

HaadThip Sustainability Report 2021

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About This Report

HaadThip Sustainability Report 2021 is the fourth edition of our sustainability report, published by Haadthip Public Company Limited to disclose our sustainability management and performance encompassing economic, social, and environmental aspects to stakeholders. It covers the reporting period from 1 January to 31 December 2021 and has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option.

Message from the Chief Executive Officer

In 2021, the COVID-19 pandemic continued to plague all sectors across the world. In the midst of changes brought about by the pandemic, our Board of Directors, executives, and employees worked together to adapt while giving priority to employee safety and maintaining employment conditions. We made adjustments to improve our performance under stringent hygiene measures, controlled expenditures, and adopted information technology to enhance our efficiency, which enabled us to maintain a strong financial status and be ready to deal with any obstacle that may come our way. In 2021, we managed to maintain the market share of non-alcohol ready-to-drink (NARTD) and sparkling soft drink (SSD) beverages in the southern region at 26.1 and 81.5 percent respectively, dominating the sparkling drink market in southern provinces once again.

We continued to engage stakeholders to express their opinions and participate in social contribution activities in order to build a good relationship and trust with them. For example, we donated products and survival bags to underprivileged people and paid special interim bonus to provide relief for our employees and their families.

In terms of environmental impact, we have adopted the circular economy concept, focusing on efficient use of resources and raw materials, reducing plastic and landfill waste, and increasing recycling. In addition to conducting a carbon footprint of organization and products (CFO and CFP) to determine management targets and improve our environmental performance, we have initiated various projects, such as the Clean Energy from Solar Cells, NGV, and LPG, to continuously reduce greenhouse gas emissions throughout our supply chain. We have also supported the Utokapat Foundation under Royal Patronage of H.M. the King in water management projects to benefit the public.

Due to our sustainable business practices, HTC was named one of 146 listed companies on the Thailand Sustainability Investment List (THSI) in 2021 for the fourth year in a row (2018-2021). Furthermore, HTC was selected from 824 listed companies to be on the ESG100 List in 2021 by the Thaipat Institute for the fourth consecutive year as a result of our outstanding ESG performance and awarded the Sustainability Disclosure Recognition for our disclosure of sustainability information to the public and stakeholders.



On behalf of the Board of Directors and management, I would like to thank all employees in our “Haadthip Family” for their continued commitment and dedication to the company and our stakeholders and patrons for their encouragement that motivates Haadthip to give back and contribute to society in the southern region and the nation as a whole.

Handwritten signature of Maj. Gen. Patchara Rattakul.

Maj. Gen. Patchara Rattakul
Chief Executive Officer

About the Company

Haadthip Public Company Limited is granted a franchise from The Coca-Cola Company based in Atlanta, Georgia, USA to bottle and distribute soft drinks under Coca-Cola, Fanta, Sprite, and other trademarks owned by The Coca-Cola Company in 14 southern provinces of Thailand, with the vision

"WE ARE THE LEADER IN THE BEVERAGE INDUSTRY AND COMMITTED TO SUSTAINABLE GROWTH WITH THE COMMUNITIES."

Haadthip was established in 1969 under the name of Nakornthip company limited to produce and distribute soft drinks in three provinces, including Songkhla, Satun, and Yala. In 1974, Sec.Lt Phairoch Rattakul took over the management and increased the capital to expand the franchise territory to include 14 southern provinces while creating sustainable growth along with society in the southern region. In 1978, the corporation was renamed Haadthip company limited and was later listed on the stock exchange of Thailand as haadthip public company limited to raise funds for business expansion and allow the general public in southern provinces to jointly own the corporation. Today Haadthip employs more than 2,000 people and owns over 290 trucks. Our 19 warehouses are located in 14 southern provinces and Bangkok to deliver products and services to all customers.

Haadthip has two plants: Hatyai Plant in Songkhla Province and Punpin Plant in Surat-Thani Province, to bottle and distribute the following products:

1. Sparking beverages including Coke, Fanta, Sprite, and Schweppes;
2. Still beverages including Minute Maid, Namthip, and Bon Aqua.

Over the last 50 years, Haadthip has grown its business by emphasising management for maximum efficiency, creating stability for local communities, and caring for the environment. We participate in community development in 14 southern provinces where we do business in order to improve quality of life and promote economic, social, and environmental sustainability.

Vision

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

Value

Continually increasing profitable, sustainable unit case sales of our products by satisfying new and existing consumers through excellent service to and with our customers at an increasing return

Mission

- To be a completely integrated beverage company and to maintain the leading position in the southern market, with revenue, sales and profits soaring on a continuous basis.
- To continue to be the manufacturer, distributor and service provider of high quality products to customers and consumers, so that the Company is trusted as part of the South.
- To ensure that the Company's personnel have integrity, perform their duties with loyalty and honesty; and have responsibilities to the organization and society as a whole.
- To be an organization with good governance, through the creation and development of the type of personnel that the society needs; and taking part in the development and improvement of natural resources and environment in a responsible and sustainable manner.

Value

Integrity

To be loyal, honest, open and sincere



Individual Initiative

To be creative and to initiate new work ideas individually



Relationship Marketing

To continue to strengthen the relationship with customers, consumers and government agencies of all levels



People Development

To create personnel of quality through continuous training and development process



Mutual Trust & Respect

To treat each other with respect and to be trustworthy



Commitment

To hold oneself responsible for and to perform the tasks as committed



Teamwork

To work as a team and support co-workers in order to raise overall performance level



Fun

To have good balance between life at work and personal life, and to work happily on a daily basis



Customer Value

To always focus on customers' needs and expectations and add value to their businesses



Always be part of the South

To be responsible for the society and environment in order to leave no impact to later generations

2021 Achievement



Thailand Sustainability Investment (THSI) Award 2021 for being named on the Sustainability Investment List in the Agro & Food Industry Group.

Human Rights Award 2021 from Prime Minister General Prayut Chan-ocha in the Large Corporation Category (National Distinguished Award).



Second runner-up of the UN Women 2021 Thailand WEPs Awards in the Leadership Commitment Category organized by the UN Women.

Sustainability Disclosure Recognition at the Sustainability Disclosure Awards 2021 from the Thaipat Institute.





ESG100 Company Certificate 2021 in the Agro & Food Industry Group from the Thaipat Institute.

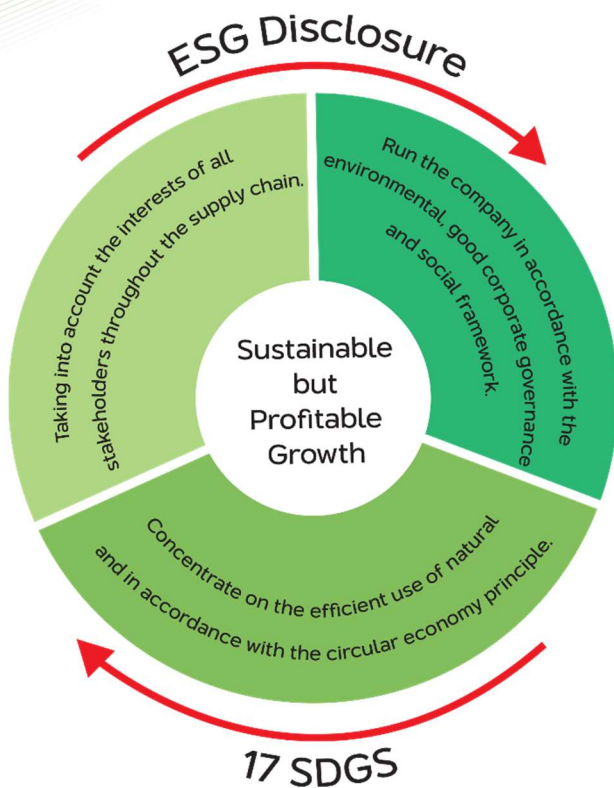
Green Industry Award Level 4 (Green Culture) from the Department of Industrial Works, Ministry of Industry.



Eco Factory Social Value Gold Award from the Department of Industrial Works, Ministry of Industry.

Haadthip Sustainability Development

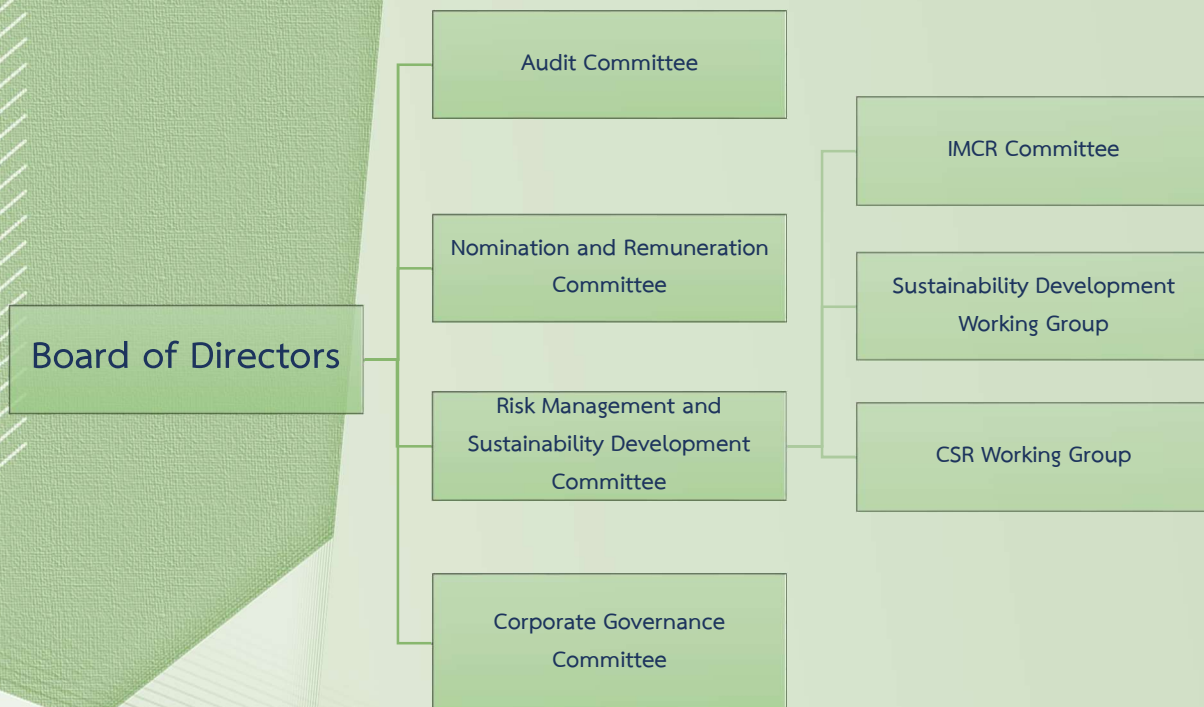
Over 50 years, Haadthip has operated with the aim of becoming a leader in the beverage industry under the sustainable development framework, striving to consider the impact of our business on stakeholders, promote transparency, and comply with internationally accepted management standards. We set our business policy to achieve the goal of becoming a sustainable leader in the beverage industry by focusing on quality product and service production, fair treatment of consumers, and stakeholder interest throughout the supply chain. We conduct business in line with environmental, social, and governance (ESG) principles, implement activities that produce tangible and measurable results to support the UN Sustainable Development Goals (SDGs), and comply with laws, requirements, and other socially accepted norms. In addition to striving to use natural resources efficiently and appropriately according to the circular economy concept, we cooperate with all sectors to promote business development to continuously and sustainably benefit communities.



SUSTAINABLE DEVELOPMENT GOALS



Organizational Structure



The Executive Committee is responsible for setting and overseeing operational strategies and developing the corporation to achieve stable and sustainable growth. It ensures that stakeholders' interests are aligned with the corporation's sustainable development guidelines and sustainable business practices in order to achieve continuous economic growth while exercising social and environmental responsibility in accordance with good corporate governance principles. The Risk Management and Sustainable Development Committee was formed to develop sustainable development policies and strategies, as well as to ensure that sustainable development and risk management are implemented in accordance with the Board's policies and strategies. It is also in charge of communication of Sustainability and its business practices. We adhere to the principles of ethical management, human rights respect, taking into account the interests of all stakeholders, complying with laws and other requirements or relevant international standards, and participating in continuous and sustainable community development. The Sustainable Development Working Group was formed to:

- Supervise and review operations to ensure they align with sustainable development strategies;
- Provide resources and personnel to implement sustainable development strategies across the organization;
- Summarize sustainable development performance results and present them to the Risk Management and Sustainable Development Committee at least twice a year.

HaadThip Sustainability Strategy

VISION

We are the leader in the beverage industry and committed to sustainable growth with the community

THE POWER OF GIVING

KEY FOCUS

Environment
Giving Caring

Social Responsibility
Giving Friendship

Governance
Giving Trust

STRATEGIES

- Improve the environment through production management and greenhouse gas emissions reduction efforts.
- Promote packaging responsibility through World Without Waste Policy.
- Promote energy conservation and efficient use of resources.

- Build trust and good relationship with stakeholders throughout the supply chain and support community growth.
- Support sports, arts, and music.
 - Support children's education and development.
 - Support local culture and tradition.
 - Promote gender equality in the workplace.

- Promote ethics and transparency in the organization.
- Build organization's image credibility.



In 2021, Haadthip integrated sustainable development principles into policy-making and communicated with employees and stakeholders about the organization's sustainability vision and goals. We have designed corporate policies that cover ESG performance to ensure that impacts can be identified and thoroughly analyzed in every activity we conduct and to instill sustainability awareness among employees. We have collaborated with The Coca-Cola Company in a responsible and sustainable packaging initiative to tackle the plastic waste problem generated by our packaging and help solve climate change in line with World Without Waste vision, which aims to use and manage beverage packaging responsibly as follows:

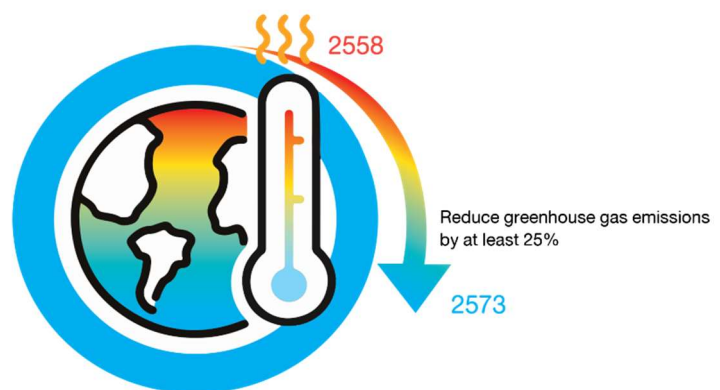


Make 100% of our packaging recyclable and use at least 50% recycled material in our packaging by 2030.

Collect and recycle the equivalent of 100% of the packaging we introduce into the market by 2030.

Partner with public and private organizations to support a healthy, debris-free environment.

Moreover, following The Coca-Cola Company's greenhouse gas policy, Haadthip has implemented climate actions to reduce greenhouse gas emissions through science-based targets (SBT) in line with the Paris Agreement. We aim to reduce greenhouse gas emissions by at least 25% by 2030, compared to the base year 2015.



Value Chain

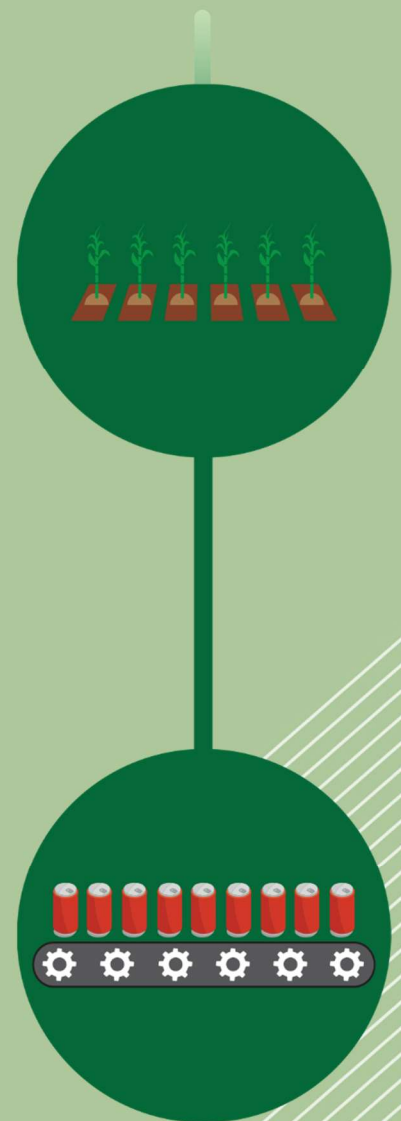
HaadThip strives to operate with transparency, enhance competitiveness, and continuously develop to build a strong foundation for business expansion and growth through adding value to every activity we carry out. In addition to optimizing our existing products and assets, we develop specialized and higher-value products to reduce the volatility of financial performance and long-term impact on society and the environment. Our key strategies are as follows.

Raw Material Procurement

Select vendors and service providers based on both quality and price and require all suppliers to go through a transparent and fair selection process, comply with ethical standards, consider economic, social, and environmental impacts of their business in line with The Coca-Cola Company's standards and regulations, and produce documents and certificates to demonstrate their compliance with socially accepted standards.

Production and Technological Development

- Align the production plan with the sales plan to meet market demands and reduce consumption of unnecessary resources or to use available resources more efficiently, as well as strictly control and inspect quality, cleanliness, and safety of products in every step of the production process.
- Develop eco-friendly packaging, such as 100% recyclable packaging, lightweight plastic packaging, and returnable bottles.

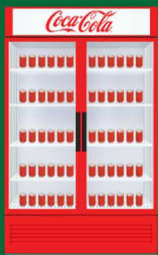


Transportation and Distribution



- Transportation and Distribution Handle products properly to prevent damage before they reach consumers to ensure that every bottle or can we sell is safe, clean, and meets international standards.
- Monitor delivery status, determine parking spots for unloading, limit driving speed, control transportation via GPS and mobile DVR to reduce road accidents, and regularly notify customers of their delivery status.
- Use NGV for delivery trucks to reduce pollution and greenhouse gas emissions.

Marketing and Sales



- Operate with transparency, improve performance efficiency, generate profits, and uphold responsibility toward society, communities, and the environment.
- Various product options for diverse consumers lifestyle, e.g., produce healthier alternatives, mineral water from sources found in the south, halal-certified beverages, and carbon-labeled beverages to meet the demands of health or environment-conscious consumers.
- Set up communication channels for customers and consumers to file complaints about products and conduct a customer satisfaction survey every year to understand problems and improve services.



Human Resource Management

Care about every employee, provide opportunities for employees to improve their knowledge and skills, regularly provide training and testing for employees at all levels, and assist employees in their work or personal matters.

Stakeholder Engagement

Haadthip places importance on efficient and sustainable supply chain management that covers environmental, social, and governance aspects according to the ESG Disclosure of the Stock Exchange of Thailand and in response to stakeholder expectations. We have assessed stakeholder expectations through listening, interview, satisfaction survey, focus group discussions, workshops, and complaint channels. Employees directly responsible for stakeholders in each department are assigned to listen to stakeholders about the impacts and material issues related to the company and ensure effective internal and external communication.

Stakeholders	Communication Channels	Concerns
Employee	<ul style="list-style-type: none"> • Meetings / training / seminars • Complaint channel • SNS Platform (Line, Facebook or YouTube) • Internal communication (email, intranet, and video conference) • Employee performance assessment 	<ul style="list-style-type: none"> • Safety Workplace Environment • Career Advancement • Employee compensation and benefits • Skill and capacity development
Customer	<ul style="list-style-type: none"> • Shop visits • Customer survey • Social Media Official • Application “M Game” • Complaint channels 	<ul style="list-style-type: none"> • Product and service quality • Punctual Delivery • Improve strategies to meet market demands • Personal data protection
Community	<ul style="list-style-type: none"> • การลงพื้นที่ร่วมกิจกรรมกับชุมชน • การพบปะและประชุมร่วมกับชุมชน • การเยี่ยมชมโรงงาน • การสำรวจความคิดเห็น 	<ul style="list-style-type: none"> • Negative impact from business operation • Natural resource and environmental restoration • Reducing social inequality • Promoting occupations for communities

Stakeholders	Communication Channels	Concerns
Consumers	<ul style="list-style-type: none"> • Satisfaction survey • Off-site, marketing, sales promotion activities • Social Media (Facebook- page, Twitter, Line@, YouTube) • Complaint channels • Plants visit 	<ul style="list-style-type: none"> • Product and service quality and safety control • Implementing projects to benefit society and the environment • Designing products to meet all consumer needs
Suppliers and Business Partners	<ul style="list-style-type: none"> • Annual meeting • Communication via phone email and video conference • Risk assessment meeting • Complaint channels • Participation in activities organized by HaadThip • Suppliers survey and questionnaires 	<ul style="list-style-type: none"> • Fair and transparent procurement process • Punctual Delivery • Product quality • Product safety • Communicating policies and acknowledgment of supplier code of conduct
Shareholder and Investors	<ul style="list-style-type: none"> • Annual shareholder meeting • Quarterly performance report, Annual report and Sustainability Report • One on One Meeting with investors • Phone and email 	<ul style="list-style-type: none"> • Financial performance • Transparency and accountability • Sustainable growth strategies • Risks and risk prevention • Market conditions and competition
Mass Media	<ul style="list-style-type: none"> • Press conference • Publicizing news and activities of Haadthip on online and offline platform • Participation in projects and activities organized by HaadThip 	<ul style="list-style-type: none"> • Transparent disclosure • Business expansion plans and corporate development strategies • Accuracy and completeness of information
Government Agencies	<ul style="list-style-type: none"> • Participation in activities and projects with government agencies • Attending training and seminars organized by government agencies • Reporting performance results to relevant agencies as required by law 	<ul style="list-style-type: none"> • Transparency disclosure of performance results • Compliance • Social and environmental responsibility

Analysis of Materiality topics

To determine the direction of sustainability performance in line with global market trends and issues important to stakeholders, we have formed a working group to analyze and evaluate material economic, social, and environmental issues that may have significant impacts on our business operations and stakeholders. We conduct a survey to collect opinions and feedback about the impacts related to our activities from stakeholders every two years, while review and update material issues on an annual basis.

Identification

Research and identify material issues that may have an impact on our business activities and strategy planning, such as opportunity risk, industrial trends, issues of interest among stakeholders, and international sustainability concerns.

Prioritization

The identified issues are prioritized by the working group based on their impact on business operations, scope of impact, stakeholder interest and concern, relevance and level of impact on business activities.

Continuous Development

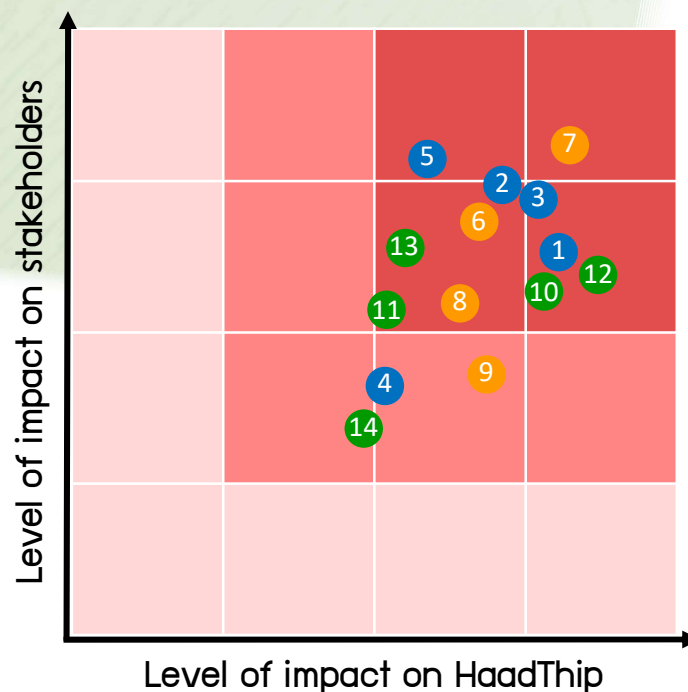
Validate the identified issues and level of priority to reflect changing circumstances, as well as submit the identified issues to the Executive Committee for consideration and approval.

Continuous Development

Create a sustainable business plan based on the validated issues and review it annually to improve the sustainable development direction, taking into account the organization's performance and stakeholder feedback.

Haadthip Materiality Topics Assessment 2021

Haadthip assesses and prioritizes material issues that may have impacts on the organization taking into consideration changing global circumstances and expectations of internal and external stakeholders. We analyze material issues based on stakeholder comments and feedback every two years to determine our sustainable business direction and respond to stakeholder needs and submit them to executives and the Risk Management and Sustainable Development Committee for approval.



Economic

1. Corporate government
2. Risk management
3. Anti-corruption
4. Sustainable Procurement
5. Customer Engagement

Social

6. Respect for human rights and treatment of employees
7. Occupational health and safety
8. Employees development and well-being
9. Community support and development

Environmental

10. Climate Change and emission management
11. Energy efficiency
12. Packaging management
13. Water Management
14. Biodiversity

Material Topics Reporting Boundaries

Sustainability Aspect	Material Issue	Reporting Boundaries	Impact Boundaries						
			Internal		External				
			Organisation	Employees	Customers	Suppliers	Investors	Communities	Government Agencies
Economic	Corporate Governance	<ul style="list-style-type: none"> Corporate governance and compliance
	Anti-Corruption	<ul style="list-style-type: none"> Enterprise risk assessment
	Risk Management	<ul style="list-style-type: none"> Prevention of corruption, bribery, and fraud
	Sustainable Procurement	<ul style="list-style-type: none"> Procurement process and policy
	Response to consumer behavior	<ul style="list-style-type: none"> Stakeholder engagement Actions in response to the COVID-19 pandemic Response to consumer behavior
Social	Respect for human rights and treatment of employees	<ul style="list-style-type: none"> Employee Well-being human rights and fair treatment of employees Protection of children's rights Personal data protection
	Employee development and care	<ul style="list-style-type: none"> Employee development and training
	Occupational health and safety	<ul style="list-style-type: none"> Occupational health and safety performance
	Social development and support	<ul style="list-style-type: none"> Social contribution activities
Environmental	Climate change	<ul style="list-style-type: none"> Industrial waste management Climate change Water resource management Energy management
	Energy efficiency	
	Emissions management	
	Water management	
	Biodiversity	

Sustainable procurement

Sustainable Sourcing Policy

HaadThip always cares about consumer safety and quality of raw materials used to produce products and services. To manage our supply chain more effectively and sustainably, we have adopted the green procurement policy to select suppliers with sustainable business practices, economic, social, and environmental responsibilities, respect for human rights, and compliance with occupational health and safety standards. Moreover, we have implemented various activities, including a carbon footprint assessment, selection of eco-friendly raw materials, maintaining occupational health and safety standards, supplier ESG assessment, and business promotion for local suppliers.

Supplier Assessment

We have developed procurement and supplier selection processes and strict supplier code of conduct. All suppliers are required to go through the selection process, conduct business with transparency and fairness, comply with ethical standards, consider the economic, social, and environmental impacts of their business activities in accordance with The Coca-Cola Company's regulations, and produce documents and certificates to demonstrate their compliance with socially accepted standards. The quality of their raw materials or packaging must be inspected by relevant agencies to comply with our quality control system. These requirements are to ensure that we select suppliers with professional qualifications who can grow with us sustainably.

Important Issues to be Inspected

- 1) Conduct business with integrity and avoid corruption and illegal activities.
- 2) Refrain from involving in human trafficking, child labor, and forced labor.
- 3) Freedom of association and the right to collective bargaining of employees.
- 4) Fair compensation as required by law.
- 5) Comply with the working hour and overtime rules without violating labor rights.
- 6) Comply with the occupational health and safety law.
- 7) Comply with the principles of equality and non-discrimination.
- 8) Take responsibility for the environmental impact of business.

Sourcing Local Suppliers

HaadThip has a policy to partner with local suppliers to distribute income to communities, create employment and sustainable economic growth, and reduce environmental impact of transportation. In 2021, we procured from 98% of the total number of suppliers in the country, and 34% of which operated in 14 southern provinces of Thailand.



Number of new suppliers in 2021

17

New suppliers that took an ESG assessment

100%

New suppliers that acknowledged and signed the Code of Conduct

100%

Management in Crisis Situations

Many areas in southern Thailand are at risk of flooding, which affects the transportation of raw materials. In addition, due to the spread of COVID-19 that affects business both in Thailand and across the world, we closely monitored and assess the situation and prepared to respond appropriately to minimize impacts. We communicated with our suppliers and relevant parties regularly about the current situation and introduced new safety measures, such as guidelines for entering/exiting factory and traveling across zones, to ensure sufficient volume of products for market demands.

Suppliers that took an ESG assessment

100%

Suppliers acknowledged and signed the Code of Conduct

100%

Suppliers that were audited in 2021 as targeted

100%

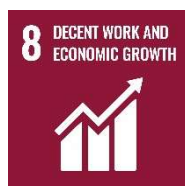
Number of suppliers with high risk identify

0



Corporate Governance, Transparency, and Ethics

Acting ethically is always the right thing to do. Corporate governance and code of conduct are like a map that guides us to a successful future and help us achieve ethical standards, personal integrity, and compliance, which are the cornerstone of our “HaadThip Family.”



Corporate Governance

The Board of Directors and executives attach great importance to good corporate governance. We have instilled the principles of corporate governance and business ethics in our employees at all levels to build an efficient management system and promote sustainable growth. We strive to operate efficiently, create maximum benefits for shareholders, stakeholders, society at large, and the environment, and uphold business ethics. We have developed the “Code of Conduct” and established the Corporate Governance Committee to ensure that our directors, executive directors, executives, and employees perform their duties in accordance with the rules and requirements set by SEC, Haadthip, and Stock Exchange of Thailand, as well as the Public Companies Act and other relevant laws.

Moreover, we disclose information on our website under the topic “Corporate Governance” to inform stakeholders and the public about our code of conduct and policies, which is accessible at <https://www.haadthip.com/th/about/good-corporate-governance>. We communicate ethical business practices through the Employee Handbook to all employees from the first day of work to ensure that all employees treat stakeholders such as customers, suppliers, competitors, shareholders, society, and colleagues with integrity, honesty, responsibility, and transparency. Our revised Code of Conduct covers:

- Raising awareness of the roles and responsibilities of the Board of Directors.
- Setting sustainable business objectives and goals.
- Building an effective Board of Directors.
- Recruiting and developing top management and human resource management.
- Promoting innovation and responsible business.
- Ensuring appropriate risk management and internal control systems.
- Maintaining financial credibility and disclosure.
- Promoting participation and communication with shareholders.



Our management is aware that operating a business with transparency and in accordance with the principles of corporate governance will enable the organization to build an efficient system and credibility to create sustainable growth and investor confidence. We have continuously promoted and instilled this awareness among our employees to develop a strong corporate governance culture. Furthermore, we have participated in the Corporate Governance Report of Thai Listed Companies (CGR) project, which aims to evaluate the corporate governance performance of listed companies.



Anti-Corruption Policy

HaadThip operates with transparency and honesty, complies with applicable laws and standards, and encourages suppliers to comply with the anti-corruption policy. In 2021, we completed a self-evaluation tool comprising a 71 checklist (new version) to renew our membership with the Private Sector Collective Action Against Corruption (CAC), which was founded by the Thai Institute of Directors and endorsed by the Office of the National Anti-Corruption Commission (NACC) since 2013. We were certified by CAC for the second time with a certification period of three years, which signifies our transparent business conduct that promote the confidence of investors and the stock market. Moreover, to encourage employees to perform duties with honesty and transparency and fight against corruption, we communicate the management intention and anti-corruption guidelines to our employees at all levels.

Anti-Corruption Guidelines

Publish the Code of Conduct in both Thai and English, communicate it to management and employees, and make it available in an e-document format on the intranet.

Organize employee ethics training for new hires and refresher training for all employees every quarter.

Organize a contest to promote integrity and ethics in the workplace in which employees and their families can participate.

Adopt the No Gift Policy to set a standard for all employees and encourage them to perform their duties to the best of their ability without expecting anything in return. In 2021, HaadThip had no corrupt act or ethical violation.

Code of Conduct

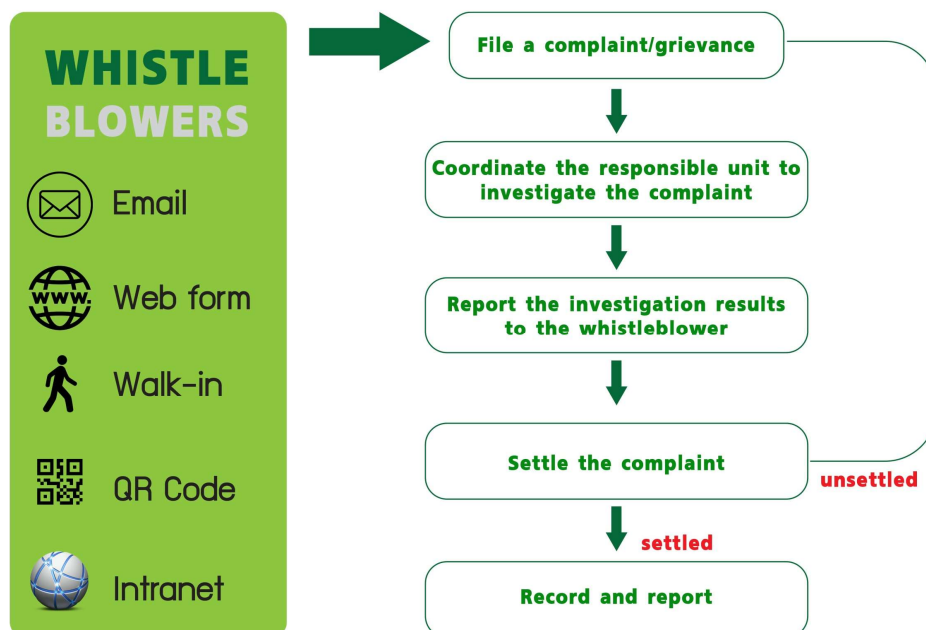
HaadThip is committed to transparent business and requires all executives and employees to comply with ethical standards to achieve corporate objectives, goals, and vision and create value for the organization. We have developed the Code of Conduct in writing and updated it regularly, as well as communicated it to executives, employees, and the public and to new employees in their orientation to promote compliance. Moreover, we have published the Code of Conduct on our website, which is accessible to all employees, stakeholders, and interested parties. We have a policy and guidelines to enable employees to file complaints or report information about non-compliance with laws, rules, regulations, and code of conduct.



Whistleblowing Policy

HaadThip has set up complaint channels to allow stakeholders to report impacts or risks of impacts due to the company's business activities or employees' misconduct, illegal or unethical acts, suspicious corrupt behavior, discrimination, or careless and negligent conduct. All information will be kept confidential and disclosed as necessary. Appropriate measures will be taken to protect complainants and people involved. We will investigate the complaint and keep the information of the whistleblower and complaint confidential to prevent impacts. If the complaint is found to be true, the Inquiry Committee will report the investigation result to the Disciplinary Committee to determine disciplinary action in accordance with the check and balance principles to ensure fairness for all parties involved. In 2021, there were two employees committing corrupt acts and disciplinary actions have been taken. Moreover, we improved anti-corruption measures and guidelines, urged every supervisor to tighten up supervision, and raised awareness among employees to prevent repeat incidents.

Whistleblowing process

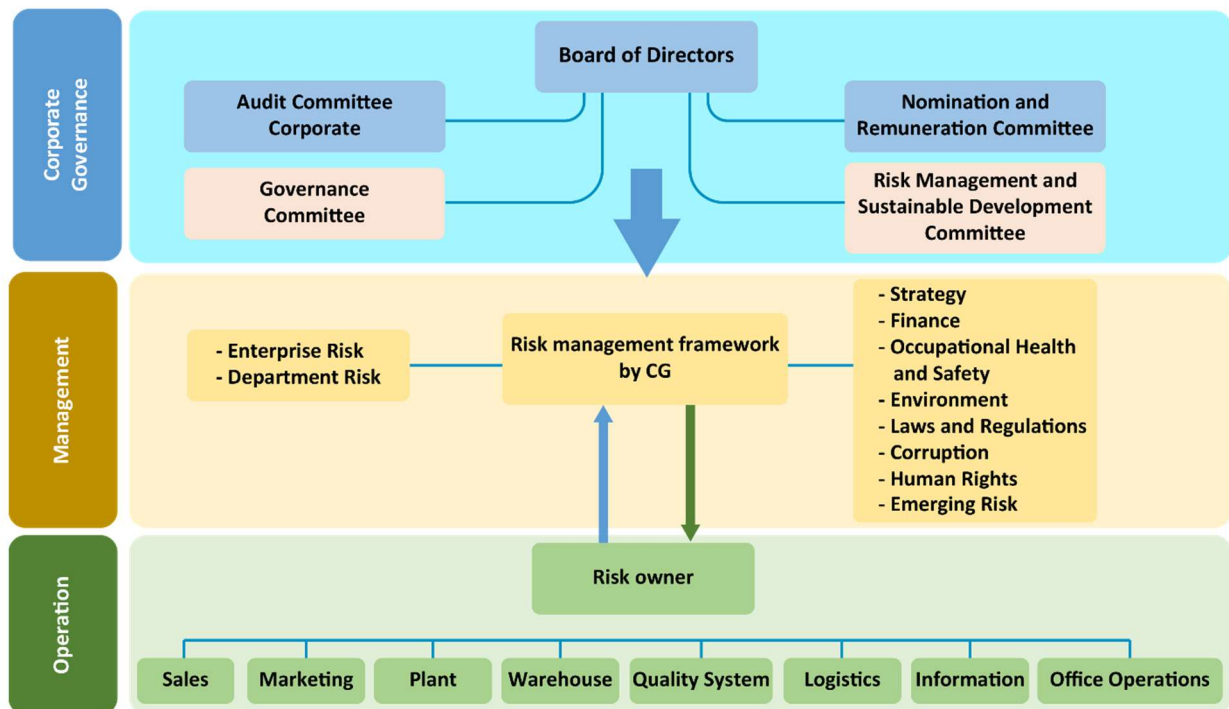


Risk Management

There are internal and external risk factors that may affect the achievement of a company's goals. To ensure sustainable growth, the Board of Directors and management have developed and implemented an integrated risk management plan according to the COSO Enterprise Risk Management Framework and ISO 9001 Quality Management System and reviewed corruption risks to effectively manage and control internal and external risks to an acceptable level.

Management has regularly monitored the implementation of the risk management plan and reported the results to the Risk Management and Sustainable Development Committee and the Board of Directors every year to review enterprise risks and their potential impacts or reported important incidents to evaluate risk management and improve the plan to better control risks and timely respond to changes, problems, and obstacles that may arise.

Risk Management Framework



Risk Assessment and Control

The Board of Directors assigns the Audit Committee to oversee the internal control system, risk management system, and corporate governance system to ensure they are appropriate, efficient, and have a check and balance mechanism. The Internal Audit Office is responsible for auditing the performance of every department, providing advice on the development of internal control systems, and evaluating the efficiency and sufficiency of the internal control, risk management, and corporate governance systems. Management has applied technologies to improve the efficiency of management and internal control systems, such as CQR, POD, MOS-IR, RTM Mobile, Road Net, VHM, and MyHR systems. We have also integrated the COSO Enterprise Risk Management Framework and Principles of Corporate Governance of the Stock Exchange of Thailand and Thai Institute of Directors (IOD) in our internal control, risk management, and corporate governance throughout the supply chain.

Identified Risks

- ☐ COVID-19 risk
- ☐ road traffic accident risk
- ☐ Succession risk
- ☐ Supply chain risk
- ☐ Corruption risk
- ☐ Cybersecurity risk
- ☐ Climate risk

Emerging Risk

Social and cultural changes affect personal taste, work freedom, way of thinking, lifestyle, and business. For example, consumers are becoming more health-conscious following the spread of COVID-19, which may be mutated and become more dangerous or may become endemic with less severity but easier transmission or employees need to adapt in response to cyber-crimes or switch from working from home to working from anywhere in the new normal. Every organization need to reorganize and adjust their systems and risk management before they are affected and damaged.

Personal Data Protection

HaadThip has developed the Personal Data Protective Policy (PDPA) to protect personal information of customers, suppliers, visitors, and employees in compliance with the law, to prevent data leakage or unauthorized use or disclosure of personal information through the three pillars of people, process, and technology. Furthermore, we have established the Personal Data Protection Committee to provide knowledge and build understanding for employees, drive policies, and oversee personal data protection implementation.

In 2021, employees at the department manager level and above have been trained and acknowledge the company's personal data protection policy.

Personal Data Protection Implementation

Technical Measures

Control and install protective systems on equipment, networks, and hardware to protect sensitive information from leaking and the organization from damage.

Organizational Measures

Set internal policies, practices, or standards for control and auditing. Appoint a working group to provide training for employees.



Number of privacy infringement complaints in 2021

0

Number of customer data leaks, thefts, or losses

0



Social Practices

- Employees Development and well-being
- Occupational Health and Safety
- Social Responsibility



Employee Management

Every employee is a member of our HaadThip Family and we take good care of them from their first day of work until retirement, treating them fairly and equally without discrimination based on gender, race, religion, or disability. We give them advice about work, adaptation, and development to improve their capacities, efficiency, and effectiveness. In addition to improving employee welfare to meet lifestyle in the new normal, we have provided employee development programs to enable employees to work more effectively, such as adopting the MyHR system to reduce time, increasing employees' technological skills, developing career growth plans that match individual positions, and employee care plans. Even after employees retire, we always treat them as a member of our HaadThip Family, allowing them to use space, participate in activities, and buy products at employee prices. We have published our human rights guidelines and practices on our website, which is accessible to anyone who is interested at <https://www.HaadThip.com/th/about/good-corporate-governance>.

Human Rights and Fair Treatment of Employees

HaadThip is committed to strictly complying with human rights principles, laws, and international principles, particularly the United Nations Global Compact (UNGC) and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work to prevent human rights violations in all business activities covering all stakeholders, business partners, and suppliers throughout the supply chain. We respect basic human rights and create equal employment and opportunity without discrimination based on nationality, race, age, gender, skin color, belief, and political opinion, particularly in vulnerable groups such as women, immigrants, and people with disabilities. We provide appropriate facilities to all employees equally, develop training plans to create opportunities for career advancement, and recruit, select, train, promote, and terminate employees fairly in accordance with international practices. Moreover, we communicate and provide knowledge and understanding to all employees, executives, and stakeholders throughout the value chain. When discovering acts of human rights violation, we require employees to report them to their supervisors or responsible persons and cooperate in an investigation.

Human Rights Implementation

At HaadThip, female employees are entitled to maternity leave and we plan to implement parental leave to allow male employees to care for their newborns and wives before and after giving birth in 2022. Employees are entitled to 98 days of maternity leave, with full pay for 45 days from the employer and 45 days from the Social Security Fund. In 2021, there were 16 female employees who took maternity leave and returned to work after end of leave, accounting for 100% of the employees who returned to work after maternity leave. Moreover, we provide training to educate expectant mothers about self and child care and how to raise a newborn. After giving birth, we also give a gift set to new parents to help improve their quality of life and their newborns to grow healthily. In addition, we have a policy to employ people with disabilities and develop their potential to help them earn a living and become self-reliant. In 2021, a total of 20 people with disabilities were employed, comprising 13 male and seven female.

Promoting Diversity in the Workplace

HaadThip promotes equal opportunity and treatment in the workplace and a culture of diversity and acceptance, which we believe will develop and retain talent that will help the organization perform efficiently and achieve business growth. We treat every employee the same way, no employees feel different from others in the workplace. Furthermore, we have improved the LGBTQI Employee Welfare Regulations to promote and drive equality in the organization. We have also organized the Orange the World campaign in collaboration with the Women Empowerment Practices to end violence against women and children and hold a forum on human rights in the workplace.



Children's Rights

HaadThip operates under the principles of corporate governance in compliance with laws, requirements, the United Nations Universal Declaration of Human Rights, modern slavery law, and the International Labor Organization Conventions. We uphold transparency and business ethics and respect the rights and freedoms of our employees, including their families, and other companies that we have partnered with. Moreover, we strive to protect the rights and wellbeing of children who may be affected by our business activities throughout the supply chain from upstream to downstream in accordance with the Children's Rights and Business Principles (CRBP) to create a better and more sustainable future for children.

In addition, we support children under the age of 18 and students to help them learn and build experience through various projects, such as English Camp, Sprite Music, literacy activities for students, organizing staff housing so that employees can take care of their children and build good families, and giving gifts to children of employees on the National Children's Day. We also provide scholarships to employees' children to reduce the burden on parents and create access to quality education at all levels of education.



Number of complaints about
child abuse in 2021

0

Child labor activities
found in 2021

0

Number of suppliers with workers
under 18 years old

0

Suppliers who have been audited
for labor compliance and have
agreed to a human rights policy

100%



Employee Engagement

HaadThip attaches importance to employee care and development to create a work-life balance and sustainable happiness for employees. We provide welfare programs and facilities that are beyond the level required by law to promote employees' physical and mental health, improve the quality of their families, and build financial discipline to express our gratitude and maintain a good relationship within our HaadThip family.



Scholarships for employees and their children



Birthday gifts for employees and their children



Welfare benefits for weddings, ordinations, and funerals



Provident fund



Staff housing and transportation



Health checkup and vaccination



Workplace accident insurance



Annual bonus and pay raise

Welfare Benefits Provided in 2021

Benefit	Male employees	Female employees
❖ Gift set for employee's newborns	50	13
❖ Employee birthday gifts	1,615	568
❖ Medical allowance	200	250
❖ Medical allowance	47	8
❖ Wedding	11	5
❖ Wedding	7	-
❖ Get well soon gifts	11	6

Promote good health through company clubs such as running clubs, cycling clubs, and yoga clubs



Gift set for newborns

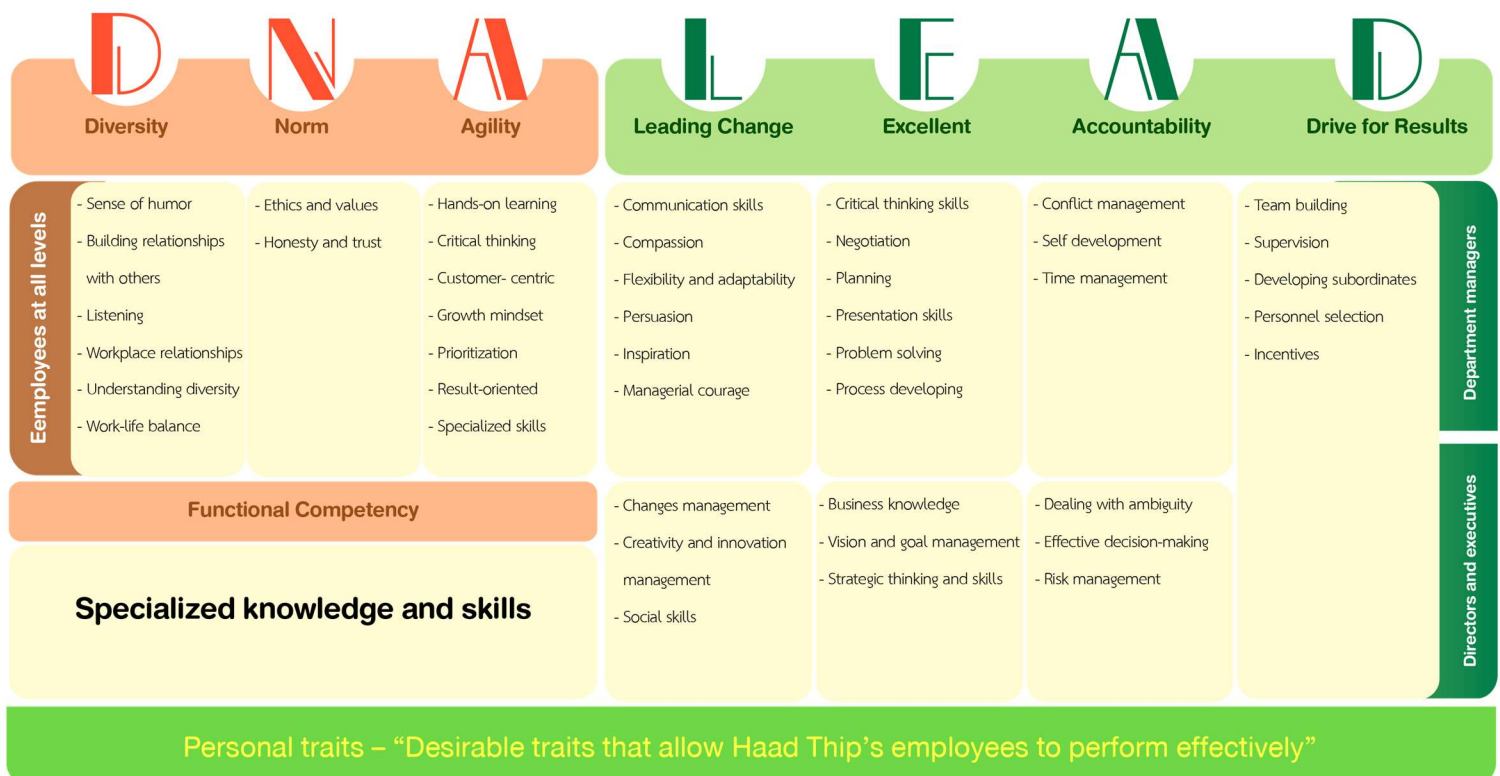


Employee Development

HaadThip places importance on developing potential, skills, knowledge, and capabilities of employees at all levels to align with business goals to enable them to perform more effectively in their current and future jobs and create opportunities for them to grow in the future. In 2021, we used corporate vision, mission, and strategy and the Five Skill Groups to develop the HaadThip Competency Framework for developing employees, which is divided into 15 competencies and 30 leadership competencies. The Human Resources Department has published the Competency Guide to serve as guidelines for employees to develop their competencies in the same direction. We have also implemented an Individual Development Plan (IDP) for employees to enable employees to develop their own development plans that align with their competencies, corporate goals, work skills. Therefore, with our employee development approach mentioned above, employees will be systematically developed in alignment with the vision, mission, strategy, and Five Skill Groups laid out by the company.

HaadThip's 10 Core Values

Five Skill Groups To Achieve the Goal of "HaadThip Employee Development"



In 2021, more training courses were provided in an online format with equipment to facilitate employees' learning. These 131 courses aim to improve employees' skills and capacities and were divided into corporate culture program, safety and environmental quality system program, skills development program, supervisor development program, and social responsibility program. Average training hours for male employees were 1.96 hours/person/year and female employees 5.71 hours/person/year.

2021 Training performance

Budget used for training employees **1.7 million baht**

Average training hours by gender

- Male employees **1.96** hours/person/year
- Female employees **5.71** hours/person/year

Training by program

Corporate culture	2 courses
Safety and environmental quality system	47 courses
Skills development	60 courses
Supervisor development	14 courses
Social responsibility	8 courses

Average training hours by employee level

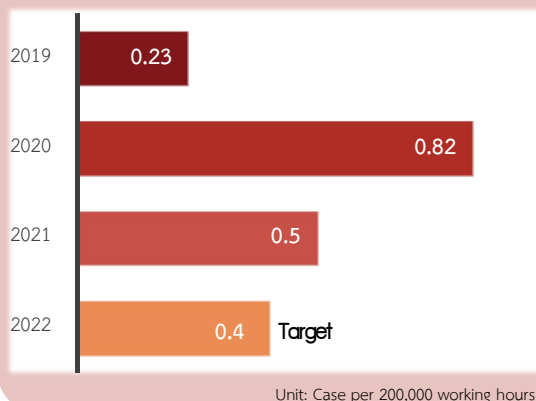
Operational level	: 1.50 hours/person/year
Supervisor level	: 1.01 hours/person/year
Manager level	: 1.40 hours/person/year
Executive Level	: 2.42 hours/person/year



Occupational Health and Safety Practice

HaadThip has put occupational health and safety measures in place and complied with laws and other socially accepted standards to prevent and reduce workplace accidents, illnesses, and fatalities. We strive to continuously develop and improve our occupational health and safety management system in cooperation with all employees, visitors, suppliers, contractors, and stakeholders in compliance with the occupational safety, health, and environment law and ISO 45001, SGP, and CORE SYSTEM required by The Coca-Cola Company. We raise awareness about occupational health, safety, and environment and promote healthy physical and mental wellbeing among employees at all levels, as well as visitors and related persons. We have developed work plans, work procedures, workplace risk assessment process, and job safety analysis to identify job-related hazards and assess risks to control and eliminate hazards and reduce workplace risks. Moreover, we have set targets and monitored safety performance of employees at all levels, requiring all employees to strictly comply with the company's safety policy and other applicable laws to create a safe and hygienic working environment. In addition to organizing safety training to enhance their skills and enable them to respond to unexpected events, our employee health support includes annual health checkups and communication with employees about self-care and how to prevent seasonal and emerging diseases like COVID-19 through internal communication channels such as intranet, announcements, and emails. Employees are encouraged to take part in wellness activities and exercises organized by clubs, such as cycling club, running club, soccer club, and yoga club, which aim to promote team working work, raise the level of workplace safety, and create safety awareness.

Lost Time Injury Rate

Types of Accidents
Frequently Occur

1. Road accident
2. Sharp injury
3. Falling

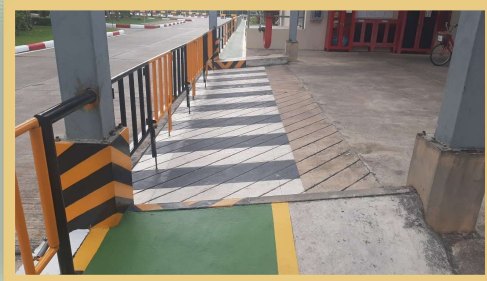
In 2021, there were 14 workplace injuries and illnesses and 194 days of lost time. The number one cause of injury was road accident, and we already took measures, implemented a safety plan, and improved the safety policy to reduce and prevent road accidents. Moreover, we provided training for employees and related persons and monitored their performance, such as organizing a safety driving training program for all drivers annually, vehicle routing, requiring all employees to wear reflective vests at all times in Punpin Plant to reduce the risk of traffic accidents, initiating an incentive program for drivers and assistant staff to encourage compliance with regulations such as the dress code, alcohol and drug testing, vehicle maintenance, and driving speed limits.

Quality Control

Products from The Coca-Cola Company have been inspected for quality and met internationally accepted standards by the Coca-Cola Quality System (CORE). Moreover, HaadThip has been certified for ISO 9001: 2008 Quality Management System Standard and FSSC 22000 Food Safety Standard. During the COVID-19 pandemic, we have put in place stricter production control system, quality inspection, and product analysis to assure our customers and consumers about the safety of our products and services.



Occupational Health, Safety, and Working Environment Approach



Improvement of traffic safety in the factory

Installing traffic signs in visible areas with no obstructions, repairing eroded roads and pedestrian paths, and communicating to all employees to ensure strict compliance with traffic rules.

Working environment inspection

Setting up a unit to randomly inspect working environment and improve work areas that fail to meet standards to reduce safety risk and health impact on employees and stakeholders.

Reporting unsafe acts or conditions

Creating a channel to allow employees to report unsafe acts or working conditions through QR code to the responsible unit so that appropriate actions are taken to rectify problems and reduce the risk of accidents that may cause loss of property and life.

Emergency plan drill, basic firefighting training, and fire evacuation drill

To train employees to use equipment and to prepare them to respond to emergencies in the workplace properly under the supervision of specialists.



Business Conduct during the COVID-19 Pandemic

The spread of COVID-19 has forced many businesses to change in order to adapt to the changing market conditions and needs of stakeholders, and HaadThip is no exception. We have assessed the situation and improved our safety measures to build confidence for consumers and stakeholders in our product quality and operations. We have also reviewed our strategies to respond to the COVID-19 situation as follows:

Employee Care

- ❖ Create a safe working environment for employees and comply with the D-M-H-T public health measures.
- ❖ Arrange working from home and provide systems and equipment to support working from home.
- ❖ Provide digital tools for sales staff to reduce contact, such as image recognition and QR code systems to facilitate customer transactions.
- ❖ Communicate measures to prevent COVID-19 to employees and their families.
- ❖ Purchase 1st and 2nd doses of COVID-19 vaccines for all employees.

Production

- ❖ Implement a workplace infection control plan, such as a bubble and seal system, and limit the number of employees authorized to access production areas.
- ❖ Improve manufacturing processes and plans in response to market changes and consumer demands
- ❖ Form teams of employees who can cover for each other in the event of a COVID-19 outbreak.

Marketing and Sales

- ❖ Emphasize products in large packs for home consumption and smaller pack sizes that are more affordable.
- ❖ Work with stores to boost sales of bundles with food for restaurants and promote sales.
- ❖ Focus on selling channels and platforms appropriate to the situation, such as telemarketing, E-commerce and home delivery.
- ❖ Build customer confidence, e.g., requiring sales staff to wear personal protective equipment such as masks and gloves when visiting stores.
- ❖ Adjust sales promotion budget to mitigate impacts on employees, customers, and communities.

Disinfection in office building areas

Organize measures to keep epidemics from spreading in factories
& provide protective equipment to at-risk employees

Purchase of covid-19 vaccine 1st and 2nd needle for all employees



We have operated according to the Business Continuity Plan (BCP) and the Executive Committee has continuously monitored the COVID-19 situation on a daily basis to prevent and control the infection effectively while maintaining the ability to generate income under unusual circumstances. The COVID-19 Situation Administration Committee have been established, consisting of the following six working groups:

1. Employee Safety & Engagement Working Group

Responsible for determining preventive measures and educating employees about how to avoid infection.

2. Customers and Communities support Working Group

Responsible for assisting customers, society, and local communities to get through this crisis.

3. Continual Communication and Situation Update Working Group

Responsible for monitoring COVID-19 situation and reports from the government as well as internal and external communication.

4. Marketing and Commercial Initiatives revision Working Group

Responsible for improving marketing plans to suit changing business conditions.

5. Business continuity and contingency plans Working Group

Responsible for managing the supply chain to ensure business continuity.

6. Financial impact scenarios Working Group

Responsible for predicting potential impacts on profits and cash flows, as well as proposing measures to mitigate those impacts.



Moreover, we have donated medical equipment and our products to support and encourage public health officials and organizations, such as medical centers, provincial hospitals, district hospitals, field hospitals, sub district health promoting hospitals, military officials, police, screening checkpoints, local government administrations, cleaning and trash collectors, and shelters for children, elderly, and disable people in the southern region as follows:

Support to Medical and Related Organizations	
Description	Quantity
Providing beverages to medical personnel, volunteers, and other organizations that help affected people	167,604 bottles of Namthip and 5,880 cans of soft drink for 252 organizations
Installing vinyl signs to send encouragement to medical personnel and persuade the public to comply with safety measures (in front of the company, branches, and at the back of every delivery truck)	71 locations
Creating a heart-shaped sculpture from cans of Coke to encourage and thank medical personnel	17 sculptures
Special labels for 300-ml soft drink bottles to give encouragement to medical personnel	1,740 bottles
Food support project for medical personnel (Hatyai Hospital, Songklanagarind Hospital, Songkhla Hospital, Rajavithi Hospital, and Bumrungrad Hospital)	800 boxes
Purchasing Sinopharm vaccines to donate to impoverished, underprivileged, and disabled people through Chulabhorn Royal Academy	855 doses
Donating KF94 masks to underprivileged people	6,200 masks
Selling drinking water at a special price to the Thai Red Cross Society to help people affected by COVID-19 in 14 southern provinces	523,824 bottles of 550-ml Namthip for 63 organizations
Fight against COVID-19 project in collaboration with the Coca-Cola Foundation Thailand in 14 southern provinces.	186,024 bottles of 550-ml Namthip (by the Coca-Cola Foundation Thailand) for 43 organizations
Lending company ambulances to Ban Phru Municipality and Tha Rong Chang Hospital for transporting patients or high-risk people to hospitals for treatment	-





Social Responsibility

For more than 50 years, HaadThip has been a part of southern Thailand and involved with many local communities and organizations to improve the quality of life for everyone. In 2021, the COVID-19 pandemic that emerged in 2019 has continued to affect many people and society at large. In response to this crisis, we have done our best to assist people of the southern region. As part of our social responsibility efforts, we have integrated the spirit of volunteer in our corporate culture and organized volunteer activities on a regular basis in collaboration with both internal and external stakeholders. As part of the southern society, HaadThip Public Company Limited is ready offer help under the concept of

"HaadThip stands by people of the south."

We have provided support through various activities, including investing in community activities and projects, participating in local activities, commercial support, and charitable donation. All activities can be divided into different groups, including educational support, wellbeing and health support, environmental support, and sports and cultural support.

Multipurpose Medical Room Project

COVID-19 has affected millions of people around the world and Thailand is no exception. In the most recent wave of outbreak, the number of infected cases increased so rapidly that it caused hospital facilities to become insufficient to accommodate patients. In response, government and private organizations worked together to develop medical facilities, such as field hospitals, hospitelts, and home quarantines to accommodate the surge in infection cases. Recognizing the importance of responding to this emergency, improving efficiency for medical personnel, and promoting a proper hygienic environment to stop the spread of COVID-19, we provided long-term support by renovating the ground floor of a building in Tha Rong Chang Hospital into a multipurpose room for medical uses, such as a COVID-19 ward and vaccination site for the public. We also installed an indoor ventilation system with exhaust fans to facilitate effective air circulation. The room has a PE floor to reduce the accumulation of viruses and bacteria and is easy to clean and disinfect.



Stretcher Staff Fund

HaadThip recognizes the importance of stretcher staff and temporary workers in hospitals who move patients, give information, and transport patients to departments in hospitals. As the COVID-19 situation in Thailand has affected a large number of people and caused various problems, whether it is economic, social, political, way of life, and public health personnel, we have donated a total of 350,000.00 baht per year to 29 hospitals in 14 southern provinces in order to encourage stretcher staff and temporary workers in hospitals and set a good example for others to continue to perform service work to the best of their ability.



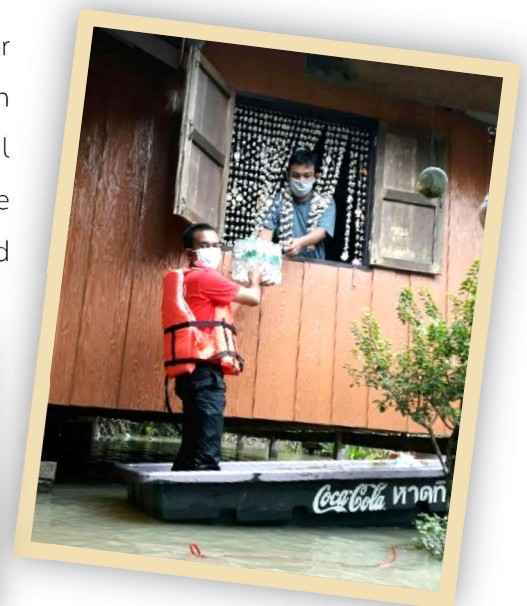
Ruam-Jai-Rao-Yu Day

As November 12 of every year is the birthday of our former president and the United We Stand Day when all employees take part in social contribution activities as per the aspiration of our former president to benefit the society of the southern region while driving business growth, which has been continuing for more than 20 years since 1995. In 2021, we implemented this project but with fewer activities from the previous years to reduce the risk of COVID-19. We donated medical equipment, including PPE kits, masks, latex gloves, and alcohol spray, to medical organizations and drinking water and dry food to people in need in 14 southern provinces. We also invited our employees to donate blood to the Thai Red Cross Society, resulting in 179 units (80,550 cc) of blood donated in 2020-2021.



Natural Disaster Relief

Our employees worked together to pack survival bags for communities affected by flooding during the monsoon season. They donated Namthip drinking water and survival bags to alleviate suffering and give encouragement to more than 5,000 children, elderly, bedridden patients, and flood victims.



Planting with Heart Project "The Beginning"

HaadThip supports community activities to start vegetable gardening around the factory because it not only reduces household consumption expenditure but also builds immunity for families and promotes food security and sustainable agriculture according to the philosophy of sufficiency economy. Wat Chinnawong Pradit in Ban Phru Sub district, Hatyai District, Songkhla Province, started vegetable gardening with organic farming methods, using dried leaves fallen inside the temple and effective microorganisms made of food waste from temple ceremonies to make bio-compost for gardening. However, because the temple uses only available materials for many years, the equipment, fermentation plant, and storage shed have been deteriorated. HaadThip has therefore provided support to improve the compost plant and storage and build demonstration farming plots. We used unused plastic water containers to plant vegetables and organic fertilizers from the temple and received good responses. This guarantees that the temple's fertilizer is effective. The project has been implemented continuously for two years since 2020.



Educational Support

Following the former president's policy to deliver educational opportunities to the underprivileged and enable everyone to access quality education, HaadThip provides scholarships and educational support to educational institutions and students, including disabled and LGBTQ people as part of our efforts to achieve the United Nations Sustainable Development Goal 4 (SDGs). In 2021, we provided scholarships worth 440,000 baht to outstanding students who lacked educational opportunities and funds from over 16 institutions, especially during the COVID-19 outbreak. Moreover, we provide scholarships to employees' children to help alleviate the burden of expenses annually. In 2021, we provided 799 scholarships amounting to more than 1.28 million baht to employees' families. In addition, from 1989 to the present, HaadThip has provided 31 scholarships for employees at the bachelor's degree level and 41 scholarships for employees at the master's degree level, totaling 72 scholarships amounting to 4.27 million baht, to allow them to further their education to enhance performance efficiency and apply knowledge to benefit the organization. In 2021, due to the COVID-19 situation, we have suspended the scholarship program but still supported employees who have been granted scholarships in the past years.



Sports, Arts, and Culture Support

Cultural

Support and promote the continuation of local traditions and local tourism industry and businesses for 62 events, such as the vegetarian festival and chak phra festival in Surat Thani Province. The total value of support was 748,000 baht.



Sports

Support and promote exercise and respect for rules and etiquette, and physical health through sponsorship of 393 sports events, such as marathons, annual professional football league, and development of athletes for the Olympic Games in Japan. With the total value of support was 8,530,000 baht.



Music

Recognizing the importance of education of young musicians in Thailand, including the development of youth and creating spaces for showcasing their abilities, we have initiated projects to support musicians on a regular basis. In 2021, we donated 300,000 baht to the Bangkok Opera Foundation to support online learning of young musicians during the COVID-19 pandemic and organize an online music competition to encourage young musicians to practice regularly. Moreover, we provided financial support of 500,000 baht to the Siam Sinfonietta, who will represent Thailand to attend the Oldenburg International Film Festival in the Federal Republic of Germany.



Music for Hope – Relief for Musicians affected by COVID-19

Was initiated from the idea of Major General Patchara Rattakul, Chief Executive Officer, to help musicians in restaurants affected by the COVID-19 pandemic in seven provinces, including Songkhla, Surat Thani, Nakhon Si Thammarat, Phuket, Krabi, Chumphon, and Pattani. The Sales Department, which is familiar with the area and restaurants with live music, was assigned to publicize the project and invite interested bands to join the project to record a VDO singing and speaking to encourage employees of HaadThip and people in the southern region during the COVID-19 situation for distributing through social media channels, such as Line Official and Facebook. The project carried out over a period of three months (August - October 2021) was able to help 48 affected bands amounting to 339,000 baht.



Responsibility to Consumers

HaadThip is committed to delivering quality and trusted beverage products to meet every lifestyle of consumers. We are also committed to providing information about beverage products to support health-conscious consumers and promote sustainable consumption in accordance with the principles of fair business practices, especially about quality, safety, and occupational health throughout the product chain in accordance with international standards. In 2021, there were no issues and complaints about quality of our products and no issues of non-compliance. We paid great attention to professional services with an effective management system to respond to needs of customers and consumers, including:

- Established the Consumer Information Center (CIC) to receive information and complaints from consumers.
- Conducted a customer satisfaction survey (Consumer Voice Project) to improve our service quality.
- Protected personal data of customers and maintained confidentiality through a secure storage system.
- Provided information and knowledge to consumers about activities, products, and services of the company, such as nutritional value of products and consumer protection as part of our responsible consumption efforts.
- Delivered services in a polite and timely manner to meet the needs of customers and consumers.
- Received the CSR-DIW Award.
- Conducted business with transparency and strictly complied with consumer laws.
- Developed products and services to meet the needs of current consumer market.

Product label

Products under the Coca-Cola trademark produced by HaadThip have nutritional information displayed on the back and calorie information displayed on the front of their packages to guide consumers in choosing products that contain nutrients suitable for their health. In addition, in response to consumers who want freshness but care about health, we display alternative nutrition marks, which can be easily and clearly noticeable. Marked products must meet nutritional criteria set by the Nutrition Promotion Foundation, Mahidol University. To respond to the diversity of consumers, our products have been certified for halal standards by the Central Islamic Council of Thailand and have the halal mark on their labels. Moreover, our beverage packaging has a recycle mark and a carbon footprint label as a choice for responsible consumers who want to reduce waste, build a trash-free world, and minimize the impact of climate change.

Remark: Only the Schweppes beverages produced from HaadThip are not certified Halal.



คุณค่าทางโภชนาการต่อ ควรแบ่งกิน ครั้ง			
พลังงาน	น้ำตาล	ไขมัน	โซเดียม
100 kcal	0g	0g	0g
0%	0%	0%	0%

* คิดเป็นร้อยละของปริมาณสูงสุดที่บริโภคได้ต่อวัน



To give health-conscious consumers who want to control their calorie intake, we have developed a range of sugar-free soft drinks, such as Coke Zero Sugar Orange and Cherry Flavored, Fanta Zero Sugar Orange and Strawberry Flavored, and Schweppes Lime Soda Zero Sugar. In 2022, we plan to develop more zero-sugar products and reduce the amount of sugar in some beverages.



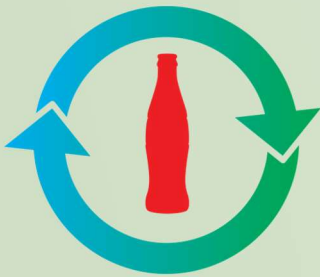
Environmental Practices

- Packaging and Industrial Waste Management
- Energy Management
- Climate and Emission Management
- Water Resource Management



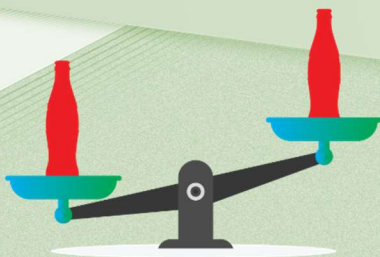
Packaging Management

Today, food and beverage packaging have a huge impact on the environment if managed improperly. We therefore take waste management seriously, especially plastic waste from beverage packaging. As a manufacturer and distributor of beverages, HaadThip has set guidelines to reduce waste generated by our activities and raised awareness among internal and external stakeholders about waste pollution and its impact on ecosystems and the environment, as well as comply with the **World Without Waste** policy of The Coca Cola Company and its partners. We strive to address the packaging waste crisis, in particular plastic waste from Coca-Cola beverages, to restore the environment.



Packaging Design

In compliance with the World Without Waste vision, we strive to develop eco-friendly products and promote more packaging reuse and recycling. We have made 100% of our glass bottle packaging recyclable with 59% recycled glass material, 100% of plastic packaging recyclable, 100% of aluminum can packaging recyclable with 65% recycled aluminum material, and paper trays with 100% recycled content.



Light weighting of Packaging

To reduce resource consumption and environmental impact, HaadThip has worked with suppliers and partners to lightweight PET packaging while retaining its quality. In 2021, we reduced the use of plastic for packaging by more than 43 tons and aluminum by 26 tons, equivalent to greenhouse gas emissions of more than 120 tCO₂e.



Packaging Collection

As a manufacturer and distributor of beverages, HaadThip has a responsibility to help solve the problem of packaging waste. We sort packaging waste and sent them to a waste sorting or recycling company for further recycling and reuse them as packaging to promote a circular economy in packaging management.

Waste Management

HaadThip is committed to complying with the environmental policy and has a plan to effectively manage waste or residual materials from our activities to minimize impact on the environment. We promote social and environmental responsibility among our employees throughout the supply chain from production to transportation, distribution, services, and waste management. In addition to having been certified for ISO 14001:2015 by SGS, which specifies the requirements for an environmental management system, we have outsourced a third-party company authorized to manage waste according to the standards set by the Department of Industrial Works to transport and dispose of waste properly. Moreover, we monitor the waste disposal process to ensure quality management and compliance with the standards set by the Ministry of Industry.



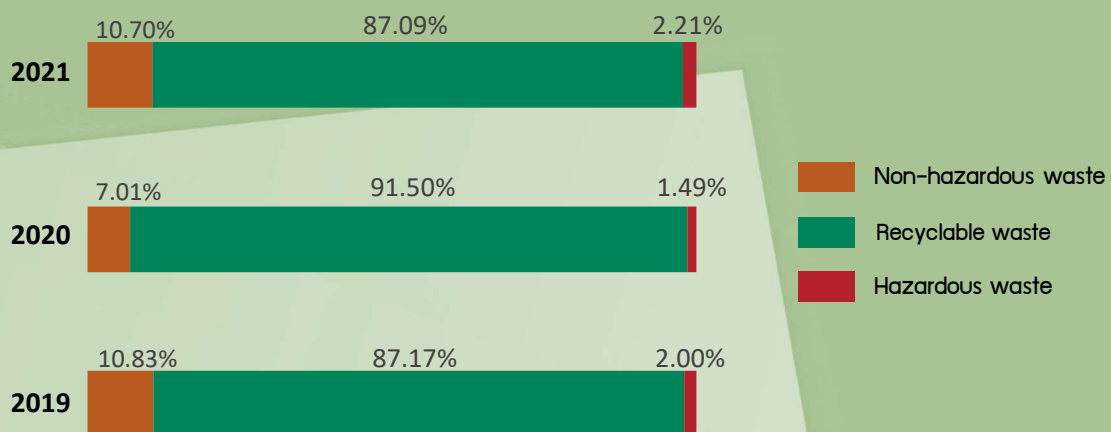
To raise awareness among employees, we have published a waste management manual and organized training to enable employees to separate waste and manage waste effectively, setting a target to recycle more than 90% of waste and reduce general waste to less than 10%. Moreover, we have developed a waste management plan and placed trash bins for general waste, hazardous waste, and recyclable waste at different locations in our offices and factories. For recycling waste management, we have different types of bins for different recyclable waste, such as paper, aluminum cans, glass bottles, and plastic bottles, for ease of sorting. In addition, we have organized training and communicated trash bin locations to all employees to make it easier and more convenient for them separate waste.



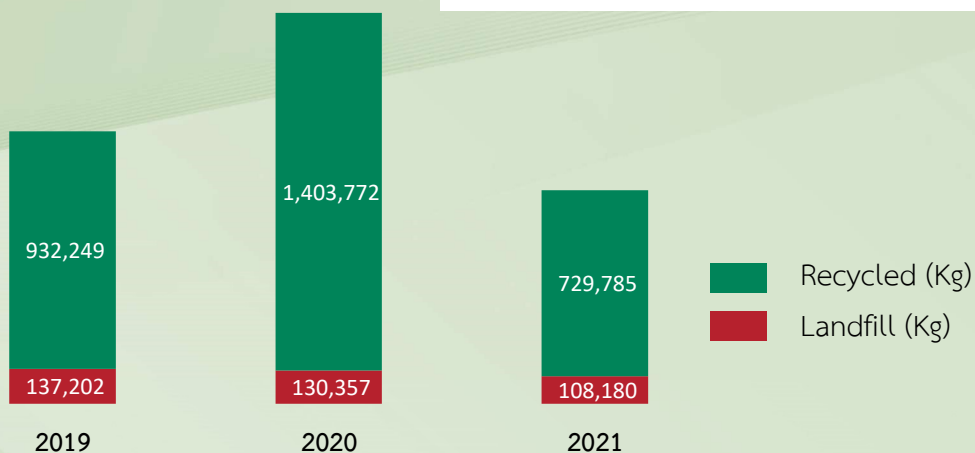
Waste management performance

In 2021, the total volume of waste from HaadThip business activities was 830,772.80 kilograms, divided into 89,642.00 kilograms of general waste, 729,785.30 kilograms of recyclable waste, and 11,345.50 kilograms of hazardous waste. Recyclable waste accounted for 88% of the total volume of waste, and we set a target to achieve more than 90% next year. One of the factors contributing to the higher amount of recyclable waste is our waste management policy to arrange different types of waste bins to raise awareness and encourage employees to participate in proper waste separation. We are also planning to set up more waste sorting points in our factories and offices to promote waste separation.

Waste generation (%)



Waste disposal (Kg)



Energy Management



HaadThip is committed to developing an effective energy management system to promote and support energy efficiency in compliance with applicable laws and requirements. We have been certified for ISO 14001:2015 - Environmental Management System by SGS and have initiated projects to promote and support energy conservation and continuously monitor energy consumption to ensure efficiency. Moreover, we have regularly organized training and provided information to communicate energy-saving measures in the office and production process to our employees and executives.

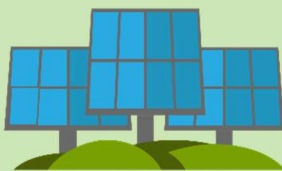
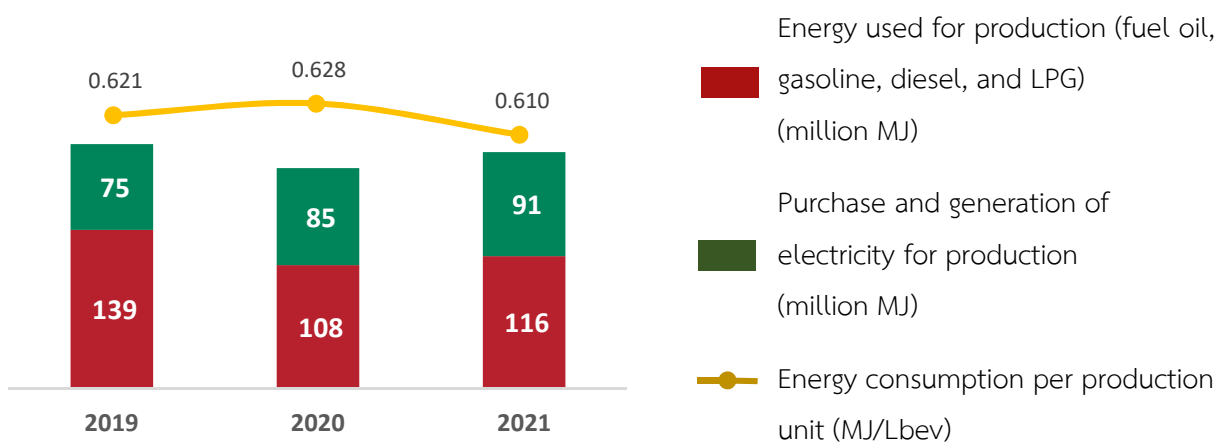
Driving Renewable Energy

We use renewable energy like solar energy to generate electricity for production and service processes and reduce the cost of purchasing electricity from the Provincial Electricity Authority (PEA). Since 2019, solar rooftops have been installed at our factories, and we are planning to install more solar panels at our office buildings and branch offices in the future, with a goal of using more than 5% electricity from renewable energy in the production process by 2027. Due to space constraints, solar rooftops were unable to produce electricity to meet our needs. Therefore, we have considered other possibilities, such as installing solar cells at our warehouse in Nakhon Si Thammarat in October 2021. It was found that these solar cells could produce renewable electricity up to 25% or 9,000 kwh/year and reduced energy costs by more than 36,500.00 baht per year. We have also installed solar floating in a 12-rai pond at Punpin Plant in February 2021, which is expected to produce more than 2,000,000 kWh/year of electricity for production and reduce energy costs by more than 7 million baht per year. Moreover, our pilot project to install solar panels on the roof of delivery trucks to produce energy for air conditioning and vehicle systems can save more than 10% of fuel or reduce greenhouse gas emissions by more than 3 tCO₂e per vehicle.



Energy Saving Initiative

Our production and warehouse areas are designed with skylights in the to help reduce the use of electricity for lighting during the day together with digital timers to automatically turn off electricity and air conditioning during lunch break and after working hours. In addition, we have regularly improved and maintained our systems and equipment to ensure they function properly and efficiently. In 2021, we installed the 7.5-kw pump and fitted VSDs to the pretreat pump, which reduced energy consumption from 15,278 kW/month to 9,771.6 kW/month. We also reduced air demand in bottling lines by using a sensor to control the blower to minimize energy and resource waste.



Solar Energy

Generate 2,650,000 kWh/year of electricity or equivalent to 1,325 tCO₂e of greenhouse gas emissions.



Energy Waste Reduction

Energy waste reduction measures and equipment improvement can reduce costs by more than 400,000 baht per year.



Use of LPG in the Production Process

Replacing 85% of fuel oil with LPG reduces greenhouse gas emissions by more than 100 tCO₂e.



Replacing Diesel with NGV for Transportation

15% of trucks fleets have switched to NGV, which reduces greenhouse gas emissions by more than 100 tCO₂e.

Emission Management



As a manufacturer and distributor of beverage products, HaadThip is aware of the impacts of our business on communities and the environment. We thus strive to reduce these impacts through controlling and reducing energy consumption and greenhouse gas emissions to meet international standards since 2013.

We understand the severe impact of climate change and are determined to help solve this problem and reduce greenhouse gas emissions from our production process and organizational management. We have participated in the GHG emissions assessment initiated by the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO every year to be audited by agencies registered with TGO, including the Federation of Thai Industries, Excellence Center for Eco-Energy Thammasat University, and independent auditors to continually reduce the organization's greenhouse gas emissions throughout the supply chain. In 2021, no significant environmental impacts were found.



In 2020, HaadThip emitted greenhouse gases from Hatyai and Punpin Plants up to 67,413 tons of carbon dioxide equivalent, of which 10,399 tons of carbon dioxide equivalent are from direct greenhouse gas emissions (Scope 1), 7,032 tons of carbon dioxide equivalent from indirect greenhouse gas emissions (Scope 2), and 49,982 tons of carbon dioxide equivalent from other indirect greenhouse gas emissions (Scope 3). The information has already been verified and certified by the Thailand Greenhouse Gas Management Organization (Public Organization).

In 2021, HaadThip emitted 64,238 tons of carbon dioxide equivalent from the two plants, of which 10,847 tons of carbon dioxide equivalent are from direct greenhouse gas emissions (Scope 1), 7,305 tons of carbon dioxide equivalent from indirect greenhouse gas emissions (Scope 2), and 46,356 tons of carbon dioxide equivalent from other indirect greenhouse gas emissions (Scope 3). We are planning to have the information verified by the auditor registered from the Thailand Greenhouse Gas Management Organization (Public Organization) in 2022.



Climate Change Risk and Opportunity

As a business operator, HaadThip is aware and committed to reducing the impacts of business activities by managing to respond to climate change. In addition to participating in the GHG emissions assessment of the Thailand Greenhouse Gas Management Organization (Public Organization), we have measures to respond to climate change and analyze risks and opportunities associated with climate change. The analysis of risks, opportunities, and potential impacts conducted together with other public and private organizations found that HaadThip has the probability to be affected by climate change in many aspects, which may have an impact on organizational operations. For example, climate change-induced disasters like droughts at home and abroad can cause disruption in the production process and damages, such as shortage of raw materials like sugarcane due to droughts or floods or transport routes being cut off by flooding resulting in delayed delivery and loss of sales and production opportunities.

Although we have never been severely affected and damaged by natural disasters, we are aware of this problem. We have conducted a risk analysis and assessment and included this risk in our risk register, as well as developing a short and long-term risk response plan. For example, we have conducted a water resource risk assessment to prevent and mitigate impacts related to water risks on communities and the environment, developed a disaster response plan, monitored news and information, and maintained protective equipment to be in a ready-to-use condition. We have also provided sufficient equipment for unexpected events, assessed the impact of the government's disaster response plan, and purchased an appropriate insurance plan to mitigate potential damages.

As society are becoming more concerned about the environment, HaadThip recognizes the opportunities and challenges to be a part in reducing direct and indirect greenhouse gas emissions from business activities. We strive to reduce greenhouse gas emissions and implement projects to support climate policy, such as the solar rooftop project, solar floating project, energy conservation project, use of NGV in transportation, use of LPG in the production process, carbon labeling certification, and low-carbon product design, to achieve the science-based target of lower the global temperature by 1.5 or 2 degrees Celsius and carbon neutrality of Thailand by 2050.

Performance Results

Greenhouse Gas Emissions

Performance	2018	2019	2020	2021	
				Target	Achieved
GHG emissions (tons of carbon dioxide equivalent per year)	20,915	21,785	17,431	<u>21,346</u>	<u>18,149</u>
GHG emissions reduction per production unit (%)	-	-15.7	-10.6	<u>-2.5</u>	<u>-13.8</u>

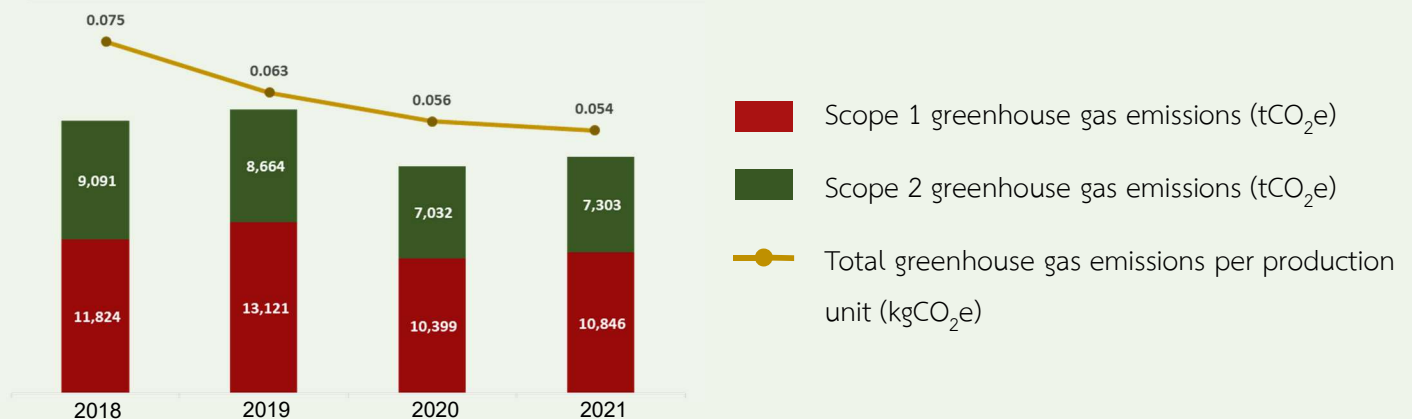
Remark: (1) Results from Hatyai and Punpin Plants.

(2) Scope 1 and Scope 2 greenhouse gas emissions.

(3) Greenhouse gas emissions in 2021 is in the process of being verified by the Thailand Greenhouse Gas Management Organization (TGO).

(4) The 2021 target is based on the base year 2019 because HaadThip has restructured and moved its production base in 2020.

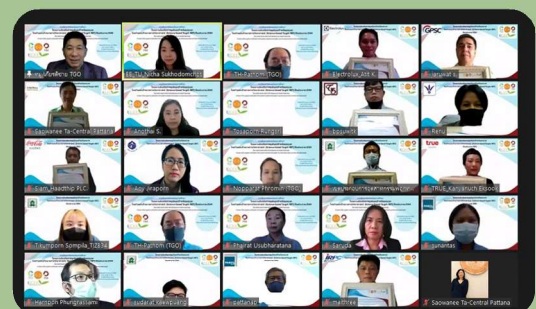
(5) The sources of indirect greenhouse gas emissions (Scope 3) are in the process of considering to meet the requirements for carbon footprint calculating and reporting set by the TGO



We have a management plan to respond to climate change by conducting an annual assessment of greenhouse gas emissions to develop strategies to reduce greenhouse gas emissions as planned. Our short-term goal is to reduce greenhouse gas emissions by 10% per production unit by 2025 compared to the base year 2021 and reduce greenhouse gas emissions throughout the organization's chain of activities by no less than 25% by 2030 in accordance with The Coca-Cola Company's policy. We will adopt modern technologies to improve our operational efficiency and reduce and improve the factors that cause pollution in the atmosphere to reduce climate impact without affecting the growth of the company.

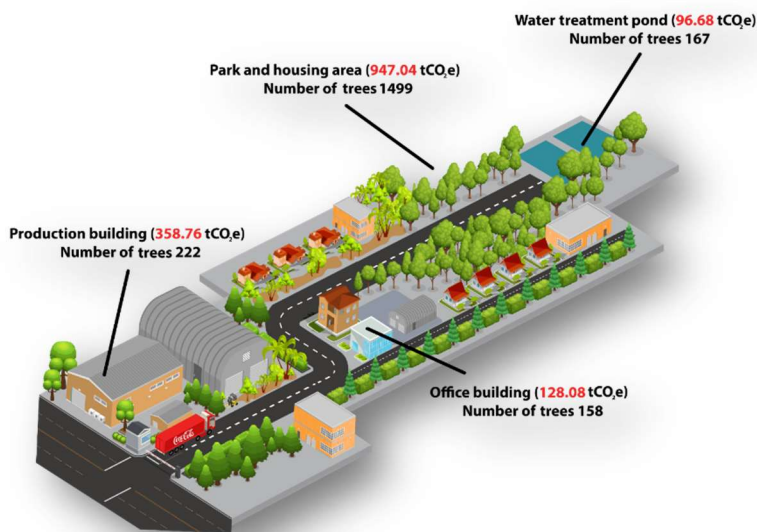
Moreover, in 2021, we participated in the carbon footprint of product program organized by the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO to effectively reduce and control energy consumption and minimize greenhouse gas emissions. Since 2017, we have applied for **carbon footprint of product (CFP)** certification for a total of 57 SKUs. In 2021, 36 SKUs were registered and certified for carbon footprint of product, including new and renewal, which was verified on 19 November 2021 and certified by TGO on 25 January 2022. We are planning to apply for CFP certification for all our products by 2023.

In 2021, we also joined the **Thailand Carbon Neutral Network (TCNN)** to express our determination to take our responsibility for the impact on climate change from our business and to share approaches and information with other members to promote sustainable industry. Furthermore, we were selected as one of the pilot factories in the promotion of greenhouse gas reduction **Science-Based Targets** for the business sector, with the Excellence Center for Eco-Energy Thammasat University as a project consultant. The project aims to enable organizations to set targets that are aligned with target of keeping the rise of global temperature below 1.5 or 2 degrees Celsius, in addition to promoting the business sector to conduct an organization's carbon footprint by analyzing the sources of direct (Scope 1), indirect (Scope 2), and other indirect (Scope 3) greenhouse gas emissions to raise the standard of Thai business organizations to achieve a low-carbon business in the future.





Low Emission Support Scheme : LESS



HaadThip has participated in the **Low Emission Support Scheme (LESS)** initiated by the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO through the Carbon Stock Project at Hatyai Plant. We assess greenhouse gas sequestration and absorption of trees in accordance with the calculation methods and rules of TGO to demonstrate our participation in tree conservation, which in order to help reduce greenhouse gas for a sustainable environment and society. The survey of trees and analysis of greenhouse gas sequestration at Hatyai Plant found that there are 2,046 trees that meet the criteria of TGO and can store a total of 1,531 tons of carbon dioxide equivalent.

“ Care the Bear ” Change the Climate Change



HaadThip has participated in the Care the Bear: Change the Climate Change project of the Stock Exchange of Thailand, which aims to encourage listed companies to reduce greenhouse gas emissions through environmentally friendly activities, meetings, training, and seminars. Activities under the project include electricity consumption reduction, campaigns to commute by public transport or car pool, online conference, and eco-friendly packaging. In 2021, we implemented 87 activities, which reduced more than 30 tons of carbon dioxide equivalent from meetings, training, and seminars, equivalent to carbon dioxide absorption of 3,154 trees per year.

Water Resource Management

HaadThip has established a working group to be responsible for effective water management and setting water management targets. Currently, we obtain raw water for use in corporate activities, such as in office buildings, production plants, and staff housing, from groundwater sources. We regularly inspect equipment to ensure efficient use of water resources and reduce waste, reduce water stress in the organization and communities, create a system to make 100% water reusable, and raise awareness of water resources throughout the supply chain. In 2021, we set a target for water consumption in the production process at 1.51 L/Lbev and a long-term target for Punpin Plant in the next five years at 1.40 L/Lbev. We have encouraged employees to take part in saving water and using water efficiently and studied activities with highest water consumption to develop measures for reducing water use and promoting water efficiency. In addition, we conduct a water supply risk assessment every five years to analyze the impact of water consumption on surrounding communities, which is verified and certified by experts from Prince of Songkhla University. The assessment found that the company's activities have no impact on local water sources. Other projects implemented to promote efficient use of water include switching nozzles from 3 mm. to 1.5 mm., which reduces water consumption from 6,000 liters/hr. to 475 liters/hr. and wastewater by 5,525 liters/hr. We have also installed water meters at Punpin Plant to measure water consumption and water loss in different areas to develop solutions or measures for reducing water loss and managing water consumption effectively. It was found that a large amount of water have been used in the rinser, warmer, and boiler, and cleaning. We are thus planning to bring this water into the 3R process or recycle and reuse it to reduce water consumption next year.

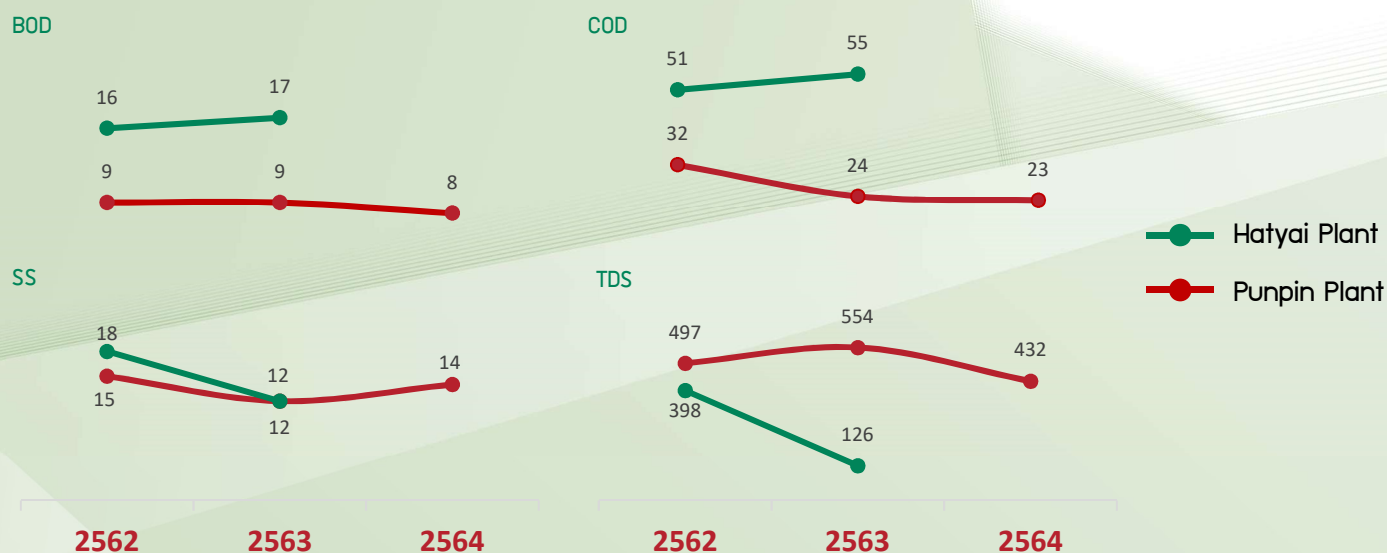
Wastewater Treatment

Both Hatyai and Punpin Plants use a waste stabilization pond system for wastewater treatment. This system relies on aerobic and anaerobic bacteria to reduce organic content and remove pathogens from wastewater to the standards required by the Department of Industrial Works. The plants control the quality of the treated wastewater to meet the required standards. We conduct a test by using the treated water for fish rearing in the final pond to ensure that the water is clean and at the level where aquatic life can survive before releasing it to natural sources. We have installed a system to monitor online BOD of treated wastewater before releasing it to public streams and send the information to the Department of Industrial Works. In addition to inspection of wastewater quality by our laboratory staff, we have sent effluent samples to the Central Science Laboratory of the Prince of Songkhla University regularly for inspection to build confidence in our treated wastewater quality.



Water is the main raw material for our operations. If ineffectively managed, it will affect our business activities and water sources in communities. In addition to water management policy, we are determined to return more water to communities than what we consume through various activities. In addition to returning water to communities, we have improved the quality of water resources, created access to water, and resolved water shortage in agriculture and consumption. Every year, we organize water resource activities for communities with an increasing number of beneficiaries. We aim to enable at least 10,000 households to access water sources by 2025.

Treated Wastewater Quality

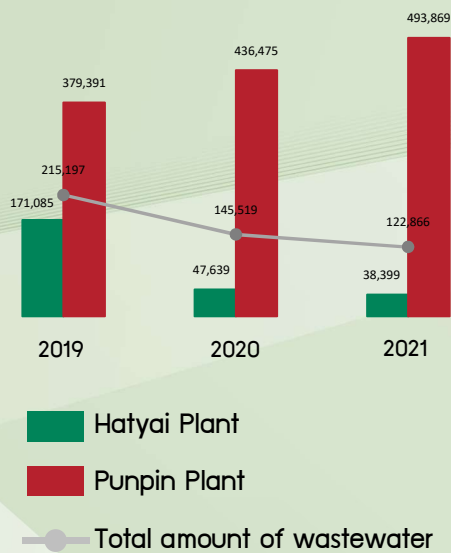


Performance

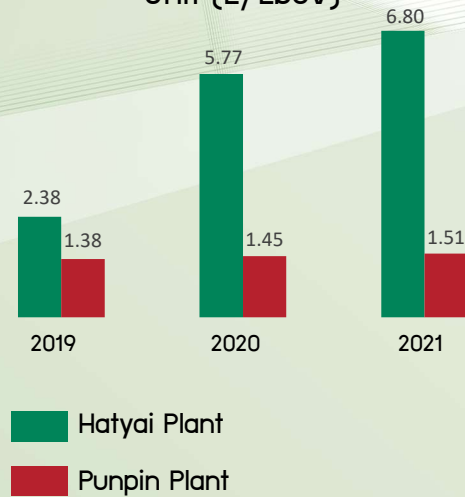


99% of water used in Hatyai and Pupin Plant are from low-risk groundwater sources

Water Consumption (Liter)

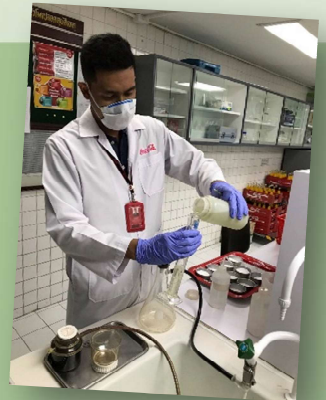


Water Consumption Per Production Unit (L/Lbev)



Water Risk Assessment

HaadThip uses groundwater in the production process. If ineffectively managed, however, it may cause impacts on business, communities, and the environment that share the water sources. We thus conduct a water supply risk assessment together with a team of experts from the Prince of Songkhla University every five years and a self-assessment every year to prevent and reduce impacts related to water sources on business operations, communities, and the environment. Moreover, we have developed a sustainable water supply management plan. The assessment conducted at Hatyai and Pupin Plants found that the groundwater sources have a low risk of being contaminated and have no impact for the next five years.



Actions to Conserve and Restore Natural Resources and the Environment

Check Dam and Mountain Water Supply Project

HaadThip is committed to building a balance of nature by developing a water resource management system in all dimensions, both quantitatively and qualitatively, to prevent droughts and shortage of water from upstream to downstream. Because water is our main raw material, we strive to return water back to communities in accordance with the water resource conservation policy of The Coca-Cola Company and restore nature and the environment. Our goal is to replenish the equivalent of all the water that we use back to communities and nature. In 2021, we built a check dam with a capacity of 2,400 cubic meters in Ban Khuan Mai Bong, Moo 9, Wang Ang Sub district, Cha Uat District, Nakhon Si Thammarat Province to store raw water for consumption within the community. We plan to provide the community with quality water purifiers for household consumption with more than 200 beneficiaries. Moreover, we support community enterprises to set up shops selling the products and produce from the community. We have benefited from the economic growth in the area, which increased the number of customers by 19% and sales by 20% compared to the previous year. In 2022, we plan to support organic farming in the upstream area, an integrated farming system in accordance with the new theory agriculture of His Majesty King Bhumibol Adulyadej to promote sustainable food security. Since the project was initiated in 2018, it has benefited more than 7,000 households. We are planning to expand the project area to benefit more than 10,000 households by 2025.



Project area	Water returned to the community	2021 - Water used by the organization (m ³)	Water returned to the community (%)	beneficiaries from the project (households)
Surat Thani	1,100,000	532,268	198%	5,477
Nakhon Si Thammarat	442,700			591
Pattani	18,400			440
Phatthalung	27,000			632
Total	1,588,100			7,140



Marine Camp 4th

Since 2018, we have farmed corals under the Marine Camp Project in an area of 2,000 square meters around Koh Bulon Le, La-ngu District, Satun Province within the Mu Ko Phetra National Park, with permission from the National Parks Office, Department of National Parks, Wildlife and Plant Conservation. Over the past four years, the project has collaborated with the Reef Guardian Thailand Volunteer in Satun Province, Petra National Park, Satun Provincial Administrative Organization, Pak Nam Sub district Administrative Organization, Satun Provincial Tourism Council, and villagers of Koh Bulon to preserve and restore marine ecosystems. In 2021, we planted more than 200 staghorn corals, which are the species most suitable for this area. We also collected over 150 kilograms of marine litter, mostly fishery equipment. To date, the project has planted over 1,200 corals and collected more than 500 kilograms of marine litter. For the continuity of the project, we have surveyed and monitored the growth of corals and collected marine debris on an ongoing basis. We have also contributed to local economic development with resulted in 25% increase of the number of local stores and a sales growth of 5% compared to the previous year. Throughout the four years of the Marine Camp Project, we have greatly enriched the sea in the project area. Our survey found that the survival rate of the planted corals was 10%, a very satisfactory figure when considering many factors that affect the growth of corals, such as monsoons, rising sea temperatures, and sediment accumulation. Moreover, an increase in marine biodiversity was also observed with more than 29 fish species in the coral farming area. This reflects our commitment to rebuilding ocean abundance and, more importantly, raising awareness among local people to love and cherish the resources of their own hometown.



Environmental Performance

Topics	Unit	2019	2020	2021
Energy GRI 302-1,-3,-4,-5				
Non-stationary energy consumption				
Diesel	MJ	90,639,993	70,081,731	75,169,980
Gasoline	MJ	1,366,248	1,012,928	432,597
LPG	MJ	2,190,596.40	2,617,717.50	2,469,317
Total consumption	MJ	94,196,837	73,712,376	78,071,894
Stationary energy consumption				
Fuel oil	MJ	17,138,000	6,040,100	5,517,600
Diesel	MJ	17,481	34,235	8,012
Gasoline	MJ	28,681	18,491	35,231
LPG	MJ	28,389,617	29,051,065	32,380,902
Total consumption	MJ	45,573,779	35,143,890	37,941,745
Electricity				
Electricity consumption	MJ	72,936,528	82,874,485	88,199,700
Solar energy	MJ	2,543,981	2,971,318	2,924,532
Total Electricity consumption	MJ	215,251,126	194,702,071	207,137,871
Electricity Intensity	MJ/L _{bev}	0.62	0.63	0.62
Water GRI 303-1,-3,-4-5				
Water consumption Hatyai Plant				
Ground water	m ³	170,243	46,770	37,984
Third-party water	m ³	842	869	415
Other source	m ³	-	-	-
Total volume of water withdrawn	m ³	171,085	47,639	38,399
Water intensity	L/L _{bev}	2.38	5.77	6.80
Water Reused	m ³	3,514	2,043	774

Topics	Unit	2019	2020	2021
Water GRI 303-1,-3,-4-5				
Water consumption Punpin Plant				
Ground water	m ³	379,391	436,475	493,869
Third-party water	m ³	-	-	-
Other source	m ³	-	-	-
Total volume of water withdrawn	m ³	379,391	436,475	493,869
Water intensity	L/L _{bev}	1.38	1.45	1.51
Water Reused	m ³	-	-	-
Water discharge Hatyai Plant				
Drainage	m ³	124,491	50,178	N/A
- BOD	mg/L	16	17	N/A
- COD	mg/L	51	55	N/A
- TDS	mg/L	398	126	N/A
- SS	mg/L	18	12	N/A
- pH	mg/L	8.0	8.0	N/A
Other sources	m ³	-	-	-
Water discharge Punpin Plant				
Drainage	m ³	90,705	95,340	122,865
- BOD	mg/L	9.00	9.00	8.00
- COD	mg/L	32.00	24.00	23.00
- TDS	mg/L	497.00	554.00	432.00
- SS	mg/L	15.00	12.00	14.00
- pH	mg/L	7.10	7.90	7.90
Other sources	m ³	-	-	-

Remarks:

1. The scope of reporting of energy data and water data includes: Hatyai Plant, Songkhla Province; and Punpin Factory, Surat Thani Province, between January 1 and December 31, 2021.
2. The company's water sources are in low-risk areas without issues of resource shortage risk.
3. In the year 2021, Hatyai plant has not released water into the system due to the small scale of the production process.
4. In 2021, no water was reused in the bottling process due to higher than standard contamination.

Topics	Unit	2019	2020	2021
Waste GRI 306-3,-4,-5				
Waste generated				
Total waste generated	Kg	1,069,451	1,534,129	837,965
Non-hazardous waste	Kg	1,048,101	1,511,326	819,427
Hazardous waste	Kg	21,350	22,802	18,537
Non-hazardous waste disposal				
Landfill	Kg	115,852	107,555	89,642
Recycle	Kg	932,249	1,403,771	729,785
Other	Kg	-	-	-
Hazardous waste disposal				
Landfill	Kg	21,350	22,802	18,537
Recycle	Kg	-	-	-
Other	Kg	-	-	-
Waste diverted from disposal				
Onsite non-hazardous waste	Kg	-	-	-
Onsite hazardous waste	Kg	-	-	-
Leakage				
CO2 loss	Kg	744,899	14,705	9,343
Refrigerant 404A (CDE)	Kg	246,325	596,522	672,743
Refrigerant 134A (CDE)	Kg	167	72	54
Refrigerant R134A (AC)	Kg	14	13	113
Refrigerant R410A (AC)	Kg	-	45	22
Refrigerant R32 (AC)	Kg	1,068	1,391	1,561
Methane from sanitary	Kg CH ₄	4,554	3,965	3,570
Methane from water treatment	Kg CH ₄	8,560	8,032	14,737

Topics	Unit	2019	2020	2021
GHG Emissions GRI 305-1,-2,-3,-4,-5,-7				

GHG Emissions Hatyai Plant

GHG emissions scope 1	t CO ₂ eq	6,470	3,367	2,565
GHG emissions scope 2	t CO ₂ eq	3,417	1,042	907
GHG emissions scope 3	t CO ₂ eq	97	151	17
Total GHG emissions	t CO ₂ eq	9,984	4,560	3,489
GHG emissions intensity	Kg CO ₂ eq/L _{bev}	0.14	0.54	0.63

GHG Emissions Punpin Plant

GHG emissions scope 1	t CO ₂ eq	6651	7,032	8,282
GHG emissions scope 2	t CO ₂ eq	5247	5,990	6,398
GHG emissions scope 3	t CO ₂ eq	62	49,831	46,294
Total GHG emissions	t CO ₂ eq	11,960	62,853	60,974
GHG emissions intensity	Kg CO ₂ eq/L _{bev}	0.043	0.043	0.045

Air Emissions

Air emissions Hatyai Plant

Parameters (ppm)	Standard ppm	1 st flue	2 nd flue	1 st flue	2 nd flue	1 st flue	2 nd flue
Sulfur dioxide	950	380	76.86	189.4	21.86	100	15
Carbon monoxide	690	6.49	3.03	<1.0	<1.0	<1.0	<1.0
Oxide of Nitrogen	200	<0.05	5.18	5.88	5.12	11	5.84

Air emissions Punpin Plant

Parameters (ppm)	Standard ppm	1 st flue	2 nd flue	1 st flue	2 nd flue	1 st flue	2 nd flue
Sulfur dioxide	60	<1.30	-	48.35	-	<2	-
Carbon monoxide	690	14.81	-	<1.00	-	137	-
Oxide of Nitrogen	200	6.84	-	7.04	-	52.3	-

Remark:

1. Scope of reporting of greenhouse gas emissions and waste covered under Hatyai factory Plant, Songkhla province, and the Punpin Plant, Surat Thani province.
2. The 2020 GHG emissions data has been revised to be accurate, which has been certified by the auditors and the Greenhouse Gas Management Organization (public organization) (TGO).
3. The data on the amount of greenhouse gas emissions in 2021 is in the process of requesting certification from the TGO.
4. GHG emissions per unit of production = total of Scope 1 and Scope 2 GHG emissions
5. The amount of other indirect greenhouse gas emissions in Category 3 (Scope3) for the year 2019, Hatyai plant Considering the use of A4 paper and waste management (thin paper), the Punpin plant considers the use of A4 paper and executives' travel by plane.
6. The amount of other indirect greenhouse gas emissions in Category 3 (Scope3) in 2020 and 2021 changed Scope3 considerations to be in line with the organization's carbon footprint calculation and reporting requirements, by TGO (Revised No. 5, January 2021) by Hatyai Plant Considered waste management (Code SorKor.3 071 to 075), Punpin Plant considers the use of raw materials (plastic bottles).
7. Greenhouse gas emissions (Emission Factor) refer to the Greenhouse Gas Management Organization. (Public Organization) (TGO)

Social Performance

Topics	Unit	2019		2020		2021	
		Male	Female	Male	Female	Male	Female
Employment GRI 102-8							
Total number of employees	Persons	1,802	578	1,679	535	1,605	548
	%	76	24	76	24	75	25
Full-time	Persons	2,334		2,205		2,135	
Contract	Persons	8		9		18	
Employment diversity GRI 405-1							
Nationality							
Thai	Persons	N/A	N/A	1,675	535	1,600	548
Foreigner	Persons	N/A	N/A	4	0	5	0
Employment level							
Executive Level	Persons	63	34	19	13	19	17
	%	65	35	59	41	53	47
Management Level	Persons	109	100	129	105	133	117
	%	52	48	55	45	54	46
Operation Level	Persons	1,630	444	1,531	417	1,453	414
	%	79	22	79	21	78	22
Age group							
Below 30 years old	Persons	579		477		488	
	%	24		21		23	
30-50 years old	Persons	1,456		1,410		1,369	
	%	62		64		63	
Over 50 years old	Persons	345		327		296	
	%	14		15		14	
Disability hiring	Persons	23		16	8	13	7
	%	0.97		1.08		0.93	

Topics	Unit	2019		2020		2021	
		Male	Female	Male	Female	Male	Female
New employee hires GRI 401-1							
Total number of new employee hires	Person	214	51	110	37	182	64
	%	9.17	2.19	4.97	1.67	8.45	2.97
Employees hires by employment level turnover							
Executive Level	Persons	13		12		1	
	%	5		8		1	
Management Level	Persons	7		15		11	
	%	3		10		4	
Operation Level	Persons	245		120		234	
	%	92		82		95	
Turnover GRI 401-1							
Total number of turnover	Persons	216	64	98	22	183	25
Employees turnover by employment level							
Executive Level	Persons	3		8		0	
	%	1		7		0	
Management Level	Persons	10		4		11	
	%	4		3		5	
Operation Level	Persons	267		108		197	
	%	95		90		95	
Employees turnover by age group							
Below 30 years old	Persons	113		53		88	
	%	40		44		42	
30-50 years old	Persons	136		67		109	
	%	49		56		53	
Over 50 years old	Persons	31		0		11	
	%	11		0		5	

Topics	Unit	2019		2020		2021	
		Male	Female	Male	Female	Male	Female
Training & Development GRI 404-1, -3							
Average Train	Persons /Hr/Year	1.8		1.55		1.96	5.71
Average hours of training per year per employees by level							
Top-Management	Persons /Hr/Year	N/A		35.86		2.42	
Middle-Management	Persons /Hr/Year	N/A		64.30		1.40	
Supervisor	Persons /Hr/Year	N/A		40.57		1.01	
Operation	Persons /Hr/Year	N/A		115.17		1.50	
Employee Evaluation							
Employees assessed by supervisors	%	100		100		100	
Human Right GRI 412-2							
whistleblower							
Complaints of corruption act	Cases	0		0		0	
Complaints of human rights violations	Cases	0		0		0	
Complaints of customer privacy	Cases	0		0		0	
Parental leave GRI 401-3							
Total number of employees eligible for parental leave	Persons	N/A		N/A		548	
Total number of employees that took parental leave	Persons	N/A		N/A		16	
Total number of employees returned to work after taking parental leave	Persons	N/A		N/A		16	
Returned rate	Percent	N/A		N/A		100	

Topics	Unit	2019	2020	2021
Occupational Safety and Health GRI 403-8, -9, -10				
Employees covered in the Occupational Health and Safety Management System				
Total employees covered in the system	Persons	2,334	2,214	2,153
	%	100	100	100
Employees covered by the system that has been internally audited	Persons	2,334	2,214	2,153
	%	100	100	100
Employees covered by the system that has been audited by external party	Persons	1,224	1,280	1,185
	%	52	58	55
Contractors and supplier covered in Occupational Health and Safety Management Systems				
Total Contractors and supplier covered in the system	Persons	679	612	414
	%	100	100	100
Contractors and supplier covered by the system that has been internally audited	Persons	679	612	414
	%	100	100	100
Contractors and supplier covered by the system that has been audited by external party	Persons	679	612	414
	%	100	100	100
Total working hours				
Employee	Hours	5,313,134	5,313,134	5,156,48
Contractors and supplier	Hours	1,084,440	494,608	398,896
Number of fatalities as a result of work-related injuries				
Employee	Persons	1	1	0
Contractors and supplier	Persons	0	0	0
The number and rate of high-consequence work-related injuries (per 200,000 working hour)				
Employee	Persons	7	20	13
	Rate	0.27	0.74	0.50
Contractors and supplier	Persons	0	0	0
	Rate	0	0	0

Topics	Unit	2019	2020	2021
Occupational Health and Safety GRI 403-8, -9, -10				
Number and rate of work-related injuries not resulting in absences from work (per 200,000 working hour)				
Employee	Persons	2	4	1
	Rate	0.07	0.04	0.05
Contractors and supplier	Persons	0	0	0
	Rate	0	0	0
Number and rate of work-related Injury severity (per 200,000 working hour)				
Employee	Days	64	176	194
	Rate	2.19	6.58	7.54
Contractors and supplier	Days	0	0	0
	Rate	0	0	0
Number and rate of work-related severe occupational sickness				
Employee	Persons	0	0	0
	Rate	0	0	0
Contractors and supplier	Persons	0	0	0
	Rate	0	0	0
Number and rate of work-related occupational sickness				
Employee	Persons	0	0	0
	Rate	0	0	0
Contractors and supplier	Persons	0	0	0
	Rate	0	0	0

Remark:

1. The scope of personnel information reporting includes: Hatyai Plant, Songkhla Province, Punpin Plant, Surat Thani Province, Bangkok Office and 19 branch offices in 14 southern provinces.
2. The group of externally audited employees consists of employees from Hatyai Plant, Songkhla Province, Punpin Plant, Surat Thani Province.
3. In 2021, employees who are entitled to parental leave are counted only among female employees.

Economic Performance

Topics	Unit	2019	2020	2021
Direct Economic Performance				
Total Revenues	Million Baht	7,089.17	6,444.09	6,544.55
Operating expense	Million Baht	6,290.95	5,794.84	5,902.89
Net Profit	Million Baht	440.72	564.94	533.32
Net profit margin	%	6.50	8.79	8.18
Dividend payments	Million Baht	1.79	1.90	1.76
Dividend payout ratio	Million Baht	79.64	67.38	67.29
Purchasing and Procurement of Raw Materials				
Procurement				
Local suppliers	%	n/a	n/a	98
International suppliers	%	n/a	n/a	2
Complaints of procurement of raw materials	Cases	0	0	0
Raw Materials				
Renewable Material				
Aluminum	Tons	n/a	116,635	171,207
Plastics preform	Tons	n/a	13,179	390,020
Plastics PET	Tons	n/a	623,903	479,365
Glass	Tons	n/a	45,457	31,269
Non-renewable Material				
CO2	Tons	n/a	2,913	3,138
Liquid sugar	Tons	n/a	36,245	34,669

Contact Channel:

If you have any further questions or suggestions please contact the Sustainability Development division
Haadthip Public Company Limited
074-210008-18 :481



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	GRI 308: Supplier Environmental Assessment 2016	New suppliers that were screened using environmental criteria	19-20	✓
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GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	65-67, 70-71	-
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