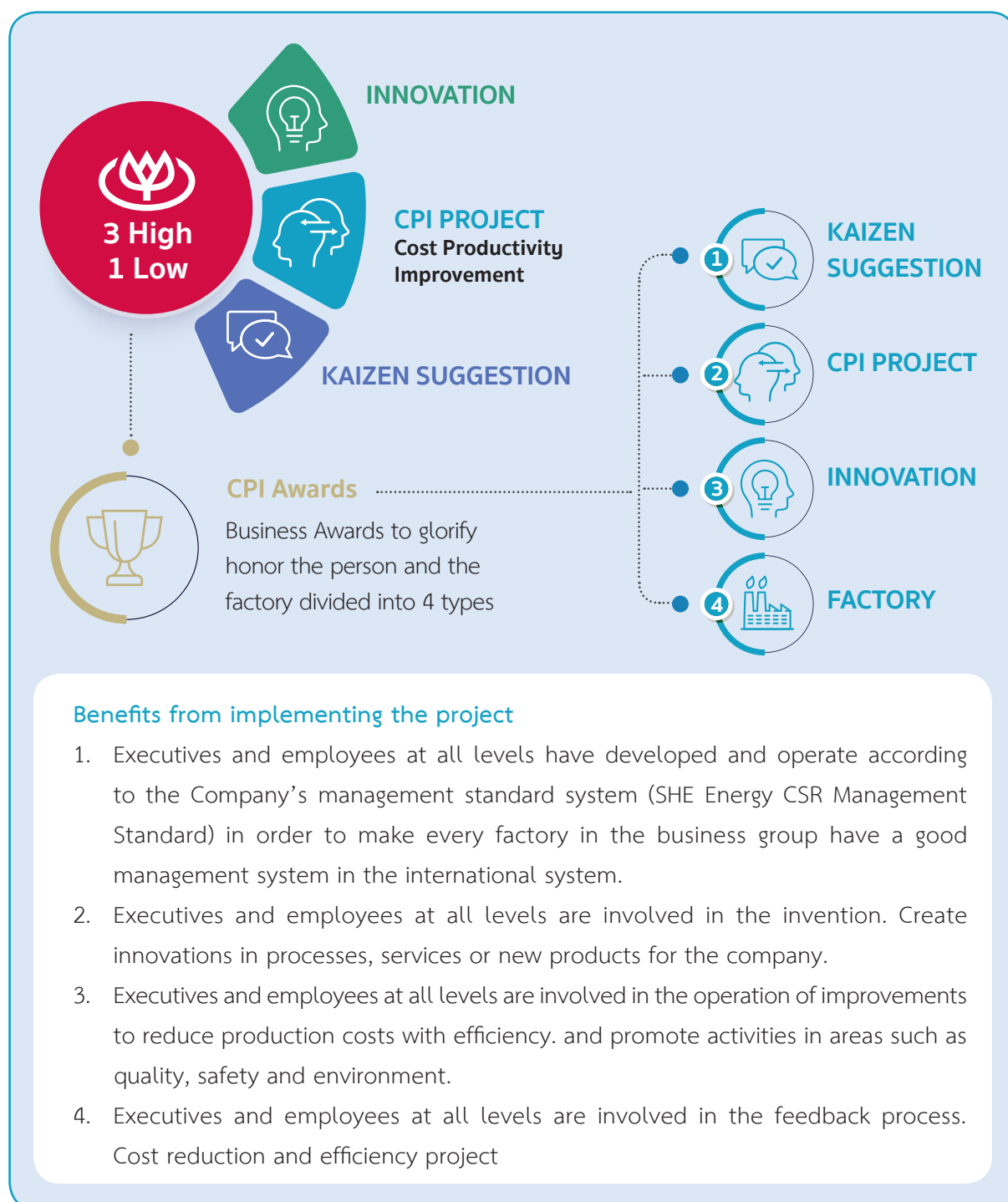




This is to enable continuous operations in the areas of creating innovative projects, reducing costs and increasing efficiency. The management has a policy to organize the event to exchange knowledge on innovation, reduce costs and increase efficiency. between companies in the business group and reward employees with outstanding performance. and can be used to expand the effect at the business level as well as the implementation of the values of 3 benefits (country, people, company). By organizing the “CPI Award” project, there are contests in 4 main areas:

1. Kaizen Suggestion
2. CPI Project
3. Innovation
4. Factory

For projects or projects awarded by the CPI Award project, the owner of the project will receive additional points for collecting Charoen Pokphand Group Innovators Points.



# HOME

## LIVING TOGETHER





C.P. Intertrade Company Limited and companies in International Trading Business Group realizes the importance of environmental sustainability by operating the business under the concept of the use of natural resources for maximum benefit along with the organization's business principles under The concept of **"Green Culture"** is instilled in the activities of the people in the organization, conveying the brand and its products. To achieve our vision to be a leading company in integrated rice and industrial agro business within the framework of this vision.

Mission and Policy : Safety, Occupational Health, Environment Energy and efficiency Therefore, setting the following environmental sustainability goals.



CLIMATE CHANGE  
MANAGEMENT



WATER  
STEWARDSHIP



ECOSYSTEM &  
BIODIVERSITY  
PROTECTION



RESPONSIBLE  
SUPPLY CHAIN  
MANAGEMENT





## CLIMATE CHANGE MANAGEMENT

(GRI 103-1, 103-2, 103-3, 302-1, 302-3, 305-1, 305-2,  
305-3, 305-4, 306-2, 307-1)



## THE CHALLENGE

The challenge of climate change impact, C.P. Intertrade Co., Ltd. and companies in the international trading business group has foreseen the opportunity from change to drive and support for all business groups.

A company that is committed to trying to reduce greenhouse gas emissions and continuous monitoring measures. The company is committed to climate change management. and contribute to reducing the impact on the environment. Adhering to the relevant international principles Integrated with business operations principles that focus on the impact of climate change. In addition, there is support for the government's greenhouse gas reduction mechanism. and a focus on products that have been certified for carbon labels (Carbon footprint). from this commitment, The company aims to reduce the use of plastic for packaging for reuse. Net zero carbon emissions.

## TARGET FOR 2020

Reducing greenhouse gas emission concentrations per unit income by 10% compared to the 2015 base year.

## KEY OPERATING RESULTS IN 2020



Reduce greenhouse gas emissions

**3,532.80** Ton CO<sub>2</sub>eq

Managing and increasing energy efficiency from 2018



Proportion of renewable energy

**32.30%**

Renewable energy in business activities

## SUPPORTING THE SDGs



### SDG 7

#### Affordable and Clean Energy

- 7.2** Increase substantially the supply of renewable energy in the global energy mix
- 7.3** Double the global rate of improvement in energy efficiency



### SDG 11

#### Sustainable Cities and Communities

- 11.6** Reduce the adverse per capita environmental impact of cities



### SDG 12

#### Responsible Consumption and Production

- 12.2** Achieve the sustainable management and efficient use of natural resources
- 12.3** Halve per capita global food waste
- 12.5** Substantially reduce waste generation



### SDG 13

#### Climate Action

- 13.3** Improve education, awareness-raising and human and institutional capacity on climate change

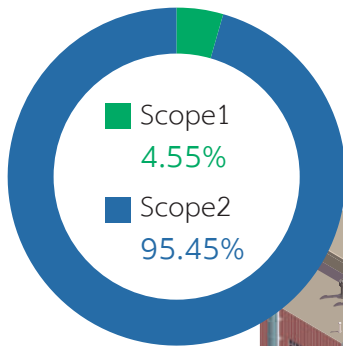
## RESULTS OF 2020 COMPARED TO TARGET

	2017	2018	2019	2020	Achieve Target 2020
Number of products with carbon footprint assessment	2	3	3	4	100%
Reduction of greenhouse gas emissions	-	43.51	32.54	36.14	100%

## GREENHOUSE GAS EMISSION MANAGEMENT INFORMATION

### 2020 performance

#### Greenhouse gas emissions (Scope 1+2)



#### Greenhouse gas emissions (Scope 1+2)

23,190.91  
Ton CO<sub>2</sub>eq



#### Greenhouse gas emissions per revenues

0.53  
Ton CO<sub>2</sub>eq /  
million baht

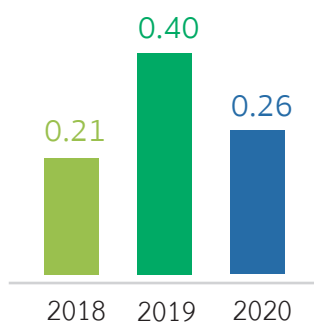


## ENERGY MANAGEMENT INFORMATION

### 2020 performance

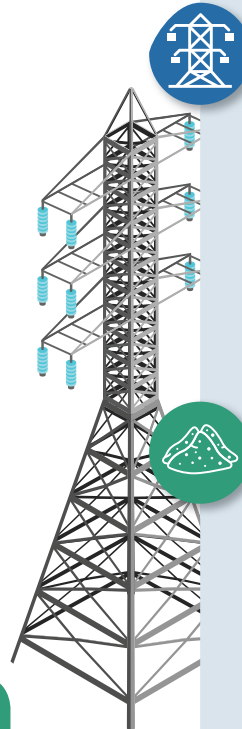
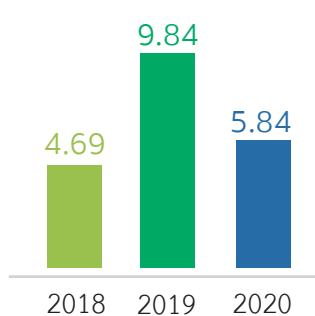
#### Energy consumption

0.26  
Million Gigajoule



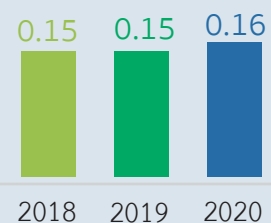
#### Energy consumption per revenues

5.84  
Gigajoule/million baht



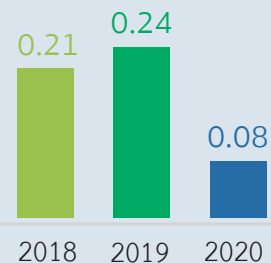
#### Electricity consumption

0.16 Million Gigajoule



#### Husk consumption

0.08 Million Gigajoule

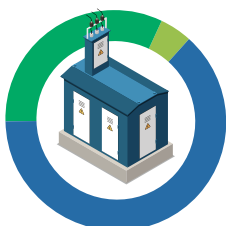


#### Oil consumption

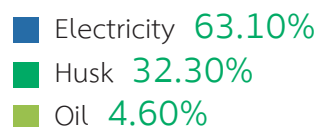
0.01 Million Gigajoule



#### Proportion of renewable energy use 32.30%



Power consumption ratio by type



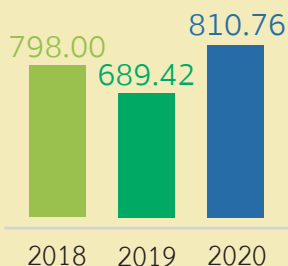


## WASTE MANAGEMENT INFORMATION

### 2020 performance

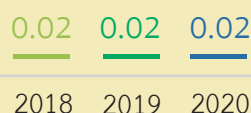
Total weight of waste generated

**810.76** Tons



The amount of waste per revenue

**0.02** Ton/million baht



The amount of waste classified by type

Non-hazardous waste  
**99% : 802.58** Tons

Hazardous waste  
**1% : 8.18** Tons



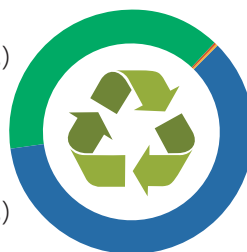
Separated by waste management methods

**60.33%**

(489.15 Tons)  
Recycling

**39.34%**

(318.98 Tons)  
Landfilling



**0.26%**

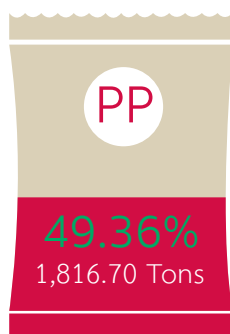
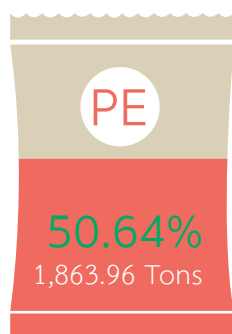
(2.10 Tons)  
Incineration (with energy recovery)

**0.07%**

(0.53 Tons)  
Incineration (without energy recovery)

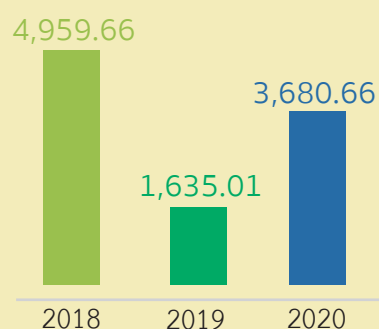
## SUSTAINABLE PLASTIC PACKAGING INFORMATION

### 2020 performance



Plastic packaging consumption

**3,680.66** Tons



## REGISTRATION OF CARBON FOOTPRINT PRODUCT

**4**  
Products



Jasmine rice



White rice



Japanese rice

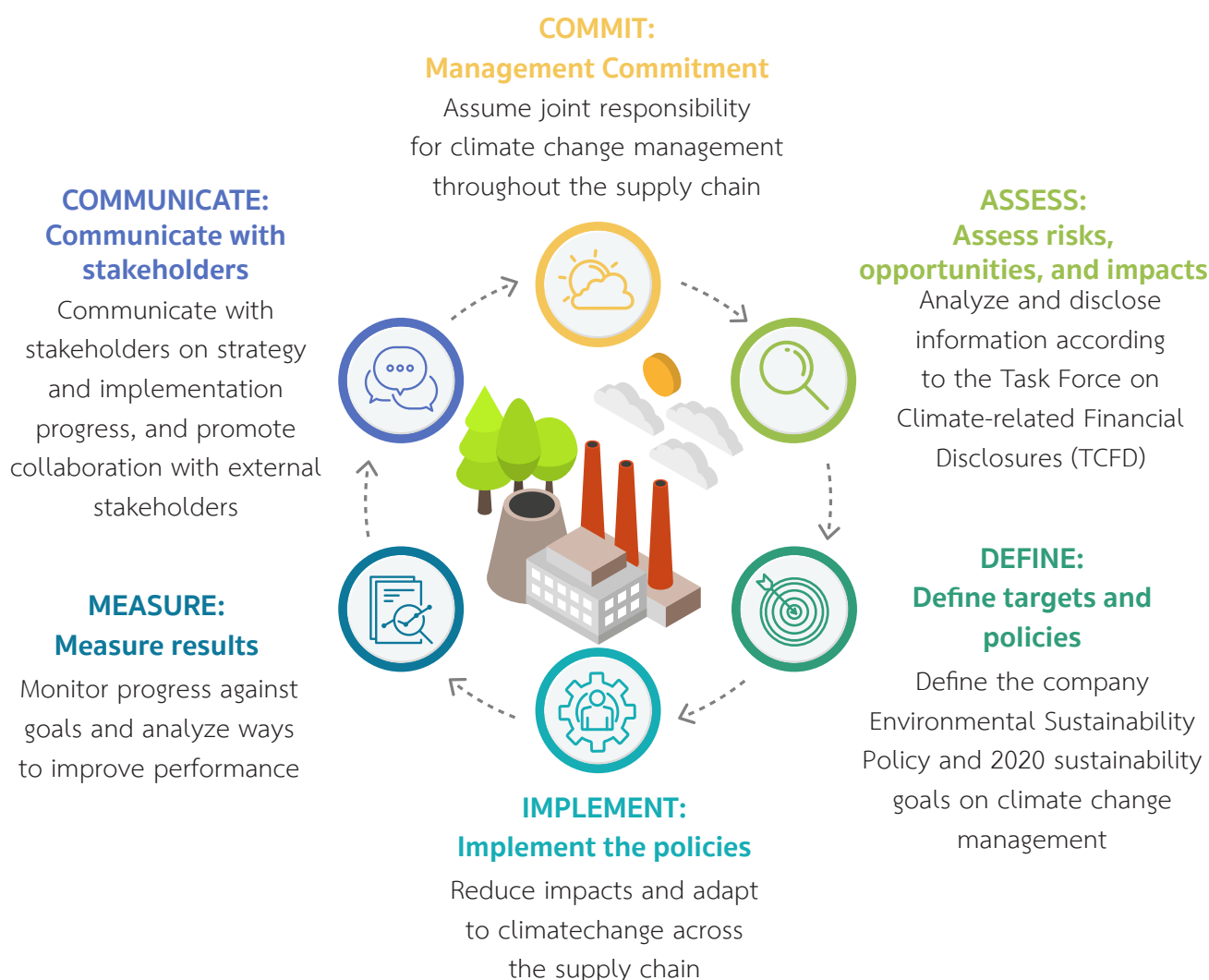


RD43

# ASSESSMENT OF CLIMATE-RELATED RISKS AND OPPORTUNITIES ACCORDING TO TCFD

The company has in place a framework for managing climate change that covers our entire supply chain. We determine policies and targets that encompass energy efficiency, renewable energy use, waste management, and reductions in plastic packaging. We further assess climate risk and opportunities, conduct scenario analyses according to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), and develop comprehensive risk management plans that include physical, technological, market, policy and regulatory, and reputational risks.

## CLIMATE CHANGE MANAGEMENT FRAMEWORK



Risks	Opportunities
<b>POLICY &amp; LEGAL</b> Policies, international regulations, and various other tools heighten control of greenhouse gas emissions according to UN requirements	<b>RESOURCE EFFICIENCY</b> The efficient use of renewable energy and reduction in energycosts
<b>TECHNOLOGY</b> Emerging climate change technologies may impact current marketing efforts.	<b>ENERGY SOURCE</b> More diverse energy sources for manufacturing operations.
<b>MARKET</b> Policies or investments in businesses or low-carbon products reduce the need for high-carbon emitting products.	<b>PRODUCTS/SERVICES</b> The increase in development of new low-carbon products and services to market, to respond to the changing needs of consumers.
<b>REPUTATION</b> Higher expectations of stakeholders contribute to a decrease in revenue, reputation, and brand value.	<b>MARKET</b> Marketing efforts that align with trends in climate change to create and enhance competitiveness.
<b>PHYSICAL RISKS</b> Natural disasters, changing sea levels, coastal erosion, higher incidences of drought owing to higher temperatures, the impact of warming on human fatalities, and the spread of pandemics affect both plants and animals, among others	<b>RESILIENCE</b> Reputational opportunities and increase in brand value.



### Governance

Establish committees at both the Group and Business Group levels, to manage the company's climate-related risks and opportunities.



### Strategy

Outline a strategy for climate change management that aligns with our Group-level financial strategy and planning.



### Risk Management

Apply risk and opportunity assessment results and integrate the local context of operations in each country to develop climate change management approaches.



### Metrics & Targets

Determine indicators and targets for assessing and managing climate-related risks and opportunities that align with the Group's financial risk management.

\*Task Force on Climate-related Financial Disclosures



Frequency	Percentage
Never	10%
Often	90%

## The co

1. Since



We have a strong commitment to sustainability strategy of the international trading business group In line with the operations of Charoen Pokphand Group, we have also signed a letter expressing our CEO's commitment to the Charoen Pokphand Group's Sustainable Development Goals 2030.

[illegible]

นอกจากนี้ศูนย์วิจัยของเรามีจุดแข็งที่เด่นชัดใน 3 ด้าน ได้แก่ 1) องค์ความรู้ที่ครอบคลุมทั้งด้านวิทยาศาสตร์พื้นฐานและวิทยาศาสตร์ประยุกต์ 2) ทีมวิจัยที่มีประสบการณ์และมีความเชี่ยวชาญเฉพาะด้าน 3) แหล่งทุนวิจัยที่มีคุณภาพและหลากหลาย ซึ่งจะช่วยสนับสนุนการดำเนินงานวิจัยและพัฒนาของศูนย์วิจัยได้อย่างมีประสิทธิภาพและประสิทธิผล

เราภูมิใจที่จะนำคุณชมอุทยานแห่งชาติทางพัฒนาอันยิ่งใหญ่ของทวีปเอเชียใต้ที่ สหิ 2573 และเพื่อคุณได้อรรถรส  
ของประวัติศาสตร์อันยิ่งใหญ่ของทวีปเอเชียใต้ และทางเดินสู่เมืองเก่าแก่ของทวีปเอเชียใต้ และเพื่อคุณได้อรรถรส  
ความงามอันยิ่งใหญ่ของทวีปเอเชียใต้ทางพัฒนาอันยิ่งใหญ่ของทวีปเอเชียใต้ โดยแผนงานอันยิ่งใหญ่ทางพัฒนาอันยิ่งใหญ่

นอกจากนี้เพื่อแสดงความรับผิดชอบต่อสังคมและความโปร่งใส เราจึงมุ่งมั่นที่จะรายงานความคืบหน้าในทุกหัวขั้วที่สำคัญกับบริษัทฯ อย่างยั่งยืน รวมทั้งการเติบโตทางธุรกิจ การเติบโตด้านนวัตกรรม การพัฒนาบุคลากร และการมีส่วนร่วมของสังคม การสื่อสารกับนักลงทุนและประชาชาติมีความสำคัญอย่างยิ่ง (UN Global Compact Communication on Progress: COP) โดยจะมุ่งเน้นการรายงานการประกอบกิจการ

- ☐ ประสิทธิภาพการดำเนินงานมีความเพิ่มขึ้น (เช่น หน้าที่บรรลุเป้าหมาย / ตัวชี้วัดประสิทธิภาพหรือการประเมินคุณภาพ หรือเชิงปริมาณอื่นๆ)
- ☐ ค่าใช้จ่ายและเวลาการดำเนินงานที่การนำกลยุทธ์/มีความเพิ่มขึ้นไปปฏิบัติ (เช่น การมีแผนนโยบาย ชี้นโยบายหรือกระบวนการดำเนินงาน หรือกิจกรรมที่เกี่ยวข้อง) หรือแผนงานที่เพิ่มเข้าไปปฏิบัติ

คุณสมบัติของสารอินทรีย์

*[Signature]*

(continued)

ប្រតិភូអនុប្រធានការពារសិទ្ធិពលរដ្ឋ

# CLIMATE CHANGE MANAGEMENT AND ENERGY MANAGEMENT

## CLIMATE CHANGE MANAGEMENT

The company recognizing the urgency of action on sustainable development happening around the world. Our business group is committed to operating in accordance with the Paris Agreement. To limit global temperature, rise to no more than 1.5 degrees Celsius above pre-industrial levels and set long-term targets for global greenhouse gas emissions both the value chain will be zero by 2050, coupled with setting scientific goals or Science Based Targets in all relevant areas. This is in line with the criteria and recommendations of the Science Based Targets Initiative (SBTi). It also aims to reduce greenhouse gas emissions per unit of revenue by 10% in 2020 compared to the base year 2015 by defining action guidelines to being a zero emissions organization.

### RENEWABLE ENERGY



Solar Energy

### PROCESS OPTIMIZATION & ENERGY EFFICIENCY



- High Efficiency Air Compressor
- High Efficiency Lighting

### SUSTAINABILITY AGRICULTURE



- Carbon Footprint (Organization, Product)
- Water Footprint
- Reduce Methane in Rice Field

### WASTE MANAGEMENT



- Plastic packaging to be reusable
- Food loss and Food waste

### FORESTATION



Reducing Emission from Deforestation and Forest Degradation and Enhancing Carbon Sequestration in Forest Area

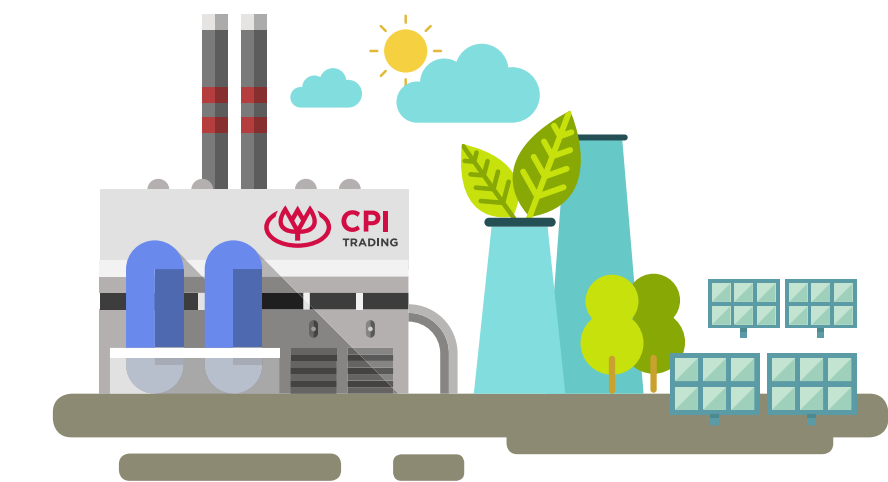
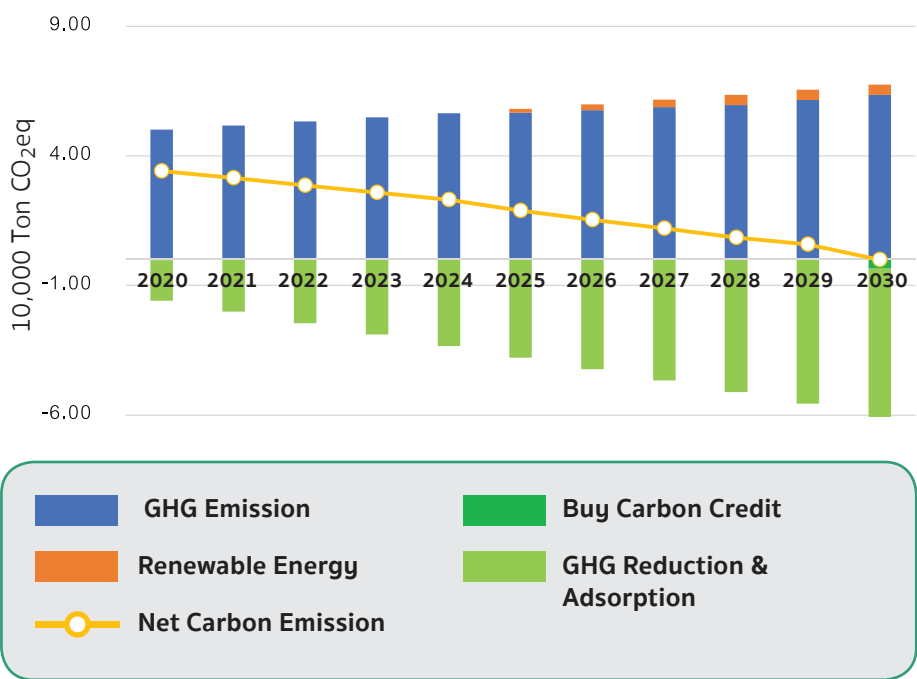
### TRANSPORTATION



Increase present of water transport

# 2030 CARBON NEUTRAL ORGANIZATION GUIDELINES (SCOPE1&2)

Carbon Neutral Organization by 2030 in accordance with its environmental management strategy, the business focuses on energy and resource management in line with the circular economy. It promotes energy efficiency improvements and activities that produce the least environmental impact from the design process, management, selection of high-performance equipment, and technology to reduce greenhouse gas emissions. Choosing clean energy as well as promoting reforestation projects and farmers grow crops to absorb long-term greenhouse gases.



Increasing energy efficiency and increasing the proportion of renewable energy.



Solar Cell



Energy Efficiency

Carbon Absorption



Afforestation and Reforestation



Nature-Based Solutions



Sustainability Agriculture



## CARBON FOOTPRINT OF PRODUCTS : CFP

A project of analyzing and evaluating the amount of greenhouse gas emissions from its products. throughout a product's life cycle, beginning with raw material sourcing, and continuing with transportation, assembly, and use, and finally to the end-of-life treatment of the product. It is calculated in the form of carbon dioxide equivalents. This is a comprehensive approach to environmental impact mitigation management. aim to reduce the impact to the point Charoen Pokphand Group has adopted the concept of environmental impact assessment throughout the life cycle in the field of climate change. and apply for the Carbon Footprint of Product label from the Greenhouse Gas Management Organization. (Public Organization), from 2010 until the present. There are 4 products in operation as follows

1. Jasmine rice size 20 kg.
2. White rice size 15 kg.
3. Japanese rice size 2 kg.
4. Rice RD 43 size 1 kg.

### CARBON FOOTPRINT OF PRODUCTS (CFP)



## LIFE CYCLE ASSESSMENT: LCA

Product life cycle assessment project of white bagged rice from paddy fields, Kamphaeng Phet Province. It is a project born from environmental concepts. Using Life Cycle Assessment (LCA) technique, which is a tool to analyze the environmental impact of products throughout the life cycle. The results obtained after the completion of the project were Assess the environmental impacts of Global warming, Acidification, Eutrophication, Abiotic depletion and Ozone depletion as well as Primary energy from resources, Energy consumption and Water use of the target product. By using the environmental impact assessment program GaBi 5, along with strengthening personnel to have knowledge and understanding of life cycle assessment techniques and use them in the development of environmentally friendly products. This is to increase the capacity in the manufacturing sector. environmental protection And it is also the use of limited resources for maximum efficiency for sustainable development.

In implementing this project, the focus was on product life cycle assessment of white rice from paddy fields, Kamphaeng Phet Province. Therefore, the life cycle assessment of this product will provide information on the impact of production in each step make known the point that causes environmental impacts of each process and can use the assessment results to develop that process effectively. This makes it possible to reduce the impact on the environment.

### PERFORMANCE

Product life cycle assessment results per 1 kg

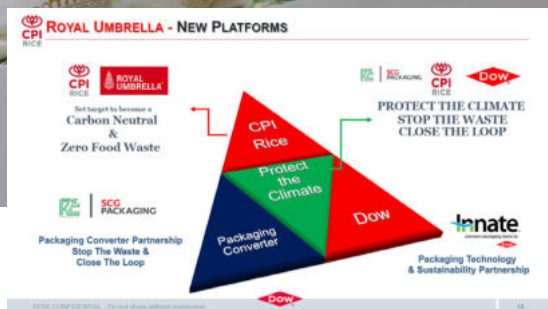
Impact Assessment	Result	Unit	Method
Global Warming	3.08	kg CO <sub>2</sub> -eq	CML2001 - Nov. 09, Global Warming Potential (GWP 100 years)
Acidification (AP)	0.01	kg SO <sub>2</sub> -eq	CML2001 - Nov. 09, Acidification Potential (AP)
Eutrophication (EP)	0.00	kg Phosphate-eq	CML2001 - Nov. 09, Eutrophication Potential (EP)
Abiotic Depletion (ADP elements)	0.00	kg Sb-eq	CML2001 - Nov. 09, Abiotic Depletion (ADP elements)
Ozone Depletion (ODP)	0.00	kg R11-eq	CML2001 - Nov. 09, Ozone Depletion Potential (ODP)
Primary energy from resources	110.68	MJ	Primary energy from resources (gross cal. value)
Energy consumption	6.67	MJ	From Unit Process
Water use : total	3.25	m <sup>3</sup>	Total from system process
• direct	2.80	m <sup>3</sup>	Direct from Unit Process
• indirect	0.45	m <sup>3</sup>	Indirect from the difference between total and direct



## CASE STUDY 23

## THE FIRST RICE BRAND IN THAILAND! “ROYAL UMBRELLA” ANNOUNCES AN INNOVATIVE RECYCLABLE RICE BAG THAT REDUCES GLOBAL WARMING

“Royal Umbrella” Rice under Charoen Pokphand Group (C.P. Group) has recently emphasized its sustainability leadership in packaged rice in a collaboration to improve its recyclable rice bag to be more environmentally-friendly for the first time in Thailand. The two packaging experts; Dow Thailand Group, the world’s leading materials science company, and Prepack, Thailand’s leading flexible packaging producer under SCGP, have joined forces taking the rice bag to the next level utilizing Dow’s sustainable packaging solution called “INNATE™” and down-gauging (thinner but stronger) technology. It is the first brand in Thailand to use this world-class innovation to produce a fully-recyclable rice bag



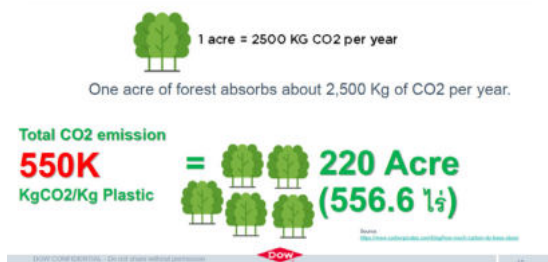
## BENEFIT FOR CPI: LESS PLASTICS CONSUMPTION &amp; CO2 EMISSION REDUCTION (PER YEAR)



## ROYAL UMBRELLA: LEADING SUSTAINABILITY



## CARBON ABSORPTION PER TREE







that reduces CO<sub>2</sub> emission by reducing plastic resin used and lowering energy in production. The new recyclable rice bag will be launched in Q1 of 2021 in response to consumer's demand for environmental-friendliness and to address the C.P. Group's sustainability goals to completely stop using non-recyclable packaging by 2025.



As C.P. Group has committed to the UN's Sustainable Development Goals (UN's SDGs), the CP Intertrade's Royal umbrella brand has aligned with the strategy and announced our commitment to eliminate problematic or unnecessary plastic packaging through redesign and reinvention, change single-use plastic packaging to reusable one, and ensure that 100% of our plastic packaging can be reused or recycled. The brand aims to completely stop using non-recyclable packaging by 2025.

In the past, our rice bags were once unable to be recycled; nowadays, the Royal Umbrella's plastic bags can be recycled. But we are not stopping here; with this collaboration, we will take it to the next level to make our rice bags thinner but stronger while tackling environmental problems. We aim to reduce CO<sub>2</sub> emission, the cause of climate change, by using less plastic resins and lowering the temperatures in bags sealing process. said Thiti Lujitanon, the Royal Umbrella's Chief Operating Officer.



The developmental packaging, which will be sold in 2021, will make Royal Umbrella Thailand's first brand use a multi-layer, mono-material polyethylene rice bag made from Dow's innovative INNATE™ precision packaging resins and Down-gauging approach. The target is to reduce the bag's thickness but tougher. Thanks to its abuse-resistant condition, The new packaging reduces CO<sub>2</sub> emission, the main cause of climate change, by consuming fewer plastics and energy. In the initial phase, it is anticipated that 300 metric tons of plastics will be reduced, equivalent to eliminating 600 tons of carbon or planting more than 237 acres of forests. The mono-material polyethylene bags are easy to recycle. Still, the Royal Umbrella encourages its consumers to waste separation with “Mue Wised x Won” project by PPP Plastics. Consumers can donate Royal Umbrella's packaging at more than 300 “Mue Wised x Won” plastic bag drop points in Bangkok and nearby provinces or send it by post. The Royal Umbrella's bags will become a part of a circular economy's completed loop and not being left in the environment.

“We are delighted that the packaged rice leader like Royal Umbrella cares for nature and partners with Dow to develop a fully recyclable packaging that consumes fewer resources and mitigates the challenges of climate change using Dow's INNATE™. The innovative solution makes the packaging thinner but stronger, reducing plastics used and CO<sub>2</sub> emission. The collaboration supports Dow's sustainability targets that aim to “Protect the climate”, “Stop the waste”, and “Close the loop” as well as allows Royal Umbrella to meet their sustainability goals while maintaining the packaging quality. society and the planet.”





## CASE STUDY 24

### SOLAR WATER PUMP FOR DEVELOP WATER SOURCES AT BU KHI LEK VILLAGE, BURIRAM PROVINCE

#### Project purpose

The demand of water consumption of Bu Khi Lek village is 135 m<sup>3</sup>/day. The community is affected by drought and lack of money, which is the main cost to provide energy for producing water supply.

#### Innovativeness

The solar cell system is an innovation that can convert the solar intensity into electrical energy. A solar cell water pump is a water pumping system from well or groundwater that uses solar energy, which is suitable for the place where electricity is not accessible. There is no need to connect the wires. It can be used in agriculture, consumption, and reduce the cost of fuel from traditional water pumping. It can be designed according to the need of use. Therefore, the company has installed a solar water pump system at Bu Khi Lek village. Utilization area of 2.25 rai and 113 benefited households can reduce electricity consumption 5,475 units per year.

#### Project Benefits / Project Values

Bu Khi Lek village is satisfied about having water to use. And there is no electricity cost which can reduce household expense.

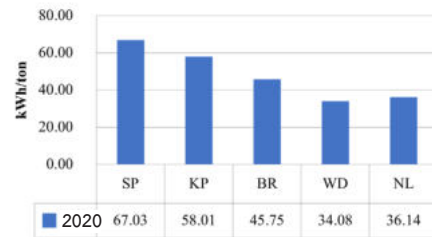


## CASE STUDY 25

### ENERGY MANAGEMENT

Our business focuses on energy conservation by collecting energy consumption data. In the factory, energy consumption data is collected and analyzed monthly by calculating energy efficiency per unit of output. All the energy used in the factory will be recorded and reported the amount of energy consumption in the form of energy units, kWh, and MJ, and then analyzed the relationship with the production in that month. This results in an energy efficiency index per unit of output kWh/ton or MJ/ton.

Energy Consumption



SP: Suphanburi Factory

KP: Kamphaengphet Factory

BR: Buriram Factory

WD: Wangdaeng Factory

NL: Nakhonluang Factory

## CASE STUDY 26



### COLD STORAGE ROOM PROJECT, NAKHON LUANG FACTORY AND ENERGY MONITORING

#### Project purpose

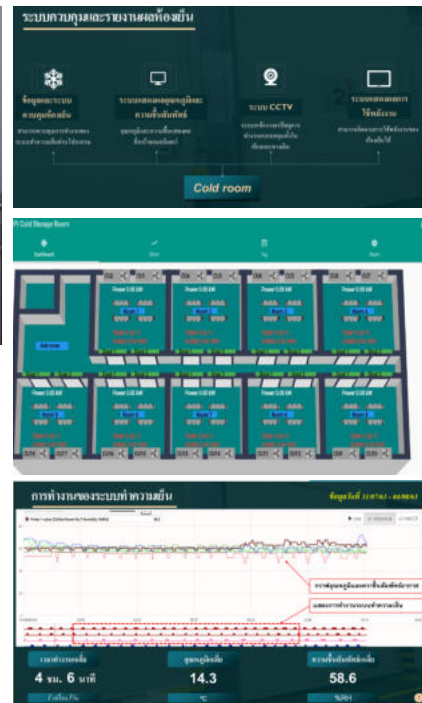
To maintain the quality of rice storage for longer. Therefore, a study was conducted to store rice at a temperature of 15 degrees Celsius when comparing the cost of renting a cold room and building a cold room. In Conclusion, building a cold room is cheaper.

#### Innovativeness

The refrigeration is a machine that uses high electrical energy, therefore, it is equipped with a cooling system control system with Boss Carel. It can control and monitor the operation of the equipment in the system via computers and smartphones. Abnormal without having to be stationed in the control room able to track and display the results of each refrigeration room, such as electricity consumption, temperature, humidity, etc. by reporting the electrical energy consumption of the refrigeration room at the energy management meeting.

#### Project Benefits / Project Values

The quality of rice is consistent. Continuously control and monitor the energy consumption of each room.





# **WATER STEWARDSHIP**

(GRI 103-1, 103-2, 103-3, 303-1, 303-3)



## THE CHALLENGE

Half of the world's people will suffer from water scarcity if it also uses abundant water. World Economic Council states that water resources issues. It is one of the most important issues in the year. The security of natural resources, especially clean water, is an issue that the private sector needs to focus on. Factors that are important to running a business. The challenges and importance of maintaining water resources throughout the supply chain by striving to manage water resources throughout the value chain are necessary. Continually develop processes, technology, innovation, and infrastructure to respond to this change to drive efficient water management.

## TARGET FOR 2020

Reduce the amount of water used per unit of income by 10% compared to Base year 2015

## KEY OPERATING RESULTS IN 2020



Reduction of water per revenues  
**36.25 %**  
of the amount of water used per  
revenue of the base year 2015



Water risk assessment  
**86 %** of all business units under  
operating in areas

## SUPPORTING THE SDGs



### SDG 6

#### Clean Water and Sanitation

- 6.3** Improved water quality through safe treatment and recycling
- 6.4** Increased water use efficiency and ensure sustainable supply
- 6.5** Implement integrated water resources management
- 6.B** Support the participation of local community in improving water and sanitation management



### SDG 12

#### Responsible Consumption and Production

- 12.2** Achieve the sustainable management and efficient use of natural resources



### SDG 14

#### Life Below Water

- 14.1** Reduced marine pollution

## RESULTS OF 2020 COMPARED TO TARGET

	2560	2561	2562	2563	Achieve Target 2020
Reduction of water usage per revenues	-	43.51	32.54	36.25	100%



# WATER RESOURCE MANAGEMENT INFORMATION

## 2020 performance



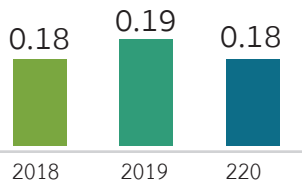
### Amount of water used per revenue



### Water consumption

**0.18**

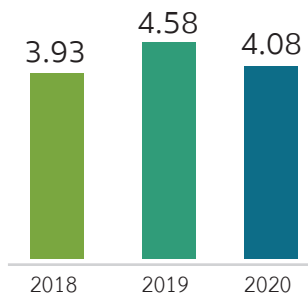
million cubic meters



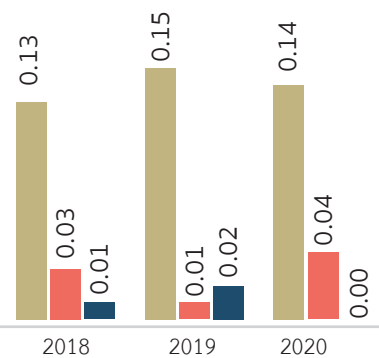
### Amount of water used per revenue

**4.08**

cubic meters/million baht



### separate by water source

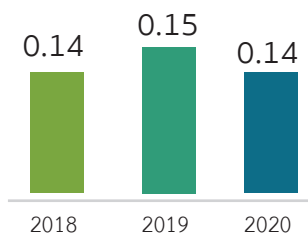


- Surface water
- Ground water
- Municipal water

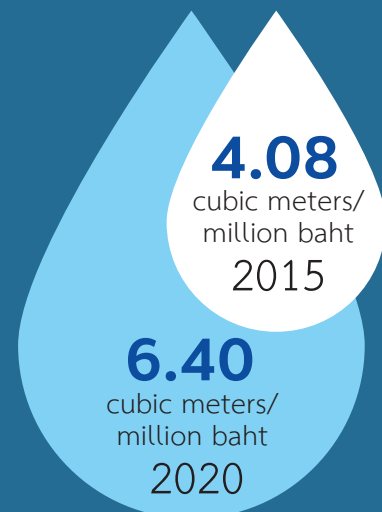
### Water discharge

**0.14**

million cubic meters



Discharged to surface water



# WATER CONSERVATION

## MANAGEMENT APPROACH

Our business operates on water stewardship under the UN Global Compact and Water Stewardship policy, and the Water Stewardship Framework. These serve as guidelines, facilitating the business to achieve its strategic goal to assess water scarcity risk.

## WATER STEWARDSHIP MANAGEMENT FRAMEWORK

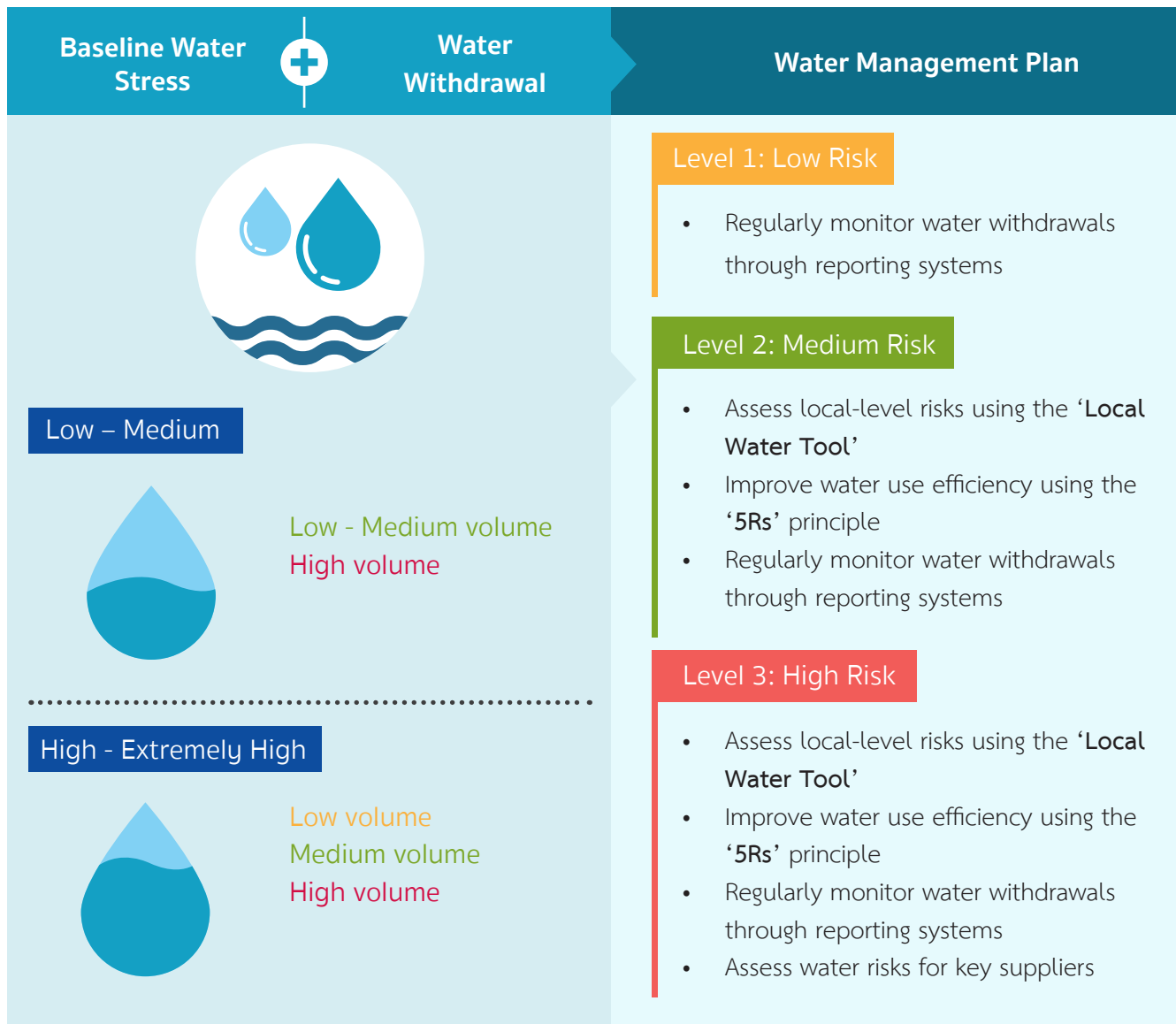


# INTEGRATED WATER RISK ASSESSMENT

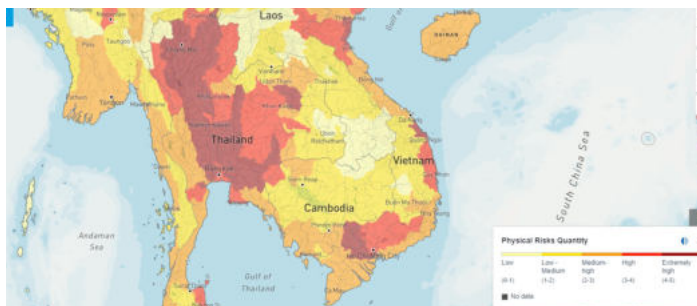
## Enabling a good water management plan throughout the supply chain

Our business has developed a water resources risk assessment framework that is applied across all of its units and Business Groups. The assessment evaluates risk factors in various dimensions, including the volume of water withdrawal by organization, and baseline water stress levels. Our business has adopted the internationally-recognized Aqueduct Water Risk Atlas tool of the World Resources Institute (WRI) for use as our preferred assessment tool. The results of the assessment are ranked according to three levels of water risk and are then used to develop appropriate management plans.

### WATER RISK ASSESSMENT FRAMEWORK

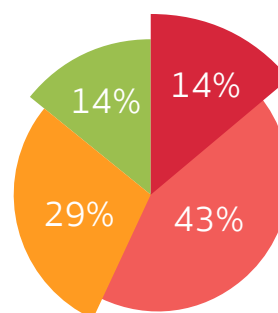






The risk assessment conducted reveals that **86%** of all business units under operating in areas with water scarcity risk, some of which may involve high risk.

### Units in the Group categorized according to water scarcity risks



14% Extremely high water scarcity risk

43% High water scarcity risk

29% Moderate water scarcity risk

14% Highly sufficient water level

### Example of a water management plan

- Project to reduce water use and promotion of operations to increase water efficiency for farmers.
- Water Conservation Project
- Promoting community access to water resources
- Enhancing awareness of water conservation among employees
- Support for water use assessments throughout the product life cycle





## CASE STUDY 27

### WATER IMPACT ASSESSMENT OF AYUTTHAYA PORT AND ICD CO., LTD.

#### 1) Current water resources

From the study of water usage data in Ayutthaya Port and ICD Co., Ltd. (ICD) area, it was found that ICD is located in the service area of the water supply service of Aranyik Sub-district Municipality, Nakhon Luang District, Phra Nakhon Si Ayutthaya Province. At present, Aranyik Subdistrict Municipality is able to provide water supply services to people within the Aranyik Subdistrict Municipality sufficiently. In addition, people within the municipality of Aranyik sub-district also have artesian wells for water use at present.

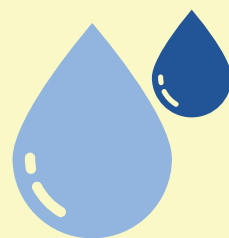
In this regard, ICD will use tap water from Khao CP Co., Ltd. (Nakhon Luang Factory) (KCP-NL),

and KCP-NL install a submersible pump 2 sets to pump water from the Pa Sak River through 2 pipes 3 inches in diameter with a pumping rate of 50 cubic meters/hour at a water height of 30 meters to be forwarded to the water supply system, which has a capacity of 600 cubic meters/day. Along with improving the water quality to meet the standard before being used, and KCP-NL will deliver tap water to ICD 0.68% of the amount of water. Produced tap water amounted to 4.08 cubic meters/day. ICD uses water for various activities such as water consumption of employees and truck drivers and clearing garbage bins, etc.

## 2) Current water demand

Water consumption of employees and truck drivers, totaling 51 people, accounted for the average water demand of 75 liters/person/day (Engineering Institute of Thailand, 1982) and clearing garbage dump area. It has an area of about 5.83 square meters, with an average water demand of 3 liters/square meters/day. (Assoc. Prof. Dr. Kriengsak Udom-Sinrot, 1993). Therefore, there is total water consumption of employees and truck drivers, and the cleaning garbage bins is 3.84 cubic meters/day.

Therefore, the total water consumption is 3.84 cubic meters/day by using the tap water of KCP-NL and has a water storage tank placed. 4 water tanks consisting of 2 tanks of 2 cubic meters on the ground and 2 tanks of 4 cubic meters of water on the ground, capable of supporting the amount of water used for 3.12 days (> 3 days), which is sufficient for water demand within ICD. In addition, ICD has reserved water for firefighting about 27 cubic meters for not less than 30 minutes, which ICD will use with the reserve water for firefighting of KCP-NL. Store approximately 700 cubic meters of water reserve for firefighting and can supply firefighting reserve water to ICD through the Fire Pump System with a pumping rate of 345.60 cubic meters/hour. So, water use of ICD is expected to have a low impact on neighboring communities.



### Water Consumption

**3.84** cubic meters/day

### Water Storage Tank Placed

**4** Tanks

#### Water Storage Tank Placed

**2.00** cubic meters

**2** Tanks

#### Water Storage Tank Placed

**4.00** cubic meters

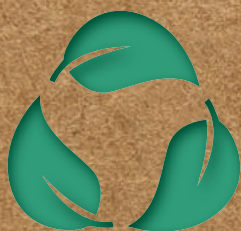
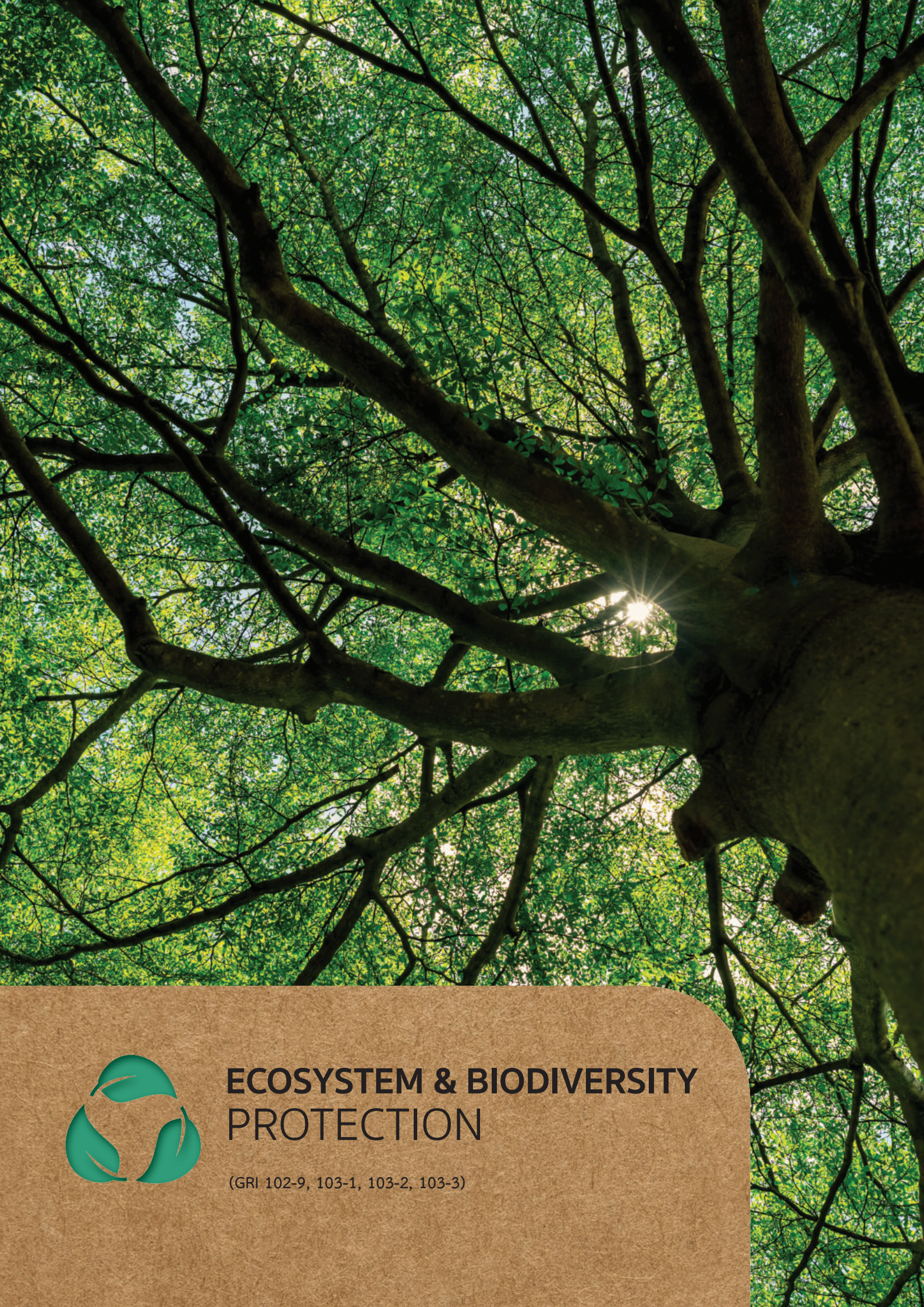
**2** Tanks

### Water for firefighting

**27.00** cubic meters







## ECOSYSTEM & BIODIVERSITY PROTECTION

(GRI 102-9, 103-1, 103-2, 103-3)



## THE CHALLENGE

C.P. Intertrade Co., Ltd. and companies in the International Trading Business Group recognize the problems that arise and are committed to taking part in reducing impacts and protecting the integrity of biodiversity and ecosystems through the participation of businesses and industries. To take care of and mitigate these impacts, the company also assessed continued biodiversity risks. It is committed to conserving and utilizing marine resources responsibly, protecting, restoring and promoting the sustainable use of terrestrial ecosystems, forests and natural diversity.

## TARGET FOR 2020

100% of key raw materials are assessed from no deforestation sources. And marine resources

## KEY OPERATING RESULTS IN 2020



**100 %**

of rice cultivation can be traced back



### Protect, restore and support

The use of terrestrial ecosystems, forests and biodiversity, particularly in the process of promoting rice cultivation.



### Policy announcement

Environment and biodiversity policy.

## SUPPORTING THE SDGs



### SDG 6

#### Clean Water and Sanitation

**6.6** Protect and restore water-related ecosystems



### SDG 14

#### Life Below Water

**14.2** Reduced marine pollution

**14.4** Sustainable fishing

**14.5** Conserve coastal and marine areas



### SDG 15

#### Life on Land

**15.1** Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services

**15.2** Halt deforestation, restore degraded forests

**15.4** Ensure the conservation of mountain ecosystems

**15.5** Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity

## RESULTS OF 2020 COMPARED TO TARGET

	2560	2561	2562	2563	Achieve Target 2020
% Completed in Biodiversity Master Plan	10	50	60	100	100%
% Traceability Rice Product	-	100	100	100	100%

## ECOSYSTEM & BIODIVERSITY PROTECTION

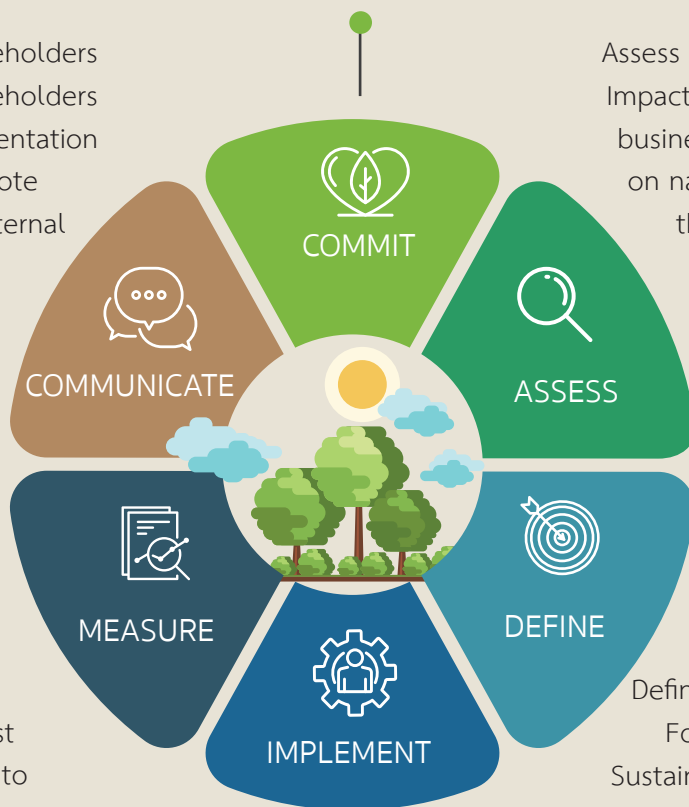
### MANAGEMENT APPROACH

Our business is committed to operating responsibly and conserving the environment to protect biodiversity. We have upheld these principles from the very start, by choosing to operate on sites that are not located within natural resource and environmental conservation areas. We also strictly adhere to rules, regulations, standards, and ministerial regulations; conduct regular impact assessments and implement measures to protect and mitigate the impacts of our business operations. In addition, the Group focuses on agricultural raw material sourcing, making sure that raw materials come from responsible sources that do not encroach upon forest and marine resources. Finally, we encourage the protection and restoration of terrestrial and marine ecosystems to ensure ecosystem balance and biodiversity.

### ECOSYSTEM AND BIODIVERSITY PROTECTION FRAMEWORK

Management Commitment Assume joint responsibility  
for protecting ecosystems and biodiversity  
throughout the supply chain

Communicate with stakeholders  
Communicate with stakeholders  
on strategy and implementation  
progress, and promote  
collaboration with external  
stakeholders



Assess risks, opportunities, and  
Impacts Assess the impacts of  
business operations reliance  
on natural capital by using  
the Natural Capital  
Protocol

Define targets and policies  
Focus Environmental  
Sustainability Policy and 2020  
sustainability goals on  
ecosystem and biodiversity  
protection.

Implement the policies  
Protect ecosystems and biodiversity  
throughout the supply chain.

Measure results  
Monitor progress against  
goals and analyze ways to  
improve performance



## OBJECT PROCUREMENT AND TRACEABILITY

Consumers are now more attentive to product information. Information on labels that indicate properties and expiration dates may not be enough for the consumer when they still want to know where the product was made, quality in the manufacturing process, how well it was made, safety, non-contaminated and other information that will help build confidence in food and merchandise purchases.

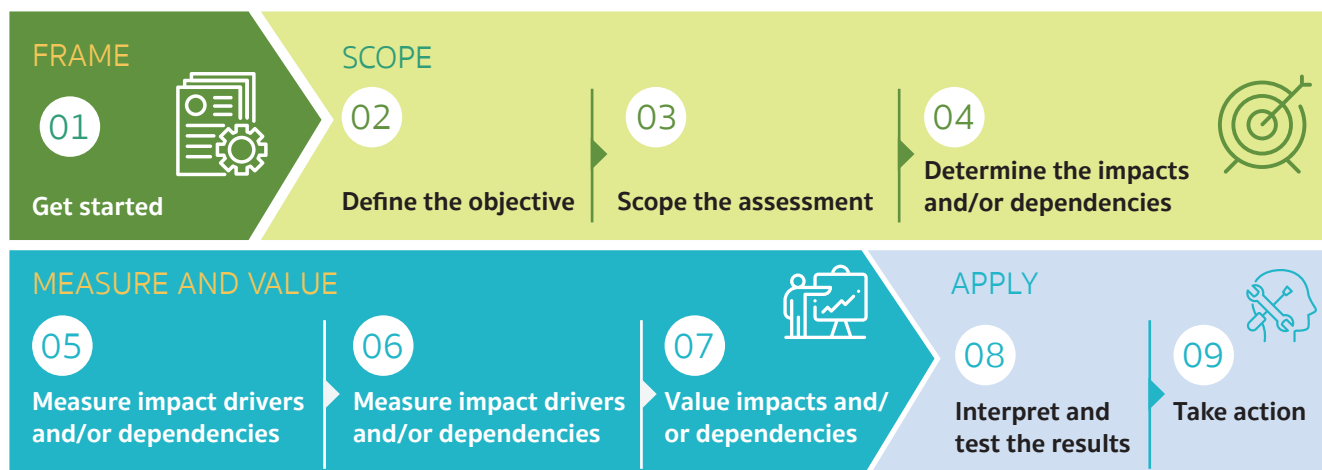
The traceability system has therefore played an increasingly important role in providing food routing information from ingredients, Through the production process until it reaches the consumer. It also helps manufacturers reduce the loss of product recalls, which can be retrieved accurately, precisely and quickly. The company has developed a comprehensive information system and traceability process from farmers to consumers, which can be considered as a model for developing such processes in the rice business supply chain



## MEASURING NATURAL CAPITAL to Protect Ecosystems and Biodiversity

C.P. Intertrade Co., Ltd. has cooperated with Charoen Pokphand Groupentry as a member of the World Business Council for Sustainable Development (WBCSD), we brought in the Natural Capital Protocol a natural capital assessment framework developed by WBCSD in collaboration with global organizations including Conservation International, The B Team, PwC, and Sustain Value to use as a framework for measuring the organization's natural capital. The Protocol helps us to understand the capacity and degradation of ecosystems and biodiversity, to value them in economic terms, and to apply those valuation results to identify ways of balancing between using and protecting natural resources. Ecosystem and Biodiversity Protection Framework the impacts of our business operations. In addition, the Group focuses on agricultural raw material sourcing, making sure that raw materials come from responsible sources that do not encroach upon forest and marine resources. Finally, we encourage the protection and restoration of terrestrial and marine ecosystems to ensure ecosystem balance and biodiversity. The Group selected the Nakhon Luang Rice Mill, under C.P. Intertrade Company Limited and Khao C.P. Company Limited, as the pilot site for the natural capital assessment. We selected this site because the rice mill is located on the banks of Pa Sak River in Nakhon Luang District, Ayutthaya Province, and uses the river's waterways to transport goods quickly and efficiently through the Ayutthaya Port and Inland Container Depot (ICD). Given this, the Nakhon Luang Rice Mill directly benefits from these waterways, and it is possible to witness both the impacts from and dependencies on this natural resource. Therefore, the Group was able to realize the importance of determining the ecosystem and biodiversity value of this resource as key natural capital for the rice mill.

### NATURAL CAPITAL PROTOCOL FRAMEWORK



Principles: Relevance, Rigor, Replicability, Consistency

## BIOENVIRONMENTAL RESOURCES SURVEY

Ayutthaya Port and ICD Co., Ltd. is a marine freight forwarding business. There is a pier located in the Pasak River Basin. Therefore, the type and quantity of terrestrial and aquatic ecology have been studied and explored. The importance and relationship of that organism and study the importance of forest areas in the study area. The details are as follows.

1. Gather information and available documents, such as a land use map in the project area. from the Department of Land Development, scale 1:50,000, and forest maps from the Royal Forest Department, scale 1:100,000, and research documents related to forest ecology in neighboring areas.
2. Conduct a survey of forest ecosystems in the terrestrial forest area. By surveying the project area condition together with the study of the land use condition within a radius of 5 kilometers from the project area. to consider forest conditions and vegetation cover conditions and then set the format of forest survey methods to suit the conditions of each forest area in which the project will be developed. as well as studying the ecological characteristics of those areas
3. Collect wildlife information and from documents and study reports that have been conducted in the project area or nearby. And from asking people who live in the project area or come to use it within a radius of 5 kilometers from the project area. both wildlife species and ranges. When wildlife comes to use in the area. Conducting multiple inquiries in different areas. The data obtained from this survey are used to supplement the diversity of wildlife species not directly found in the survey. The inquiry will cover hunting and wildlife species that are consumed or utilized in people's daily lives in order to assess the condition of wildlife in the study area.

### Studies and surveys are divided into 2 categories:

#### Terrestrial ecology















- Forest
- Wild animals

#### Aquatic ecology



- Phytoplankto
- Zooplankton
- Fish eggs and juveniles
- Benthic
- water plants

### Survey results (examples found)

Forest	Yang Na	Ratchahruak	Eucalyptus	Padauk	Tamarind	Pho
						
Wild animals	Big dove bird	Sarika bird	Beaked bird	Great pelican	House sparrow	Tortoise
						

From the study of wildlife status to assess the environmental impact of the project. The study was conducted to collect wildlife resource data from both direct and indirect surveys. The number of wildlife surveyed in the study area was small. A total of no less than 25 species and most of them are birds. By studying the status of wildlife in the study area of the project, which shows its importance in the development and conservation of wildlife resources, it was found that most of the wildlife is common wildlife. There is little abundance. It is distributed throughout the area, not many, with no rare or endangered wildlife.





## CASE STUDY 29

### SUPPORT CHAROEN POKPHAND GROUP POLICY TO BECOME A ZERO CARBON EMISSIONS ORGANIZATION BY 2030



According to Charoen Pokphand Group Have a policy for sustainable business operations and strives to become a Carbon Neutral Organization by 2030. In accordance with the target set, at the beginning of 2020, the Group organized the “**We Grow...plant for Sustainability**” project to support all departments in the Group. perennial plant and increase green areas in areas with licenses of the Group across the country.

International Trading Business Group One of the business organizations that focus on the restoration of nature and various environments along with continuous business operations has brought policies to drive perennial planting activities. Compensation of greenhouse gas emissions to achieve the target set by the Group. Therefore, a project was created to encourage employees to plant perennial plants. In addition to responding to the policy, it also helps to increase common green areas. Create shady in the area as well.



## CASE STUDY 30

## “GREEN BUFFER FOR BETTER”

## PLANTING TREES, IMPROVE QUALITY OF LIFE REDUCE AIR POLLUTION

This project was born out of the core business values of the Charoen Pokphand Group by joining forces collaborate between communities Government and the company create a process of learning, knowing, participating in protecting and restore natural resources in the residential community including adding green areas and reducing greenhouse gas emissions, both directly and indirectly

At present, global warming is a problem and impact, which is a trend that all parties need to focus on and be aware of serious solutions. Therefore, the project “**Green Buffer for better**” by the executives of the international trade group has been implemented. Charoen Pokphand Group and surrounding communities It is considered to be a cooperation, to join to do good deeds and to create a good environment for the metropolitan community together to carry out work on environmental and social responsibility. It is a natural pollution prevention line. It is a green area for the community. It is also the storage of greenhouse gases according to the Group’s goals with a goal of becoming a zero carbon organization by 2030

Varieties with slender leaves are selected. Coarse leaf surface can trap dust well such as pine, Pradipat, and Phai Wan. Operated from opposite side of the company’s wharf project. Starting from the Torng Temple to Kaew Temple, a total distance of 1.25 kilometers, including more than 600 trees, and the community can use it. and can be an additional occupation for the community in another way as well as the Company and the community coexist in a sustainable way.







## RESPONSIBLE SUPPLY CHAIN MANAGEMENT

(GRI 102-9, 103-1, 103-2, 103-3, 308-1, 308-2, 414-1, 414-2)



## THE CHALLENGE

We recognize that the strength of a chain also depends on the least strong chain link. For this reason, the company has taken part in Strengthen the strength of business partners throughout the supply chain to strive for excellence in all dimensions, economic, social and environmental aspects.

The company poses a great challenge in the drive to bring about positive change, such limitations do not stop the company or give up but on the other hand. To develop the potential of our business partners for the better, we will think together to build towards sustainability at the same time. In addition, the company also supports the Sustainable Development Goals to develop the countries in which the company has operated or Invest in 3 benefits

## TARGET FOR 2020

100% of key business partners are assessed on sustainability

## KEY OPERATING RESULTS IN 2020



Communication of the Supplier Code of Conduct

**487** supplier

have been communicated.



All companies in the business group have assessed and identified

**Critical Supplier**

## SUPPORTING THE SDGs



### SDG 4

#### Quality Education

4.4

Increase the number of youth and adults who have relevant skills, and promote Entrepreneurship



### SDG 8

#### Decent Work and Economic Growth

8.3

Promote development-oriented policies that support decent job creation, entrepreneurship



### SDG 9

#### Industry, Innovation, and Infrastructure

9.4

Upgrade infrastructure to make them sustainable, with increased resource-use efficiency and greater adoption of technologies

## RESULTS OF 2020 COMPARED TO TARGET

	2017	2018	2019	2020	Achieve Target 2020
Number of businesses assessed and identified by key business partners	3	6	7	7	100%
Percentage of business partners communicated with Ethics Handbook	-	98.50	100	100	100%

# RESPONSIBLE SUPPLY CHAIN MANAGEMENT

## MANAGEMENT APPROACH

Our business focuses on managing supply chain by defining management procedures as a guideline for all companies in the business group to provide supply chain management go in the same direction In supply chain management, the business group starts from communicating manuals. Code of Conduct for Partners to all business partners for business partners to be aware of the policies and Expectations of the business group and can work together continuously.

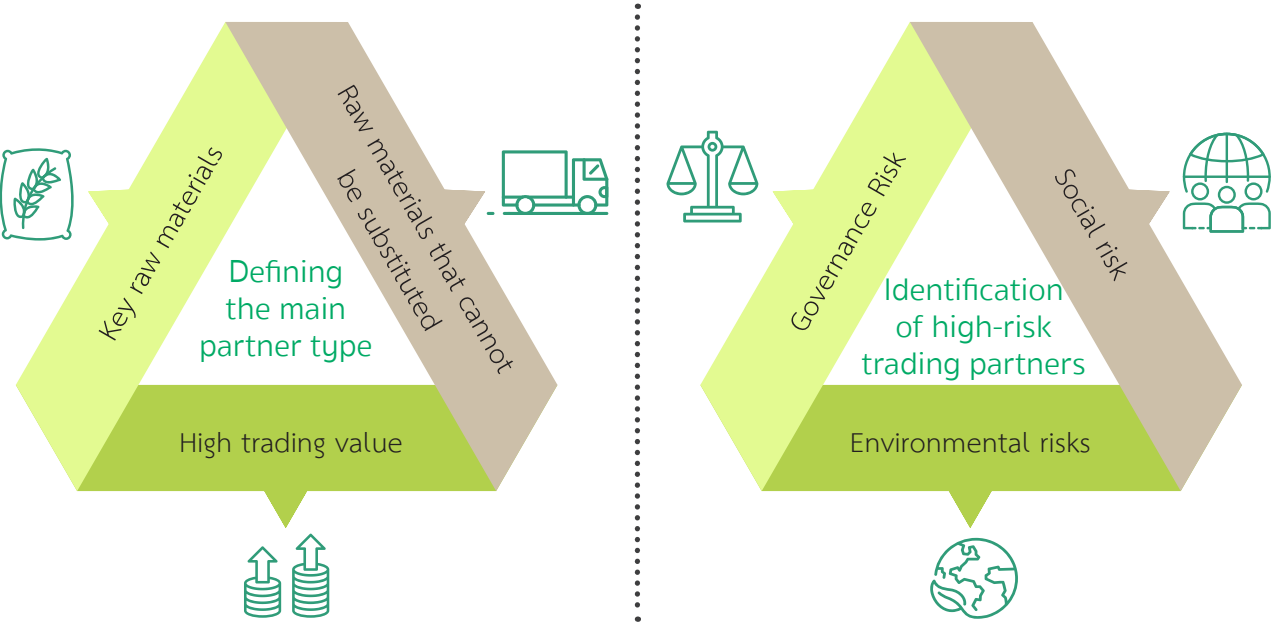


## RAISING AWARENESS AND RISKS

There are many business related business operations. Our business group has received a policy from the Charoen Pokphand Group and is committed to raising awareness of responsible supply chain management. with major business partners first (Critical Suppliers). The principles used to classify the main trading partners are as follows:

- 1. Suppliers of key raw materials.
- 2. Suppliers who are suppliers of key raw materials that cannot be substituted
- 3. Partners with high trading value

In addition, it was identified to find business partners who are at risk by assessing sustainability risks throughout the supply chain through two-dimensional assessment criteria, namely the severity of the impact. and the likelihood of risk, which the risk issue used in the assessment is taken from the channel. They are as follows: 1) news, 2) past performance, 3) industry-related risk factors, and 4) trends and potential risks in the future. The risk assessment covers raw materials packaging groups and service providers who are not limited to only the 1st business partner (Tier 1) who directly buy-sell but also include other business partners (Non-Tier 1).



## ENHANCING SUPPLIERS' CAPABILITIES

Our business strives to enhance the capabilities of our suppliers in various key areas, including safe and sustainable production practices.

This is achieved through a management system that ensures proper planning and continuous improvements, creates learning networks, adopts digital technologies, and supports marketing to enhance the value and capabilities of suppliers to achieve sustainable business operations.





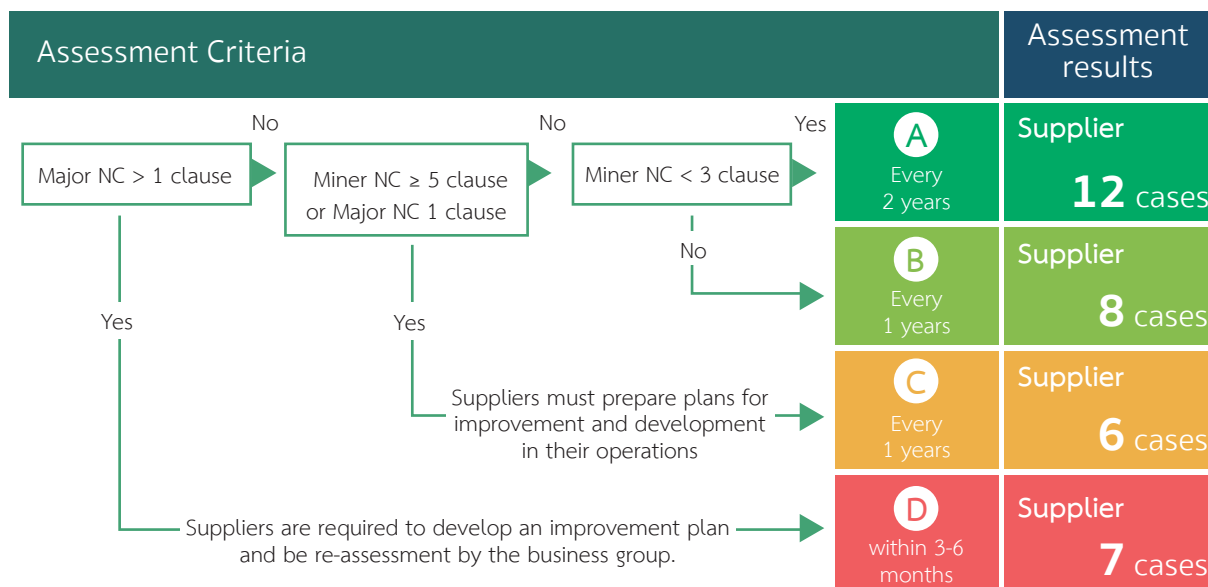
## RESPONSIBLE SUPPLY CHAIN MANAGEMENT GOALS



Sustainability issues are included as part of the selection of suppliers. starting from the selection process of new partners to the evaluation of partners to maintain the status of a partner Sustainability performance of business partners is considered through methods appropriate to the business, such as self-assessment. Audits performed by companies within the business group or a trusted third party based on international sustainability standards such as ISO 14001, ISO 45001, and Supplier Ethic Data Exchange (SEDEX). The objective is to find opportunities to improve and proactively formulate management standards for coordination between partners and business groups.

## CRITICAL PACKAGING SUPPLIER ASSESSMENT CRITERIA

There is a committee to assess compliance with the rules. Commitment to business as a standard and operating guidelines Establish a registry of key business partners (Critical 1Tier Supplier), including set criteria for evaluating business partners and operating standards. After grading the assessment scores Both the self-assessment form and the assessment of the auditor team are as follows:



### The exemplary conduct of business partners



#### PREPACK (THAILAND) CO., LTD.

##### Policy and channels for opinions

The company has management of listening to the opinions of outstanding employees. The company has established policies and channels for complaints about listening and solving problems of employees directly to the management. This prevents unrelated people from blocking reporting and protects reporters. in order not to be harassed or bitter with the position and having a systematic solution to the complaints of employees, as well as to set up a channel to report results as soon as possible.

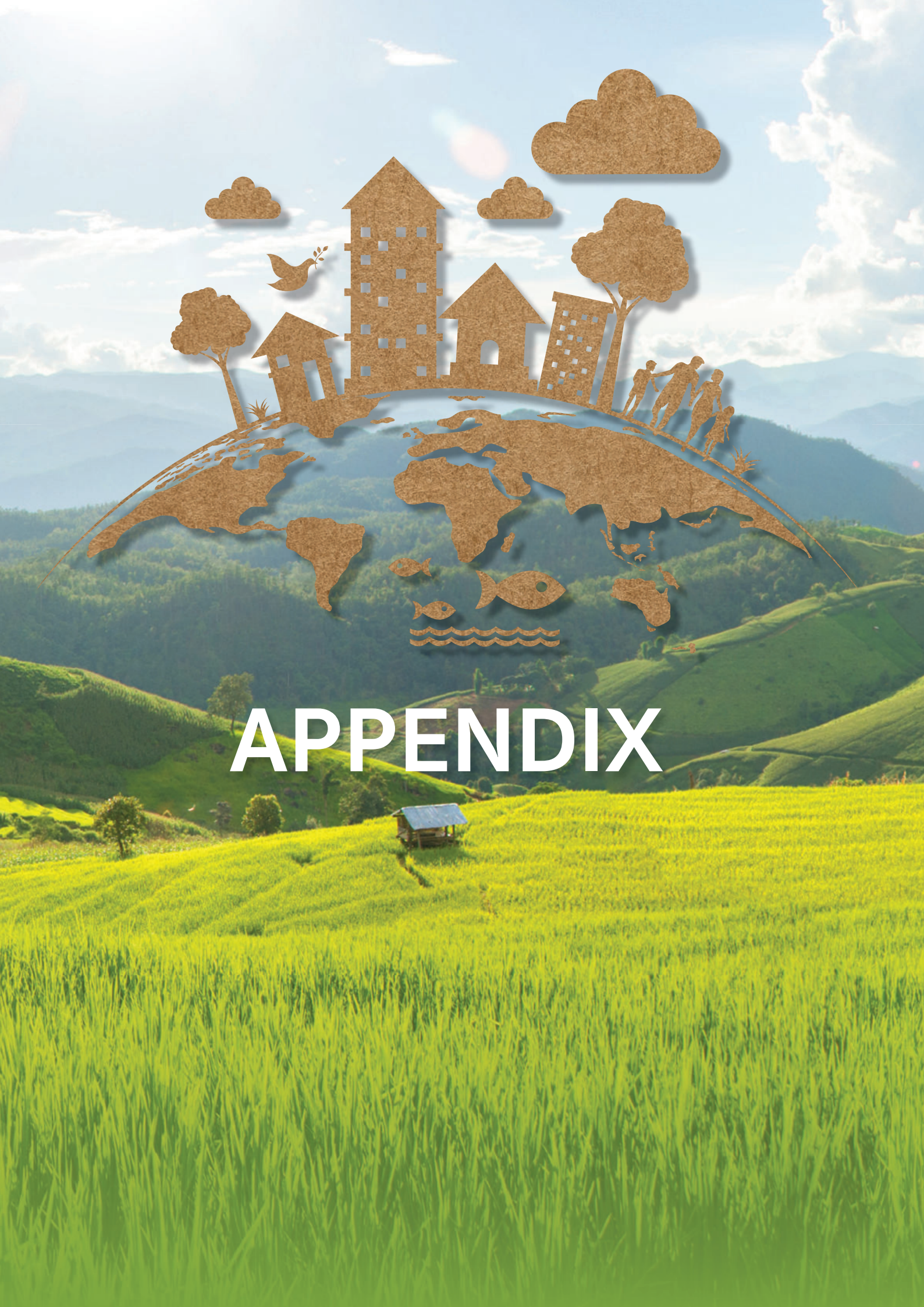


#### C.P. POLY-INDUSTRY CO., LTD.

##### Labor standards

The company has outstanding labor standards management with policy and guidelines for normal work and overtime of employees for not more than 10 hours/day.  
(Refer to ILO International Labor Standards)





# APPENDIX



GRI Standard	Performance	Unit	2018	2019	2020
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**CORPORATE GOVERNANCE**
**DEPARTMENTS THAT ARE WITHIN THE SCOPE OF THIS SUSTAINABILITY REPORT**

Rice Factory	Plants	6	6	6
Transportation Company	Plants	1	1	1
CP Intertrade Company and companies in the business group	Plants	1	1	1

**ECONOMIC PERFORMANCE**

G4-EC1	Revenues	Million baht	39,735	40,859	44,160
	Employee benefits	Million baht	1,329	1,388	1,528
	Taxes paid to the government and local authorities	Million baht	21	20	12.22
	Research and development and innovation expenses	Million baht	0	20	17.71

**SOCIAL PERFORMANCE**
**HUMAN RIGHTS AND LABOR PRACTICES**

102-8	EMPLOYEE								
			MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	
	Total Workforce	Persons	2,522		2,544		1,546		
			1,662	860	1,662	882	878	668	
	SEPARATE BY CONTRACT TYPE			MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Employees	Persons	2,136		2,449		1,427		
			1,456	680	1,603	846	785	642	
	Workers/Contractors	Persons	386		95		119		
				180	59	36	93	26	
	405-1	EMPLOYEE DIVERSITY							
	SEPARATE BY LEVEL		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	
	Top Management	Persons	29	12	60	43	11	3	
	Mid Management	Persons	56	49	135	164	29	18	
	Management	Persons	195	235	129	167	162	164	
	Officer	Persons	1176	384	1,279	472	583	457	
	SEPARATE BY AGE		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	
	Under 30 years old	Persons	331	194	460	246	313	189	
	30 - 50 years old	Persons	1031	438	1,132	542	418	388	
	Over 50 years old	Persons	94	48	131	96	54	65	

GRI Standard	Performance	Unit	2018		2019		2020	
401-1	NEW HIRES							
	EMPLOYEE		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Number of new hires	Persons	283		450		228	
			157	126	293	157	147	81
	SEPARATE BY AGE		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Under 30 years old	Persons	110	100	122	70	101	59
	30 - 50 years old	Persons	46	26	124	50	43	22
	Over 50 years old	Persons	1	0	5	19	2	1
	TURNOVER							
	EMPLOYEE		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Number of Turnover	Persons	158		364		211	
			88	70	241	123	147	64
	SEPARATE BY AGE		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Under 30 years old	Persons	44	36	93	74	82	30
	30 - 50 years old	Persons	43	33	136	40	60	24
	Over 50 years old	Persons	1	1	12	9	5	10
	PARENTAL LEAVE (Employee)		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Number of parental leave	Persons	0	19	0	18	0	13
	Employee back to work after parental leave	Persons	0	19	0	17	0	13
	LEADERSHIP AND HUMAN CAPITAL DEVELOPMENT							
404-1	TRAINING AND DEVELOPMENT OF EMPLOYEES		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Average training hours for all employees	Hours per person per year	10.78		8.09		8.11	
			7.35	14.21	8.24	7.74	8.76	7.33
SEPARATE BY LEVEL		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE	
Top Management	Hours per person per year	2.11		26.23		5.61		
		2.22	2.00	16.25	36.20	1.21	10.00	
Mid Management	Hours per person per year	7.59		11.45		2.58		
		9.77	5.41	14.00	8.90	2.97	2.18	
Management	Hours per person per year	5.38		4.87		5.61		
		5.47	5.29	5.91	3.82	6.22	4.99	
Officer	Hours per person per year	18.17		2.22		9.63		
			17.30	2.86	1.57	10.59	8.66	

GRI Standard	Performance	Unit	2018		2019		2020	
OCCUPATIONAL HEALTH AND SAFETY INFORMATION								
403-2(a)	EMPLOYEE		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Injury Rate (IR)	person / 1,000,000 working hour	7.56		4.39		-	
			6.00	10.20	5.88	2.33	-	-
	Lost-Time Injury Frequency Rate (LTIFR)	person / 1,000,000 working hour	3.02		0.00		0.37	
			2.40	8.16	0.00	0.00	0.64	0.00
	Number of Lost-Time Injuries	Persons	-		-		1.00	
			-	-	-	-	1.00	0.00
	Occupational Disease Rate (ODR)	person / 1,000,000 working hour	0.00		0.00		-	
			0.00	0.00	0.00	0.00	-	-
	Lost Day Rate (LDR)	Lost days/ 1,000,000 working hours	6.05		0.00		-	
			8.16	0.00	0.00	-	-	
403-2(b)	Contractor		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Injury Rate (IR)	person / 1,000,000 working hour	4.12		19.70		-	
			7.64	0.00	28.45	7.76	-	-
	Lost-Time Injury Frequency Rate (LTIFR)	person / 1,000,000 working hour	1.03		1.64		12.76	
			1.91	0.00	5.69	3.88	3.70	32.94
	Number of Lost-Time Injuries	Persons	-		-		5.00	
			-	-	-	-	1.00	4.00
	Occupational Disease Rate (ODR)	person / 1,000,000 working hour	0.00		0.00		-	
			0.00	0.00	0.00	0.00	-	-
	Lost Day Rate (LDR)	Lost days/ 1,000,000 working hours	0.00		39.40		-	
				0.00	62.59	1.55	-	-
403-9(a)	EMPLOYEE		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Rate of Fatalities as a result of work related injury	person / 1,000,000 working hour	-		-		0.00	
			-	-	-	-	0.00	0.00
	Number of fatalities as a result of work-related injury	Persons	-		-		0.00	
			-	-	-	-	0.00	0.00
	Rate of High-consequence work-related injury : (excluding Fatalities)	person / 1,000,000 working hour	-		-		0.00	
			-	-	-	-	0.00	0.00
	Number of High-consequence work-related injury : (excluding Fatalities)	Persons	-		-		0.00	
			-	-	-	-	0.00	0.00
	Rate of recordable work-related injury	person / 1,000,000 working hour	-		-		4.87	
-			-	-	-	5.77	3.61	
Number of recordable work-related injury	Persons	-		-		13.00		
			-	-	-	9.00	4.00	



GRI Standard	Performance	Unit	2018		2019		2020	
403-9(b)	Contractor		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Rate of Fatalities as a result of work related injury	person / 1,000,000 working hour	-		-		0.00	
				-	-	-	0.00	0.00
	Number of fatalities as a result of work-related injury	Persons	-		-		0.00	
				-	-	-	0.00	0.00
	Rate of High-consequence work-related injury : (excluding Fatalities)	person / 1,000,000 working hour	-		-		2.55	
				-	-	-	0.00	8.23
	Number of High-consequence work-related injury : (excluding Fatalities)	Persons	-		-		1.00	
			-	-	-	-	0.00	1.00
403-10 (a)	EMPLOYEE		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Number of Fatalities as a result of Work-related ill health	Persons	-		-		0.00	
			-	-	-	-	0.00	0.00
	Number of cases of recordable work-related ill health	Persons	-		-		0.00	
				-	-	-	0.00	0.00
	Rate of recordable work-related injury	person / 1,000,000 working hour	-		-		25.52	
				-	-	-	7.39	65.88
	Number of recordable work-related injury	Persons	-		-		10.00	
				-	-	-	2.00	8.00
403-10 (b)	Contractor		MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
	Number of Fatalities as a result of Work-related ill health	Persons	-		-		0.00	
			-	-	-	-	0.00	0.00
	Number of cases of recordable work-related ill health	Persons	-		-		0.00	
				-	-	-	0.00	0.00

#### Remarks:

- The number of training hours excludes the hours that employees have spent in continuing education at the Master's and Doctoral Program levels, domestically and internationally, as well as the continuous training courses.
- Injury data for contractors does not include the Telecommunications Business Group.
- Injury refers to work-related injuries, from minor injuries (requiring First Aid) to injuries causing at least one lost work day. Lost Time Injury refers to the injuries that result in one lost day of work and more (calculated from the day following the incident).
- The severity level of an injury is calculated from the number of absent work days. Injury Rate (IR) = [Total number of injuries at all levels (during the reporting period) X 1,000,000 hours worked] / Total number of hours worked (during the reporting period).
- Lost Time Injury Rate (LTIR) = [Total number of lost time injuries (during the reporting period) X 1,000,000 hours worked] / Total number of hours worked (during the reporting period).
- Lost Day Rate (LDR) = [Total number of lost days (during the reporting period) X 1,000,000 hours worked] / Total number of hours worked (during the reporting period)

GRI Standard	Performance	Unit	2018	2019	2020
<b>ENVIRONMENTAL PERFORMANCE</b>					
<b>ENERGY</b>					
302-1 (e)	Total Energy Consumption	Million GJ	0.21	0.40	0.26
302-1 (a)	Fuel Consumption	Million GJ	0.01	0.01	0.01
302-1 (b)	Renewable energy	Million GJ	0.12	0.24	0.08
302-1 (c)	Electricity Consumption	Million GJ	0.15	0.15	0.16
302-3 (a)	Energy intensity ratio	GJ/Million baht	4.69	9.84	5.84
<b>GREEN HOUSE GAS (GHG) EMISSION</b>					
	Green House gas (GHG) emission	Ton CO <sub>2</sub> eq	24,477.00	22,932.85	23,190.91
305-1 (a)	Green House gas (GHG) emission (Scope 1)	Ton CO <sub>2</sub> eq	826.00	1,477.59	1,055.38
305-2 (a)	Green House gas (GHG) emission (Scope 2)	Ton CO <sub>2</sub> eq	23,651.91	21,455.26	22,135.53
305-4 (a)	GHG emissions intensity ratio	Ton CO <sub>2</sub> eq/ Million baht	0.47	0.56	0.53
<b>WATER</b>					
303-3 (a)	Total volume of water withdrawn	Million m <sup>3</sup>	0.18	0.19	0.18
303-3 (c)	Surface water	Million m <sup>3</sup>	0.13	0.15	0.14
	Ground water	Million m <sup>3</sup>	0.03	0.01	0.04
	Rainwater	Million m <sup>3</sup>			
	Municipal water supplies	Million m <sup>3</sup>	0.01	0.02	0.00
303-4 (a)	Total water discharge	Million m <sup>3</sup>	0.14	0.15	0.14
	Water withdrawn intensity ratio	Million m <sup>3</sup> / Million baht	3.93	4.58	4.08
<b>WASTE</b>					
306-3 (a)	Total weight of waste generated	Ton	798	689.42	810.76
	Total weight of hazardous waste generated	Ton	3.11	2.74	8.18
	Total weight of non-hazardous waste generated	Ton	794.95	686.68	802.58
	Waste generated intensity ratio	Ton/Million baht	0.02	0.02	0.02
<b>PLASTIC PACKAGING</b>					
	All plastic packaging	Ton	4,959.66	1,635.01	3,680.66
	Recyclable Plastic Packaging *Category Mono Layer	Ton	0.00	0.00	0.00

GRI Standard	Performance	Unit	2018	2019	2020
OPERATIONAL ECO-EFFICIENCY					
302-4	Energy/Production	GJ/ Ton	0.36	0.51	0.67
	Greenhouse gas emissions/ Production	Ton CO <sub>2</sub> eq/Ton	0.03	0.03	0.06
	Water/Production	m <sub>3</sub> /Ton	0.23	0.26	0.46
	Total waste/Production	Ton/Ton	0.00	0.00	0.00

#### Remarks:

- NA: Not Available
- The calculation method under this Sustainability report is in accordance with GRI Standards (GRI 302-1) - Total fuel consumption = the sum of all types of fuel resource consumption x its heating value (in each) - Unit in GJ per month (the conversion factors are based on Thailand Energy Efficiency Situation report 2018 by Department of Alternative Energy Development and Efficiency)
- Electricity consumption = The sum of electricity used (in kWh) x 3.6 - Unit in GJ per month)
- Total energy consumption = non-renewable energy consumption + renewable energy consumption + electricity consumption (Unit in GJ per month)
- Energy types included in the calculation of intensity per revenue are non-renewable energy including coal, fuel oil, diesel, gasoline, bunker oil, LPG, and natural gas as well as renewables including biogas, biomass (such as rice husk, charcoal, cashew nutshell, fire wood/ scrap wood/woodchips, corn cob, pal kernel shells, and sawdust) and biodiesel, and electricity consumed within the organization only (GRI 302-3)
- Reporting scope of GHG emissions covers CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O The Global Warming Potential (GWP) used in the calculation is referred to the given values of IPCC, while the greenhouse gas emission factors are based on the information from the Thailand Greenhouse Gas Management Organization (Public Organization) and Energy Policy and Planning Office, Ministry of Energy, which is available at the time of disclosure of this Sustainability Report. (GRI 305-1, GRI 305-2, and GRI 305-4)
- Reporting scope of GHG intensity includes only GHG scopes 1 and 2 (GRI305-4)
- Total water consumption is collected by using data from water meter, water bill, calculation from flow rate of water pump and average volume of rainwater from Meteorological Department (GRI 303-1 : 2016)
- Total reused/recycled water is calculated by using data from water meter and flow rate of water pump (GRI 303-3 : 2016)
- Total hazardous and non-hazardous waste stored within organization is an accumulated figure in previous year (GRI 306-2)
- Total waste generated is a figure of non-hazardous waste and hazardous waste generated in each year. For the amount of waste stored within the organization, the calculation is from an accumulated figure of waste in the present year - an accumulated figure of in the previous year (GRI 306-2)
- All information about waste disposal methods have already been approved by waste disposers or waste disposal manifest from waste disposers (GRI 306-2)



## GRI CONTENT INDEX

### GRI 102: GENERAL DISCLOSURES 2016

DISCLOSURES		PAGE/WEBSITE	EXTERNAL ASSURANCE
<b>Organizational Profile</b>			
102-1	Name of the organization	<ul style="list-style-type: none"> <li>Our Business</li> <li>About this Report</li> </ul>	-
102-2	Activities, brands, products, and services	<ul style="list-style-type: none"> <li>Our Business</li> </ul>	-
102-3	Location of headquarters	<ul style="list-style-type: none"> <li>Business Overview</li> </ul>	-
102-4	Location of operations	<ul style="list-style-type: none"> <li>Business Overview</li> <li>Our Business</li> </ul>	-
102-5	Ownership and legal form	<ul style="list-style-type: none"> <li>Our Business</li> </ul>	-
102-6	Markets served	<ul style="list-style-type: none"> <li>Business Overview</li> <li>Our Business</li> </ul>	-
102-7	Scale of the organization	<ul style="list-style-type: none"> <li>2020 Highlights</li> <li>Business Overview</li> </ul>	-
102-8	Information on employees and other workers	<ul style="list-style-type: none"> <li>Appendix</li> </ul>	-
102-9	Supply chain	<ul style="list-style-type: none"> <li>Responsible Supply Chain Management</li> </ul>	-
102-10	Significant changes to the organization and its supply chain	<ul style="list-style-type: none"> <li>About this Report</li> </ul>	-
102-11	Precautionary Principle or approach	<ul style="list-style-type: none"> <li>Climate Change Management</li> <li>Water Stewardship</li> </ul>	-
102-12	External initiatives	<ul style="list-style-type: none"> <li>Stakeholder Engagement</li> </ul>	-
102-13	Membership of associations	<ul style="list-style-type: none"> <li>Stakeholder Engagement</li> </ul>	-
<b>Strategy</b>			
102-14	Statement from senior decision-maker	<ul style="list-style-type: none"> <li>Message from the Senior President</li> <li>Message from the CEO</li> </ul>	-
102-15	Key impacts, risks, and opportunities	<ul style="list-style-type: none"> <li>Message from the Senior President</li> <li>Message from the CEO</li> <li>Our Business</li> <li>Climate Change Management</li> <li>Water Stewardship</li> </ul>	-
<b>Ethics and Integrity</b>			
102-16	Values, principles, standards, and norms of behavior	<ul style="list-style-type: none"> <li>Sustainability Milestone</li> <li>Six Core Values</li> <li>C.P. Excellence</li> </ul>	-
102-17	Mechanisms for advice and concerns about ethics	<ul style="list-style-type: none"> <li>Corporate Governance</li> </ul>	-

DISCLOSURES		PAGE/WEBSITE	EXTERNAL ASSURANCE
<b>Governance</b>			
102-18	Governance structure	<ul style="list-style-type: none"> <li>Sustainability Governance</li> <li>Corporate Governance</li> </ul>	-
102-20	Executive-level responsibility for economic, environmental, and social topics	<ul style="list-style-type: none"> <li>Sustainability Governance</li> </ul>	-
<b>Stakeholder Engagement</b>			
102-40	List of stakeholder groups	<ul style="list-style-type: none"> <li>Stakeholder Engagement</li> </ul>	-
102-41	Collective bargaining agreements	<ul style="list-style-type: none"> <li>Human Rights and Labor Practices</li> </ul>	-
102-42	Identifying and selecting stakeholders	<ul style="list-style-type: none"> <li>Stakeholder Engagement</li> </ul>	-
102-43	Approach to stakeholder engagement	<ul style="list-style-type: none"> <li>Stakeholder Engagement</li> </ul>	-
102-44	Key topics and concerns raised	<ul style="list-style-type: none"> <li>Stakeholder Engagement</li> </ul>	-
<b>Reporting Practice</b>			
102-45	Entities included in the consolidated financial statements	<ul style="list-style-type: none"> <li>Our Business</li> <li>Reporting Boundary</li> </ul>	-
102-46	Defining report content and topic Boundaries	<ul style="list-style-type: none"> <li>Materiality Assessment</li> </ul>	-
102-47	List of material topics	<ul style="list-style-type: none"> <li>List of Material Issues</li> </ul>	-
102-48	Restatements of information	<ul style="list-style-type: none"> <li>In 2020, we discontinued reporting GRI 308-2 and GRI 414-2 as our supplier audit program is set to be completed by 2020. We will report the abovementioned GRI indicators again once the result of the program has been confirmed.</li> </ul>	-
102-49	Changes in reporting	<ul style="list-style-type: none"> <li>About this Report</li> </ul>	-
102-50	Reporting period	<ul style="list-style-type: none"> <li>About this Report</li> </ul>	-
102-51	Date of most recent report	<ul style="list-style-type: none"> <li>About this Report</li> </ul>	-
102-52	Reporting cycle	<ul style="list-style-type: none"> <li>About this Report</li> </ul>	-
102-53	Contact point for questions regarding the report	<ul style="list-style-type: none"> <li>Materiality Assessment</li> <li>About this Report</li> </ul>	-
102-54	Claims of reporting in accordance with the GRI Standards	<ul style="list-style-type: none"> <li>About this Report</li> </ul>	-
102-55	GRI content index	<ul style="list-style-type: none"> <li>GRI Content Index</li> </ul>	-
102-56	External assurance	<ul style="list-style-type: none"> <li>Appendix</li> </ul>	-

## SPECIFIC STANDARD DISCLOSURES

GRI	DISCLOSURES	PAGE/WEBSITE	OMISSION /NOTE	EXTERNAL ASSURANCE
<b>Economic Performance</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>Sustainability Milestone</li> </ul>	-	-
	103-2 The management approach and its components	<ul style="list-style-type: none"> <li>Sustainability Milestone</li> </ul>	-	-
	103-3 Evaluation of the management approach	<ul style="list-style-type: none"> <li>Sustainability Milestone</li> </ul>	-	-
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	<ul style="list-style-type: none"> <li>2020 Highlights</li> </ul>	-	-
<b>Indirect Economic Impacts</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>Social Impact</li> <li>Education</li> <li>Innovation</li> </ul>	-	-
	103-2 The management approach and its components	<ul style="list-style-type: none"> <li>Social Impact</li> <li>Education</li> <li>Innovation</li> </ul>	-	-
	103-3 Evaluation of the management approach	<ul style="list-style-type: none"> <li>Social Impact</li> <li>Education</li> <li>Innovation</li> </ul>	-	-
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	<ul style="list-style-type: none"> <li>Social Impact</li> <li>Education</li> </ul>	-	-
	203-2 Significant indirect economic impacts	<ul style="list-style-type: none"> <li>Social Impact</li> <li>Education</li> <li>Innovation</li> </ul>	-	-
<b>Anti-corruption</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>Corporate Governance</li> </ul>	-	-
	103-2 The management approach and its components	<ul style="list-style-type: none"> <li>Corporate Governance</li> </ul>	-	-
	103-3 Evaluation of the management approach	<ul style="list-style-type: none"> <li>Corporate Governance</li> </ul>	-	-
GRI 205: Anti-Corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	<ul style="list-style-type: none"> <li>Corporate Governance</li> </ul>	-	-



GRI	DISCLOSURES	PAGE/WEBSITE	OMISSION /NOTE	EXTERNAL ASSURANCE
<b>Energy</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	• Climate Change Management	-	-
	103-2 The management approach and its components	• Climate Change Management	-	-
	103-3 Evaluation of the management approach	• Climate Change Management	-	-
GRI 302: Energy 2016	302-1 Energy consumption within the organization	• Appendix	-	✓
	302-3 Energy intensity	• Appendix	-	-
	302-4 Reduction of energy consumption	• Appendix	-	-
<b>Water</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	• Water Stewardship	-	-
	103-2 The management approach and its components	• Water Stewardship	-	-
	103-3 Evaluation of the management approach	• Water Stewardship	-	-
GRI 303: Water 2018	303-1 Interactions with water as a shared resource	• Water Stewardship	-	-
	303-2 Management of water discharge-related impacts	• Water Stewardship	-	-
	303-3 Water withdrawal	• Appendix	-	✓
	303-4 Water discharge	• Appendix	-	-
	303-5 Water consumption	• Appendix	-	-
<b>Biodiversity</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	• Ecosystem & Biodiversity Protection	-	-
	103-2 The management approach and its components	• Ecosystem & Biodiversity Protection	-	-
	103-3 Evaluation of the management approach	• Ecosystem & Biodiversity Protection	-	-
GRI 304: Biodiversity 2016	304-3 Habitats protected or restored	• Ecosystem & Biodiversity Protection	-	-
<b>Emissions</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	• Climate Change Management	-	-
	103-2 The management approach and its components	• Climate Change Management	-	-
	103-3 Evaluation of the management approach	• Climate Change Management	-	-

GRI	DISCLOSURES	PAGE/WEBSITE	OMISSION /NOTE	EXTERNAL ASSURANCE
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	• Appendix	-	✓
	305-2 Energy indirect (Scope 2) GHG emissions	• Appendix	-	✓
	305-4 GHG emissions intensity	• Appendix	-	-
	305-5 Reduction of GHG emissions	• Appendix	-	-
<b>Effluents and Wastes</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	• Climate Change Management	-	-
	103-2 The management approach and its components	• Climate Change Management	-	-
	103-3 Evaluation of the management approach	• Climate Change Management	-	-
GRI 306: Effluents and Waste 2016	306-1 Water discharge by quality and destination	• Appendix	-	-
	306-2 Waste by type and disposal method	• Appendix	-	✓
<b>Supplier Environmental Assessment</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	• Ecosystem & Biodiversity Protection	-	-
	103-2 The management approach and its components	• Ecosystem & Biodiversity Protection	-	-
	103-3 Evaluation of the management approach	• Ecosystem & Biodiversity Protection	-	-
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	• Ecosystem & Biodiversity Protection	-	-
<b>Employment</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	• Human Rights and Labor Practices	-	-
	103-2 The management approach and its components	• Human Rights and Labor Practices	-	-
	103-3 Evaluation of the management approach	• Human Rights and Labor Practices	-	-
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	• Appendix	-	-

GRI	DISCLOSURES	PAGE/WEBSITE	OMISSION /NOTE	EXTERNAL ASSURANCE
<b>Occupational Health and Safety</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	• Human Rights and Labor Practices	-	-
	103-2 The management approach and its components	• Human Rights and Labor Practices	-	-
	103-3 Evaluation of the management approach	• Human Rights and Labor Practices	-	-
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	• Human Rights and Labor Practices	-	-
	403-2 Hazard identification, risk assessment, and incident investigation	• Human Rights and Labor Practices	-	-
	403-3 Occupational health services	• Human Rights and Labor Practices	-	-
	403-4 Worker participation, consultation, and communication on occupational health and safety	• Human Rights and Labor Practices	-	-
	403-5 Worker training on occupational health and safety	• Human Rights and Labor Practices	-	-
	403-6 Promotion of worker health	• Human Rights and Labor Practices	-	-
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	• Human Rights and Labor Practices	-	-
	403-9 Work-related injuries	• Appendix	-	✓
	403-10 Work-related ill health	• Appendix	-	-
<b>Training and Education</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	• Leadership and Human Capital Development	-	-
	103-2 The management approach and its components	• Leadership and Human Capital Development	-	-
	103-3 Evaluation of the management approach	• Leadership and Human Capital Development	-	-
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	• Appendix	-	-



GRI	DISCLOSURES	PAGE/WEBSITE	OMISSION /NOTE	EXTERNAL ASSURANCE
<b>Human Rights Assessment</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>Human Rights and Labor Practices</li> </ul>	-	-
	103-2 The management approach and its components	<ul style="list-style-type: none"> <li>Human Rights and Labor Practices</li> </ul>	-	-
	103-3 Evaluation of the management approach	<ul style="list-style-type: none"> <li>Human Rights and Labor Practices</li> </ul>	-	-
GRI 412: Human Rights Assessment 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	<ul style="list-style-type: none"> <li>Human Rights and Labor Practices</li> </ul>	-	-
<b>Local Communities</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>Social Impact</li> <li>Health and Well-being</li> <li>Education</li> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> <li>Responsible Supply Chain Management</li> </ul>	-	-
	103-2 The management approach and its components	<ul style="list-style-type: none"> <li>Social Impact</li> <li>Health and Well-being</li> <li>Education</li> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> <li>Responsible Supply Chain Management</li> </ul>	-	-
	103-3 Evaluation of the management approach	<ul style="list-style-type: none"> <li>Social Impact</li> <li>Health and Well-being</li> <li>Education</li> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> <li>Responsible Supply Chain Management</li> </ul>	-	-
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	<ul style="list-style-type: none"> <li>Social Impact</li> <li>Health and Well-being</li> <li>Education</li> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> <li>Responsible Supply Chain Management</li> </ul>	-	-

GRI	DISCLOSURES	PAGE/WEBSITE	OMISSION /NOTE	EXTERNAL ASSURANCE
<b>Supplier Social Assessment</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>	-	-
	103-2 The management approach and its components	<ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>	-	-
	103-3 Evaluation of the management approach	<ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>	-	-
GRI 414 Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	<ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>	-	-
<b>Product and Service Labelling</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>Health and Well-being</li> </ul>	-	-
	103-2 The management approach and its components	<ul style="list-style-type: none"> <li>Health and Well-being</li> </ul>	-	-
	103-3 Evaluation of the management approach	<ul style="list-style-type: none"> <li>Health and Well-being</li> </ul>	-	-
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service informationand labeling	<ul style="list-style-type: none"> <li>Health and Well-being</li> </ul>	-	-
<b>Healthy and Affordable Food</b>				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>Health and Well-being</li> <li>Innovation</li> </ul>	-	-
	103-2 The management approach and its components	<ul style="list-style-type: none"> <li>Health and Well-being</li> <li>Innovation</li> </ul>	-	-
	103-3 Evaluation of the management approach	<ul style="list-style-type: none"> <li>Health and Well-being</li> <li>Innovation</li> </ul>	-	-

## UNITED NATIONS GLOBAL COMPACT COMMUNICATION ON PROGRESS – ADVANCED LEVEL

UNITED NATIONS GLOBAL COMPACT (UNGC) COMMUNICATION ON PROGRESS – ADVANCED LEVEL		
CRITERION	DESCRIPTION	PAGE
1	The COP describes mainstreaming into corporate functions and business units	20-26, 35-37, 38-43, 45-46, 48, 50-53, 55, 59-60, 63, 65, 77-80, 81-86, 97-98, 103-106
2	The COP describes value chain implementation	42, 45-47, 81-85, 92-93, 95, 125, 129-130, 137-143
3	The COP describes robust commitments, strategies or policies in the area of human rights	45-47
4	The COP describes effective management systems to integrate the human rights principles	46-47, 50-52, 137-139
5	The COP describes effective monitoring and evaluation mechanisms of human rights integration	46-47, 50-52, 137-139
6	The COP describes robust commitments, strategies or policies in the area of labor	45-46, 50-54, 60, 129-131
7	The COP describes effective management systems to integrate the labor principles	37-38, 45-46, 50-56, 137-138
8	The COP describes effective monitoring and evaluation mechanisms of labor principles integration	50-56, 137-139
9	The COP describes robust commitments, strategies or policies in the area of environmental stewardship	20-24, 113-116, 125-126, 137-138
10	The COP describes effective management systems to integrate the environmental principles	113-114, 137-138
11	The COP describes effective monitoring and evaluation mechanisms for environmental stewardship	125-127, 129-130, 140-143
12	The COP describes robust commitments, strategies or policies in the area of anti-corruption	37-39, 42
13	The COP describes effective management systems to integrate the anti-corruption principle	42-43
14	The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption	41
15	The COP describes core business contributions to UN goals and issues	8-9, 22-23, 27-29, 30, 34-35, 44-45, 58-59, 66-67, 76-77, 90-91, 102-103, 112-113, 124-125, 128-129, 136-137
16	The COP describes strategic social investments and philanthropy	8-9, 77-89, 97-101, 127, 132-135, 140-143
17	The COP describes advocacy and public policy engagement	42, 92-93
18	The COP describes partnerships and collective action	64, 100-101, 132-135, 140-143
19	The COP describes CEO commitment and leadership	2-3
20	The COP describes Board adoption and oversight	20-26, 29, 35-36, 37-38
21	The COP describes stakeholder engagement	27-29, 41, 91-93



# SUSTAINABLE DEVELOPMENT GOALS

Goal	Description	Chapter
1	End poverty in all its forms everywhere	<ul style="list-style-type: none"> <li>Social Impact</li> </ul>
2	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	<ul style="list-style-type: none"> <li>Health &amp; Well-being</li> </ul>
3	Ensure healthy lives and promote well-being for all at all ages	<ul style="list-style-type: none"> <li>Human Rights &amp; Labor Practices</li> <li>Health &amp; Well-being</li> </ul>
4	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	<ul style="list-style-type: none"> <li>Leadership &amp; Human Capital Development</li> <li>Education</li> <li>Social Impact</li> <li>Responsible Supply Chain Management</li> </ul>
5	Achieve gender equality and empower all women and girls	<ul style="list-style-type: none"> <li>Human Rights &amp; Labor Practices</li> <li>Leadership &amp; Human Capital Development</li> </ul>
6	Ensure availability and sustainable management of water and sanitation for all	<ul style="list-style-type: none"> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>
7	Ensure access to affordable, reliable, sustainable and modern energy for all	<ul style="list-style-type: none"> <li>Climate Change Management</li> </ul>
8	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	<ul style="list-style-type: none"> <li>Human Rights &amp; Labor Practices</li> <li>Education</li> <li>Social Impact</li> <li>Innovation Management</li> <li>Responsible Supply Chain Management</li> </ul>
9	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	<ul style="list-style-type: none"> <li>Education</li> <li>Innovation Management</li> <li>Responsible Supply Chain Management</li> </ul>
10	Reduce inequality within and among countries	<ul style="list-style-type: none"> <li>Social Impact</li> </ul>
11	Make cities and human settlements inclusive, safe, resilient and sustainable	<ul style="list-style-type: none"> <li>Climate Change Management</li> </ul>
12	Ensure sustainable consumption and production patterns	<ul style="list-style-type: none"> <li>Corporate Governance</li> <li>Climate Change Management</li> <li>Water Stewardship</li> </ul>
13	Take urgent action to combat climate change and its impacts	<ul style="list-style-type: none"> <li>Climate Change Management</li> </ul>
14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	<ul style="list-style-type: none"> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>
15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	<ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>
16	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	<ul style="list-style-type: none"> <li>Corporate Governance</li> <li>Stakeholder Engagement</li> </ul>
17	Strengthen the means of implementation and revitalize the global partnership for sustainable development	<ul style="list-style-type: none"> <li>Leadership &amp; Human Capital Development</li> <li>Stakeholder Engagement</li> <li>Innovation Management</li> </ul>

# Independent Assurance Statement

## Introduction and Engagement

C.P. Intertrade Company Limited (hereafter ‘CPI’) commissioned TÜV NORD (Thailand) Ltd. (hereafter ‘TUVT’) for Sustainability Assurance Engagement. TÜV NORD (Thailand) Ltd. conducted the independent assurance of CPI’s sustainability report (hereinafter ‘the Report’), which includes “limited assurance” of CPI’s sustainability information for the applied reporting period for the calendar year 2020. This assurance engagement was conducted against the Global Reporting Initiative Standards and AA1000 AS Version 3 Protocol (Type 2, Moderate Level). The Report covers CPI’s sustainability information for the period 1<sup>st</sup> January 2020 to 31<sup>st</sup> December 2020. The remote verification was conducted in July 2021. In addition, desk review was carried out for other sites which are parts of report boundary.

## Scope, Boundary and Limitations of Assurance

The scope of the assurance includes the economic, environmental and social indicators in the report as per the Core disclosures required by GRI Standards. In particular, the assurance engagement includes the following:

- Verification of the Report content, principles as mentioned in the GRI Standards,
- Review of the policies, initiatives, practices and performance described in the Report;
- Review of the disclosures made in the Report against the requirements of the GRI Standards
- Verification of the reliability of the GRI Standards Disclosure on economic, environmental and social (disclosures are tabulated below)
- Specified information was based on the materiality determination and needs to be meaningful to the intended users;
- Confirmation of the fulfilment of the GRI Standards; ‘in accordance’ with the Core criteria, as declared by the management of CPI.

The reporting boundary is based on the internal and external materiality assessment. The reporting aspect boundaries are set out in the Report covering the sustainability performance of six (6) main factories; five located in Thailand and one located in Cambodia. In additional (1) one river port (in line with Company’s Annual Report 2020), comprising

**Khao C.P. Co.,Ltd.** 135 Moo 5, Tambon Mae-lu, Amphur Nakhonluang, Ayutthaya 13260 Thailand

**Khao C.P. Co.,Ltd.** 3/24 Moo 1, Tambon Wangdaeng, Tharua, Phranakornsriayutthaya 13130 Thailand

**Khao C.P. Co.,Ltd.** 279 Moo 9, Tambon Salaengphan Amphur Lamplaimat , Buriram 31130 Thailand

**Khao C.P. Co.,Ltd.** 222 Moo 1, Tambon Dermbang Amphur Dermbangnangbuat , Supanburi 72120 Thailand

**Khao C.P. Co.,Ltd.** 99/1 Moo 5, Tambon Wangbua, Amphur Khlongkhlong, Kamphaengphet 62120 Thailand

**Ayutthaya Port & ICD Co., Ltd.** 111 Moo 3, Tambon Phra-non, Amphur Nakhonluang, Ayutthaya 13260 Thailand

**Apsara Rice (Cambodia) Co.,Ltd.** Road No.51, Chamkar Loung village, Veangchas commune, Udong district, Kampong Speu province, Cambodia

Our engagement did not include an assessment of the adequacy or the effectiveness of CPI’s strategy or management of sustainability related issues. During the assurance process, TUVT did not come across the limitations to the scope of the agreed assurance engagement. No external stakeholders were interviewed as a part of the sustainability engagement for the reporting period.

## Verification Methodology

This assurance engagement was planned and carried out in accordance with the GRI Standards and AA1000 AS Version 3. The Report was evaluated against the following criteria:

- Adherence to the principles of Stakeholder inclusiveness, Materiality, Responsiveness, Completeness, Neutrality, Relevance, Sustainability context, Accuracy, Reliability, Comparability, Clarity and Timeliness; as prescribed in the GRI Standards and AA1000 ASSURANCE STANDARD Version 3;
- Application of the principles and requirements of the GRI Standards for its “in accordance with Core” criteria.



During the assurance engagement, TUVT adopted a risk-based approach, concentrating on verification efforts on the issues of high material relevance to CPI's business and its stakeholders. TUVT has verified the statements and claims made in the Report and assessed the robustness of the underlying data management system, information flows and controls. In doing so:

- TUVT reviewed the approach adopted by CPI for the stakeholder engagement and materiality determination process. TUVT performed limited internal stakeholder engagement to verify the qualitative statements made in the Report;
- TUVT verified the sustainability-related statements and claims made in the Report and assessed the robustness of the data management system, information flow and controls;
- TUVT examined and reviewed the documents, data and other information made available by CPI for the reported disclosures including the Disclosure on Management Approach and performance indicators;
- TUVT conducted interviews with key representatives including data owners and decision-makers from different functions of the Company during the verification;
- TUVT performed sample-based reviews of the mechanisms for implementing the sustainability related policies, as described in CPI's Sustainability Report;
- TUVT verified sample-based checks of the processes for generating, gathering and managing the quantitative data and qualitative information included in the Report for the reporting period.

## Opportunities for Improvement

The following is an extract from the observations and opportunities for improvement reported to the management of CPI and are considered in drawing our conclusions on the Report; however, they are generally consistent with the Management's objectives.

There are some Opportunities as follows:

- Emission Factor, should refer to IPCC fifth Assessment Report; AR5 according to Greenhouse Gas Protocol as GWP recommend
- Significant changes to the companies from previous reporting periods shall be considered in the list of material topics and topic Boundaries

## Conclusions

The Report was prepared based on the GRI Standards Reporting Principles and Standard Disclosures 'in accordance' with the GRI Standards Core option. In our opinion, based on the scope of this assurance engagement, the disclosures on sustainability performance reported in the Report along with the referenced information provides a fair representation of the material aspects, related strategies, and performance indicators, and meets the general content and quality requirements of the GRI Standards Core option.

- Disclosures: TUVT is of the opinion that the reported disclosures generally meet the GRI Standards reporting requirements for 'in accordance' Core reporting criteria. Organization refers to general disclosure to report contextual information about an organization while the Management Approach is discussed to report the management approach for each material topic.
- Topic Specific Standard: TUVT is of the opinion that the reported specific disclosures for each material topic generally meet the GRI Standards reporting requirements for 'in accordance' Core reporting criteria.

The requirements below material aspect were verified by the assurance team:

Material Issues	GRI Disclosure Number
Energy consumption within the organization	GRI 302.1
Water withdrawal	GRI 303.3 (2018)
Direct (Scope 1) GHG emissions	GRI 305.1
Energy indirect (Scope 2) GHG emissions	GRI 305.2
Waste by type and disposal method	GRI 306.2
Work-related injuries	GRI 403.9 (2018)

On the basis of the procedures we have performed, nothing has come to our attention that causes us to believe that the information subject to the Type 2 moderate level assurance engagement was not prepared, in all material aspects, in accordance with the GRI Standards "Core option" sustainability reporting guidelines, or that the sustainability information is not reliable in all material respects, with regards to the reporting criteria.





TUVT did perform any assurance of procedures on the prospective information, such as targets, expectations and ambitions, disclosed in the sustainability information. Consequently, TUVT draws conclusion on the prospective information. This assurance statement has been prepared in accordance with the terms of our engagement. It does include detailed testing of source data or the operating effectiveness of processes, internal controls and consequently they do enable us to obtain the assurance necessary to become aware of all significant matters that might be identified in a Type 2 moderate level assurance engagement.

TUVT has evaluated the Report's adherence to the following principles with respect to the requirements of the GRI Standards. Stakeholder identification and engagement is carried out by CPI on a periodic basis to bring out key stakeholder concerns as material aspects of significant stakeholders. The materiality assessment process considering aspects that are internal and external to the Company's range of businesses. The Report fairly brings out the aspects and topics and its respective boundaries of the diverse operations of CPI. The Report has fairly disclosed the General and Specific Standard Disclosures, and adequately captured the impact of its business on the community and environment and has taken several measures to reduce the impact including the Disclosure on Management Approach, covering the sustainability strategy, management approach, monitoring systems and sustainability performance indicators against the GRI Standards. It was reported in a neutral tone, in terms of content and presentation. The majority of the data and information was verified by TUVT's assurance team by remote technic. In our view, the Report could be adherence to Inclusivity, Materiality, Responsiveness, Impacts, Completeness, Neutrality, Relevance, Sustainability context, Accuracy, Reliability, Comparability, Clarity and Timeframe.

TUVT expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement. The intended users of this assurance statement are the management of CPI. The management of the Company is responsible for the information provided in the Report as well as the process of collecting, analyzing and reporting the information presented in web-based and printed Reports, including website maintenance and its integrity. TUVT's responsibility regarding this verification is in accordance with the agreed scope of work which includes non-financial quantitative and qualitative information (Sustainability Performance - environmental and social indicators) disclosed by CPI in the Report. This assurance engagement is based on the assumption that the data and the information provided to TUVT by CPI are complete and reliable.

### **TUV's Competence and Independence**

TUVT is an independent, neutral, third-party providing sustainability services, with qualified environmental and social assurance specialists. TUVT states its independence and impartiality with regard to this assurance engagement. In the reporting year, TUVT did not work with CPI on any engagement that could compromise the independence or impartiality of our findings, conclusions and recommendations. TUVT was not involved in the preparation of any content or data included in the Report, with the exception of this Assurance Statement. TUVT maintains complete impartiality toward any people interviewed during the assurance engagement.

Ms. Numfon Sangeamruk  
Lead Verifier  
TÜV NORD (Thailand) Ltd.  
Bangkok 10260 Thailand



**AA1000**  
Licensed Assurance Provider  
000-286

Date: 25 Aug. 2021  
Place: Bangkok, Thailand  
Project Reference No: TUVN/CPI/SA/2020

We are  
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# SMART *Farmer*









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