

HAADTHIP



SUSTAINABILITY REPORT **2024**





Table of Contents

About HaadThip

- 2 Message from the Chief Executive Officer
- 3 About HaadThip
- 5 About This Report

Corporate Governance

- 6 Driving Sustainable Business
- 11 Business Value Chain
- 19 Corporate Governance and Oversight
- 21 Anti-Corruption and Complaint Mechanisms
- 24 Data and Information Security
- 26 Enterprise Risk Management
- 38 Comprehensive Human Rights Practices
- 46 Sustainable Supply Chain Management
- 54 Supply Chain Traceability Processes
- 55 Innovation for Responsible Growth

Environmental Management

- 59 Packaging Management
- 66 Waste and Factory Waste Management
- 71 Climate Change Management
- 79 Energy Efficiency Management
- 83 Water Management

Social Responsibility

- 93 Marketing and Consumer Responsibility
- 95 Customer Satisfaction Management
- 97 Employee Management
- 112 Occupational Health, Safety, and Working Environment
- 122 Community Engagement

Additional Information

- 133 GRI Index



Message from the Chief Executive Officer

Dear Stakeholders,

On behalf of HaadThip Public Company Limited, I would like to extend my sincere gratitude to our shareholders, customers, partners, employees, communities, and everyone who has supported and been part of HaadThip's journey throughout 2024. The past year was filled with challenges and rapid changes, but HaadThip has continued to stand strong and grow steadily thanks to the firm foundation built by the cooperation of everyone in our organization.

I have always believed that the success of an organization is not measured solely by numbers or profits, but by the happiness of our people and the value we create for society. I often tell everyone that *"an organization is its people; if our people are happy, they will take good care of our customers."* This is the principle I uphold in managing HaadThip, with a commitment to developing our business sustainably not only for ourselves, but for society and the environment around us.

We have integrated new technologies and innovations, such as artificial intelligence (AI) and environmentally friendly packaging, to improve efficiency, reduce resource consumption, and better meet consumer needs with care.

On the environmental front, we place strong emphasis on energy management, eco-friendly packaging, and waste reduction. Equally important to me, however, is our relationship with the community. We are deeply rooted in the South of Thailand, with strong bonds to the people here.

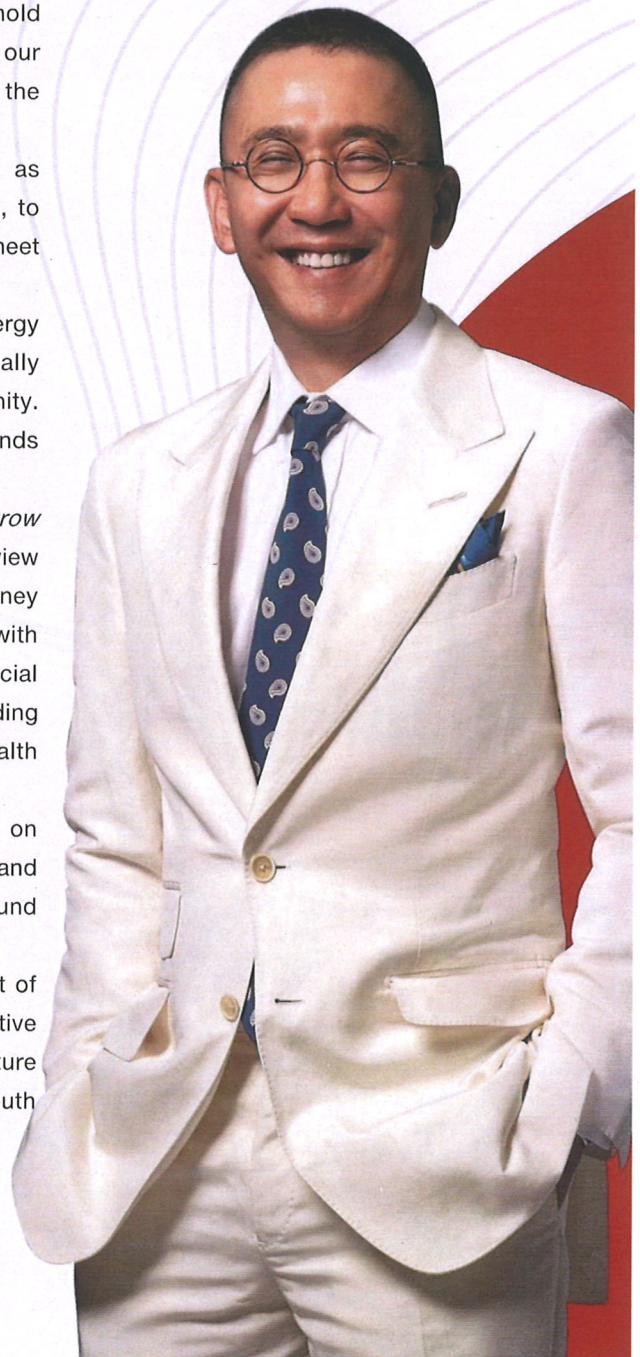
I believe that *"a business that grows sustainably must grow together with its surrounding communities."* We never view communities merely as consumers, but as partners on our journey whom we must support and nurture. We have worked with communities to create jobs, generate income, support social initiatives, and address shared social challenges, including environmental protection, youth skill development, and health promotion.

In 2025, we will continue to move forward by focusing on developing new products, enhancing our operational efficiency, and caring for all our stakeholders, especially the communities around us.

Finally, I would like to once again thank all of you for being part of our success. I firmly believe that with everyone's collective strength, HaadThip will continue to move forward toward a future that is sustainable, resilient, and a source of pride for the South and for Thailand.



Major General Patchara Rattakul
Chief Executive Officer





HAADTHIP | *Coca-Cola*

HaadThip Public Company Limited is the authorized bottler and distributor of beverages under the “Coca-Cola” system, operating across 14 provinces in Southern Thailand. These provinces include Songkhla, Satun, Yala, Chumphon, Ranong, Krabi, Phuket, Phang Nga, Phatthalung, Surat Thani, Nakhon Si Thammarat, Pattani, and Narathiwat. The company’s headquarters is located in Hat Yai District, Songkhla Province, with its main production facility situated in Phunphin District, Surat Thani Province. HaadThip also operates 19 distribution centers and branches strategically located throughout the southern region.

For over 55 years, HaadThip has grown into a strong and resilient business by prioritizing efficient management and operational excellence. At the same time, we are committed to fostering environmental sustainability and preserving the natural richness of the communities in all 14 provinces where we operate. Our focus extends beyond business performance to improving the quality of life, economic development, and social well-being in a sustainable and inclusive manner.

➤ **Our Service Capabilities:**

- Coverage of over 49,000 retail outlets
- Fleet of 262 delivery vehicles
- More than 2,000 local employees



Distribution centers and branches - covering 14 provinces in Southern Thailand.



Vision

“We are the beverage industry leader, dedicated to sustainable and profitable growth alongside our communities”

This vision reflects our commitment to building a positive future through innovative processes, advanced technology, and continuous employee development, while delivering the highest value to customers, partners, employees, and society at large.

Mission

- To be a fully integrated beverage company that leads the Southern market, with continuously growing revenue and profitability
- To develop personnel who act with integrity, honesty, and responsibility toward the organization and society
- To manufacture, distribute, and deliver quality products to customers and consumers, earning their trust as a vital part of the Southern region
- To uphold good corporate governance by developing human resources in line with societal needs and taking part in sustainably managing natural resources and the environment

Value

- ☐ Integrity
- ☐ Individual Initiative
- ☐ Customer Value
- ☐ Teamwork
- ☐ People Development

- ☐ Mutual Trust and Respect
- ☐ Commitment
- ☐ Always be part of the South
- ☐ Relationship Marketing
- ☐ Fun

About This Report



HaadThip Public Company Limited has prepared its 7th Annual Sustainability Report for 2024 to communicate the company's vision, mission, goals, and management processes, as well as to report on progress and business performance in pursuit of sustainability. The report aligns with topics relevant to the company and all stakeholder groups, covering the dimensions of the economy, corporate governance, society, and the environment (Environmental, Social, and Governance: ESG). It also includes performance reporting that supports the attainment of the United Nations Sustainable Development Goals (UN SDGs)

This report is prepared based on a materiality assessment aligned with the company's strategy and the relevance to all stakeholder groups. It aims to provide transparent and verifiable disclosure to both internal and external stakeholders. The reporting period covers January 1 to December 31, 2024. The company has adopted the Global Reporting Initiative (GRI) Standards with a "with reference" approach as its sustainability reporting framework.

If you have any questions or suggestions, please contact:
HaadThip Public Company Limited (Head Office / Hatyai Plant)
87/1 Kanchanawanich Road, Ban Phru Subdistrict, Hat Yai
District, Songkhla 90250
Sustainability Development Department
Tel: 074-210008-18 ext. 481



Driving Sustainable Business

Sustainability Business Practices

HaadThip Public Company Limited is committed to leading the beverage industry through sustainable business practices. The company operates with a strong focus on sustainability, recognizing the importance of all stakeholder groups. We strive to enhance organizational capabilities, promote transparency, and align our governance with internationally recognized standards. This approach enables us to adapt effectively to evolving market trends while balancing the shared interests of stakeholders across the entire supply chain.

Our business operations are guided by the principles of Environmental, Social, and Governance (ESG), and are aligned with the United Nations Sustainable Development Goals (SDGs). We are dedicated to delivering tangible and measurable outcomes that contribute to long-term value creation and sustainable growth.

Additionally, we emphasize the efficient and responsible use of natural resources, ensuring alignment with Thailand's national sustainability strategies. HaadThip is also elevating its sustainability ambitions by working toward becoming a Net Zero organization, committing to achieve net-zero greenhouse gas emissions in the long term.

Our Goals

The company is committed to conducting its business in line with sustainability principles, aiming to balance economic growth, environmental stewardship, and long-term social development. HaadThip has established clear targets across these dimensions to ensure our operations meet the related international standards and the expectations of all stakeholder groups.





Sustainability Targets



Water Resource Management

The company prioritizes the efficient use of water to minimize impacts on natural water sources while supporting community access to safe water.

- **Long-term target (by 2030):** Reduce water use in production to equal or less than **1.56 liters per liter of beverage produced (L/L_{bev})** through improving water use efficiency, minimizing losses, and increasing water reuse.
- **Short-term target (by 2025):** Expand the cumulative number of households benefiting from the community water management program to no less than **10,000 households**, using 2019 as the baseline year. This initiative supports access to clean water and aims to improve the quality of life for surrounding communities.



Packaging Management

The company is committed to reducing plastic waste and promoting environmentally friendly packaging design, operating under circular economy principles.

- **Long-term target (by 2030):** Design and develop **100%** recyclable packaging and increase the proportion of recycled content in packaging materials to at **least 50%** of total production volume.
- **Long-term target (by 2030):** Support the collection of packaging for recycling in an amount equivalent to **100%** of the volume sold into the market.



Energy Management and Climate Change

The company is dedicated to reducing greenhouse gas emissions and expanding the use of clean energy to mitigate the impacts of climate change.

- **Long-term target (by 2050):** Achieve **Net Zero** greenhouse gas emissions by implementing emissions reduction projects across all stages of the supply chain.
- **Medium-term target (by 2030):** Increase the share of clean energy in electricity production to no less than **20%**, reducing dependence on coal and promoting renewable energy.
- **Short-term target (by 2029):** Reduce greenhouse gas emissions across all activities by **29.03%** compared to the baseline year 2019.



Employee Development and Promotion

The company places great importance on developing human resources and fostering an organizational culture that supports diversity and inclusion.

- **Short-term target (by 2025):** Ensure women represent at least **50%** of managerial positions to promote gender equality and support diversity within the organization.
- **Short-term target (by 2025):** Increase employee participation in the Employee Engagement Survey to no less than 80%, with a target Employee Engagement Score of at least **70%**, in order to strengthen employee commitment and connection to the organization.



Sustainability Vision and Operational Framework

To ensure alignment between the company's sustainability initiatives and its long-term growth strategy while genuinely addressing stakeholder expectations HaadThip has established a sustainability framework that integrates economic, social, and environmental material issues.



Economic and Corporate Governance

HaadThip is committed to achieving its sustainability vision through long-term organizational development plans, in collaboration with stakeholders, and with a focus on maximizing benefits for all parties throughout the supply chain. The company adheres to the principles of ethics, integrity, and transparency to uphold high standards of good corporate governance, delivering consistent quality products and services.

Social, Community, and Human Rights

HaadThip conducts its business with deep respect for fundamental human rights, strictly complying with laws and international principles to prevent human rights violations in all business activities. This commitment extends to the community, society, and all stakeholders throughout the supply chain, upholding fairness, non-discrimination, and equal treatment regardless of gender, ethnicity, religion, or disability thereby promoting equality and human dignity at every level.



Environmental Stewardship

HaadThip prioritizes environmental conservation as an integral part of its business operations. The company has developed and communicated a comprehensive environmental policy, supported by clear targets and operational guidelines addressing key environmental issues, all aligned with its corporate vision and values. Additionally, HaadThip rigorously complies with environmental laws and regulations to minimize long-term environmental impact.

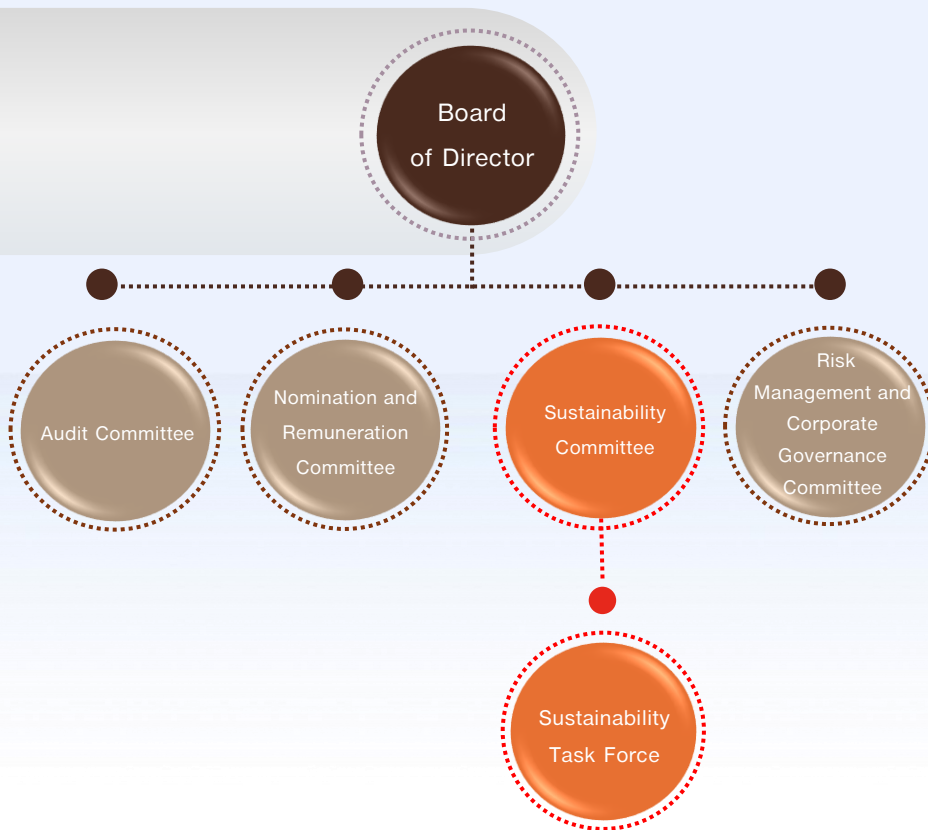
Continuous Improvement

HaadThip regularly reviews and refines its sustainability targets to remain aligned with the evolving business environment, international policies, and stakeholder expectations. These efforts are essential to driving sustainable growth and ensuring long-term organizational resilience.

Under the strategic direction of the company's Sustainability Committee, HaadThip has enhanced its sustainability goal-setting process to align more closely with global standards, focusing on measurable outcomes and stakeholder responsiveness. To support this effort, a dedicated cross-functional Sustainability Taskforce has been established, comprising representatives from relevant departments. This team is responsible for setting targets, developing implementation plans, and monitoring progress to ensure alignment with the company's strategic sustainability objectives. To ensure that these goals are clear, actionable, and consistent with the sustainability policies of The Coca-Cola System, our key business partner, HaadThip adopts a collaborative approach that bridges global commitments with local execution. This structured process reflects the company's strong commitment to elevating sustainability management and creating meaningful positive impacts across environmental, social, and business dimensions over the long term.



Sustainability Governance Structure



To enhance the effectiveness of its sustainability governance framework, the company has established a Sustainability Committee together with Sustainability Taskforce, operating under the supervision of the Board of Directors. Their responsibilities include setting policies, monitoring progress, and driving sustainable business practices in accordance with the organization's context and international standards.

Sustainability Committee

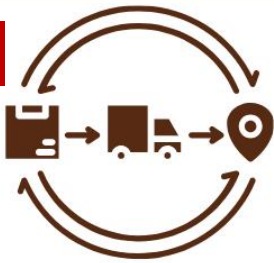
The Sustainability Committee operates under the oversight of the Board of Directors and plays a key role in setting sustainability policies and managing environmental, social, and governance (ESG) impacts across all dimensions. Its core responsibilities include:

- Defining, reviewing, and improving sustainability policies and strategies to align with the business direction and international standards
- Monitoring and evaluating performance against sustainability targets, and providing recommendations for improvement
- Promoting a culture of sustainability within the organization and encouraging cross-functional collaboration
- Assessing key sustainability topics, such as climate change management, sustainable resource use, community engagement, and human rights
- Regularly reporting performance outcomes to the Board of Directors
- Appointing working groups or inviting relevant personnel to meetings as needed to support sustainability initiatives

Sustainability Taskforce

The Sustainability Taskforce acts as an operational driver, coordinating with various internal departments to systematically implement activities and projects according to the sustainability strategy. Its key responsibilities include:

- Developing short-term and long-term action plans to help the organization achieve its sustainability goals
- Reviewing annual plans and budgets for submission to management and the Sustainability Committee for consideration
- Promoting employee training to build knowledge and understanding of sustainability principles, and fostering organization-wide engagement
- Supporting resources and personnel to ensure the effective implementation of sustainability initiatives
- Preparing and presenting performance summary reports to the Sustainability Committee at least twice per year



Business Value Chain

HaadThip places great importance on managing its business value chain in a fully integrated manner, covering raw material sourcing, supplier selection, production processes, technology development, transportation and distribution, marketing and sales, and after-sales services. All these activities are carried out under a Value Chain Management approach that emphasizes efficiency, transparency, and sustainability.

In addition, HaadThip applies the principles of Life Cycle Assessment (LCA) to evaluate the environmental impacts of its products across their entire life cycle from raw material sourcing, production, and transportation to consumption and post-consumer packaging management. This ensures that resources are used efficiently, waste is minimized, and greenhouse gas emissions are reduced, enabling the company to create shared value with stakeholders and move toward its sustainability goals.

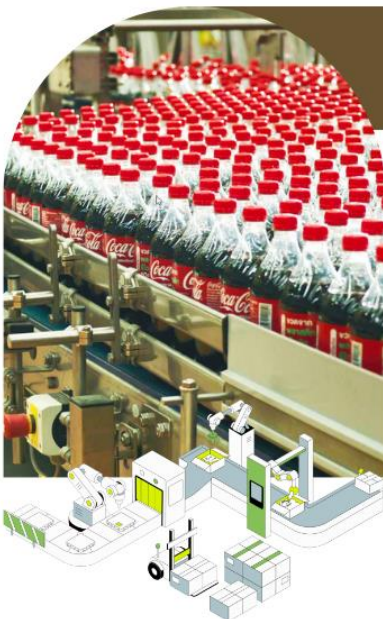
Raw Material Sourcing and Supplier Selection



The company's procurement and supplier selection processes go beyond quality and cost considerations, placing strong emphasis on environmental, social, and governance (ESG) standards. This includes prioritizing green procurement practices and supplier risk management.

1. Select high-quality, standardized raw materials to ensure product safety and minimize environmental impacts.
2. Regularly monitor and assess supplier risks to ensure compliance with environmental standards and business ethics.
3. Collaborate with suppliers to foster fairness in procurement processes and promote sustainable sourcing of raw materials.

Production and Technology Development



HaadThip focuses on increasing production efficiency while reducing environmental impacts by investing in technologies that minimize resource and energy use.

1. Plan production volumes in line with market demand to reduce waste and maximize resource efficiency.
2. Control product quality to comply with legal requirements and international standards, including consumer safety and environmental standards.
3. Promote the use of clean and alternative energy in production, such as installing solar panels, utilizing renewable energy, and adopting low-emission fuels to reduce greenhouse gas emissions.
4. Develop machinery and production technology that can reduce costs and energy consumption while minimizing production waste and still meet consumer demand.

Transportation and Distribution



The company's transportation and distribution systems are designed to maximize efficiency, reduce costs, conserve energy, and lower greenhouse gas emissions.

1. Integrate digital technology into logistics management to improve accuracy and reduce unnecessary travel distances.
2. Promote safe and disciplined driving among drivers to minimize accident risks and community impacts.
3. Upgrade warehouses and storage systems to meet international standards, ensuring product quality before reaching consumers.

Marketing and Sales



HaadThip prioritizes creating positive customer experiences, focusing on responding to market needs and building strong relationships between the brand and consumers.

1. Provide high-quality, fast, and on-time product delivery.
2. Apply Customer Engagement Strategies through customer satisfaction surveys, promotional activities, and sustainability-focused campaigns.
3. Establish direct communication channels with customers and stakeholders, such as digital platforms, after-sales services, and consumer feedback mechanisms.

Organizational Culture and Human Resource Management



HaadThip is committed to creating a positive working environment, promoting employee potential, and cultivating a culture of equity and sustainable growth.

1. Support opportunities for all employees to develop their skills through relevant training and upskilling programs.
2. Implement leadership development programs and enhance workplace safety initiatives.
3. Promote employee well-being through health initiatives, benefits programs, and work-life balance support.

Post-Consumer Packaging Management



The company places great importance on reducing the environmental impact of its packaging, following the principles of the circular economy and business's packaging strategy.

1. Design environmentally friendly packaging by using recycled materials and reducing the amount of virgin plastic in production.
2. Implement community-based programs in partnership with stakeholders to collect and recycle packaging, advancing packaging collection targets.
3. Collaborate with private-sector partners and other organizations to expand the impact and raise awareness about post-consumer packaging management.

Materiality Analysis Process

in the Business Value Chain

HaadThip fosters sustainable business practices by cultivating long-term relationships with key stakeholders across its value chain, including suppliers, business partners, and customers. The company's goal is to deliver exceptional products and experiences by developing high-quality goods and services that effectively reach consumers and provide greater value. This approach strengthens the business foundation, enhances market potential, reduces performance volatility, and minimizes long-term environmental and social impacts, while recognizing the importance of maximizing resource efficiency.

HaadThip has defined its sustainability direction in alignment with global market trends and key issues important to all stakeholder groups. To support this, the company has established a working group to analyze and assess material topics across economic, social, and environmental dimensions that could significantly impact the organization and its stakeholders. This process is carried out through surveys, stakeholder feedback, and stakeholder impact assessments, conducted every two years, with approval from the relevant committee and an annual review of the identified material topics.



1.

Defining Material Topics

Identify and gather material topics that may influence strategic planning and business operations, including risks and opportunities arising from industry trends, stakeholder interests, and international sustainability standards.

2.

Analyzing Material Topics

Analyze the significance of each topic within the scope of potential business impacts, the level of impact among topics, as well as the interests and concerns of stakeholders and related parties.

3.

Validation and Prioritization of Material Topics

Validate and prioritize these topics according to current circumstances, then present them to the Sustainability Committee for consideration and approval of the key sustainability topics.

4.

Continuous Improvement

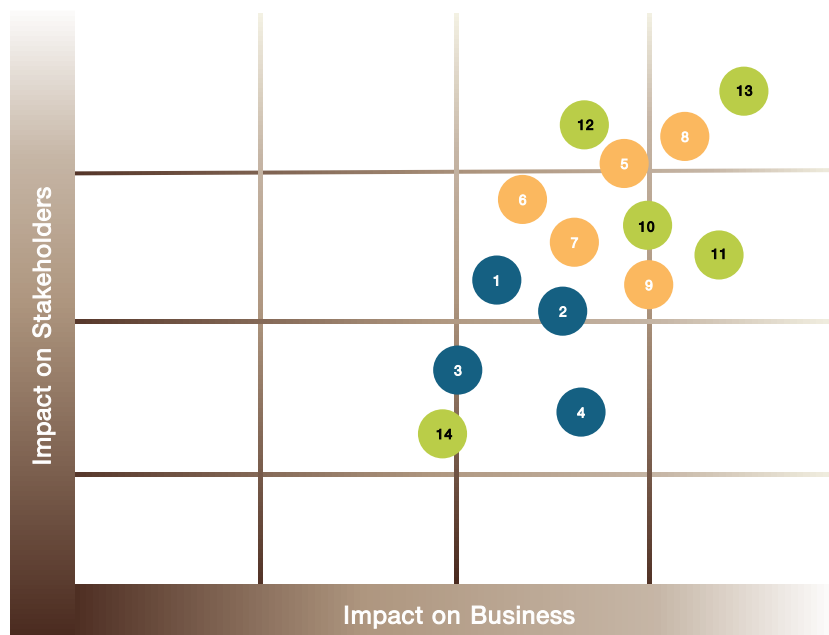
Develop business plans within the sustainability framework by leveraging regularly reviewed and validated material topics, informed by performance results and feedback from all stakeholder groups, to drive the organization's long-term sustainability goals.



Outcome of HaadThip's 2024 Sustainability Materiality Assessment

HaadThip has reprioritized its material topics to align with global trends and the expectations of both internal and external stakeholders. Feedback and data analysis are conducted every two years, with an annual review of the assessment results to ensure that the business remains aligned with its sustainability strategy and can meet stakeholder expectations. These findings are then presented to management and the Sustainability Committee for approval and public disclosure of the organization's sustainability information.

Materiality Assessment



Governance and Business Ethics

1. Corporate Governance
2. Anti-Corruption
3. Risk Management
4. Sustainable Supply Chain

Social Responsibility

5. Human Rights and Labor Practices
6. Occupational Health and Safety
7. Employee Development and Care
8. Consumer Responsibility
9. Community Development and Social Support

Environmental Stewardship

10. Water Resource Management
11. Climate Change and Greenhouse Gas Emissions
12. Energy Efficiency
13. Packaging Management
14. Biodiversity

Structure of Sustainability Material Topics

To present sustainability material topics in a systematic manner and in line with international standards, the company has categorized these topics under the three main ESG dimensions. Each topic is further classified by its relevance to the business, its potential impact on the organization, and the level of stakeholder concern, to clearly reflect the significance of each issue.

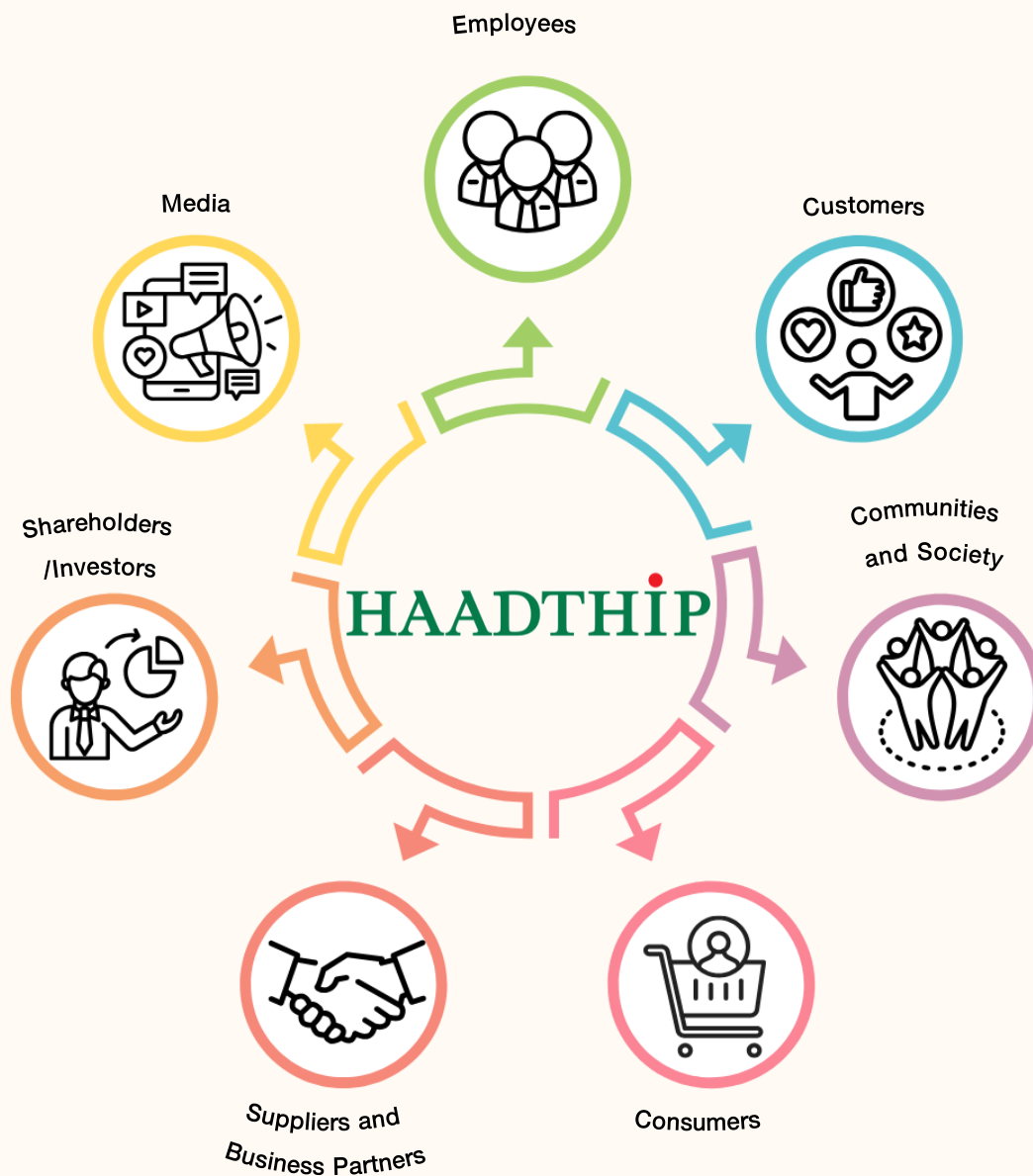
Governance and Business Ethics	Material Topic	Key Issues
	1. Corporate Governance	Operating in accordance with good corporate governance principles, promoting transparency, and accountability to shareholders and stakeholders.
	2. Anti-Corruption	Establishing anti-corruption measures, fostering an organizational culture of integrity, and implementing effective grievance mechanisms.
	3. Risk Management	Developing risk management strategies, addressing business challenges, and strengthening organizational resilience.
	4. Sustainable Supply Chain	Managing the supply chain responsibly, promoting ESG standards within the supply chain, and selecting ethical suppliers.
Social Responsibility	Material Topic	Key Issues
	5. Human Rights and Labor Practices	Promoting workplace equality throughout the supply chain, ensuring fair practices, and complying with international labor standards.
	6. Occupational Health and Safety	Implementing workplace safety measures, reducing accident risks, and enhancing employee well-being.
	7. Employee Development and Care	Supporting employee skill development, promoting career advancement opportunities, and safeguarding employee quality of life.
	8. Consumer Responsibility	Ensuring product quality control, promoting transparency, and incorporating consumer feedback.
Environmental Stewardship	9. Community Development and Social Support	Implementing social projects, supporting education, and strengthening community resilience.
	Material Topic	Key Issues
	10. Water Resource Management	Using water efficiently, mitigating water source risks, and implementing community water replenishment projects.
	11. Climate Change and Greenhouse Gas Emissions	Reducing greenhouse gas emissions, adopting clean energy, and implementing measures to achieve Net Zero targets.
	12. Energy Efficiency	Increasing the proportion of renewable energy use and developing technologies to improve energy efficiency.
Environmental Stewardship	13. Packaging Management	Developing eco-friendly packaging, promoting recycling, and fostering a sustainable waste management culture
	14. Biodiversity	Conserving and restoring ecosystems and reducing business impacts on biodiversity.

Stakeholder Analysis

in the Business Value Chain



HaadThip places great importance on managing its supply chain efficiently and sustainably, covering environmental, social, and good corporate governance dimensions in accordance with the ESG Disclosure principles of the Stock Exchange of Thailand. This approach is designed to meet the expectations of all stakeholder groups across the supply chain. The company assesses stakeholder expectations through various processes, including listening sessions, interviews, report collection, satisfaction surveys, focus group meetings, workshops, and grievance mechanisms. These channels help identify impacts and key issues relevant to the company and its stakeholders, as well as guide the company's responses to stakeholder expectations in every dimension. Stakeholder groups impacted by the company's operations can be categorized as follows:





Stakeholder Group	Communication Channels	Key Expectations	Company Responses
Employees	<ul style="list-style-type: none"> • Meetings / training / seminars • Mechanisms to listen to and address employee concerns. • Internal communication via email, intranet, social networking platforms, and video conferencing • Employee representatives 	<ul style="list-style-type: none"> • Promoting a safe and healthy working environment. • Providing opportunities for professional growth. • Ensuring fair and competitive remuneration and benefits. • Offering training opportunities to enhance necessary job-related skills. 	<ul style="list-style-type: none"> • Establish fair labor policies • Respect human rights • Define clear career paths and benefits • Provide ongoing training and education
Customers	<ul style="list-style-type: none"> • Store visits • Satisfaction surveys • Communication through social media channels and the "M Game" application. • Customer complaint channels 	<ul style="list-style-type: none"> • Quality of products and services • Timely products delivery • Strategic agility to meet changing market demands. • Protection of personal data 	<ul style="list-style-type: none"> • Continuously improve product and service quality • Establish a PDPA committee • Adopt technology to enhance service • Operate in line with customer codes of conduct
Communities and Society	<ul style="list-style-type: none"> • Community relation activities • All-hands meeting with community members • Plant visits • Opinion surveys 	<ul style="list-style-type: none"> • Minimizing business impacts • Restoring natural resources and the environment • Reducing social inequality • Supporting local occupations 	<ul style="list-style-type: none"> • Design environmentally friendly packaging • Promote self-reliant community projects • Support local activities and community resilience
Consumers	<ul style="list-style-type: none"> • Advertising and marketing • Product labeling • Campaigns through Social Media 	<ul style="list-style-type: none"> • Product quality and safety • Healthier product options • Transparent product information 	<ul style="list-style-type: none"> • Develop products with less sugar or zero sugar • Communicate transparent and accurate product information • Promote responsible consumption

Stakeholder Group	Communication Channels	Key Expectations	Company Responses
Suppliers and Business Partners	<ul style="list-style-type: none"> • Annual meetings • Phone, email, video conferences • Joint risk review meetings • Complaint channels 	<ul style="list-style-type: none"> • Fair and transparent procurement processes • Product quality and safety • Timely delivery • Understanding and accepting business conduct practices 	<ul style="list-style-type: none"> • Develop a “Supplier Code of Conduct” • Perform regular risk assessments • Apply technology to improve logistics efficiency • Promote transparency in procurement
Shareholders / Investors	<ul style="list-style-type: none"> • Annual shareholder meetings • Annual reports • Quarterly press releases • Sustainability reports • One-on-one meetings • Email and IR website 	<ul style="list-style-type: none"> • Improved business performance • Transparency in operations • Long-term growth strategies • Risk management 	<ul style="list-style-type: none"> • Provide accurate, complete, and timely information • Conduct business with good governance principles • Create long-term value for shareholders and investors
Media	<ul style="list-style-type: none"> • Press releases • Company visits • Online / offline media content 	<ul style="list-style-type: none"> • Accurate and complete information • Business strategies and expansion plans 	<ul style="list-style-type: none"> • Provide complete and timely information • Support local media activities • Build positive relationships with media representatives

HaadThip's comprehensive stakeholder management approach serves as a vital mechanism to strengthen positive relationships between the company and all stakeholder groups. It also enables the company to develop responsible, transparent, and genuinely sustainable business practices, in alignment with ESG principles and the Sustainable Development Goals (SDGs). Moreover, this approach helps mitigate systemic risks while enhancing opportunities to create shared value between the company and society over the long term.

Corporate Governance

Policy and Guidelines on Good Corporate Governance

HaadThip is committed to conducting its business under the principles of good corporate governance, in alignment with international practices. The company places strong emphasis on transparency, accountability, and fairness in its management processes, alongside comprehensive disclosure of information to build trust among shareholders, investors, employees, customers, and all stakeholder groups.

The company integrates sustainability with risk management by assessing and establishing appropriate measures with clear plans, to reduce potential impacts and enhance opportunities for value creation. Additionally, HaadThip prioritizes developing the business capabilities of its customers and business partners to support a stable and sustainable growth of the supply chain. HaadThip has established a Corporate Governance and Risk Management Committee to oversee the performance of the Executive Committee, management, and employees to ensure compliance with applicable laws, the company's regulations, relevant standards, and the rules of the Securities and Exchange Commission (SEC) and the Stock Exchange of Thailand (SET).

At the same time, the company places high importance on promoting an ethical business culture. An "Employee Handbook" has been developed to serve as a practical guideline aligned with the company's code of business conduct, updated to reflect current circumstances, and communicated to every employee from their first day of work. This ensures understanding and awareness of their responsibilities to all stakeholder groups, including customers, partners, competitors, shareholders, society, and colleagues.

The handbook covers eight key areas:

1. Awareness of the Board of Directors' roles and responsibilities as leaders in creating value and sustainability for the organization.
2. Defining the company's objectives and core goals in line with sustainable development
3. Strengthening the Board with effectiveness and diversity in perspectives, experiences, and expertise.
4. Recruiting and developing senior executives and employees based on suitability, equality, and fairness.
5. Promoting innovation and stakeholder responsibility to ensure long-term business value and sustainability.
6. Overseeing risk management and internal control systems to ensure transparency, accountability, and suitability for the company's operational context.
7. Maintaining credibility in financial reporting and disclosure, providing accurate, complete, and timely information.
8. Supporting shareholder engagement and communication to promote transparent and effective corporate governance.



The Board of Directors attaches great importance to good corporate governance and fully understands its roles, duties, and responsibilities toward the company, its shareholders, and all stakeholders. The company complies with the code of conduct for directors of listed companies as guided by the Stock Exchange of Thailand (SET) and the Securities and Exchange Commission (SEC). In the 2024 Corporate Governance Report (CGR Checklist) by the Thai Institute of Directors Association (IOD), the company was awarded a 5-star rating with a total score of 99 points. Additionally, HaadThip received a “4 Shields” rating from the Thai Investors Association’s 2024 Annual General Meeting (AGM) Quality Assessment Program.

Business Ethics Policy

The Board of Directors has established a code of conduct based on the company’s vision of growing together with a good and sustainable society. The Board, management, employees, and related departments uphold these guidelines in performing their assigned duties with honesty, integrity, and fairness toward all stakeholder groups. The company also ensures regular monitoring of adherence to these principles, which include the following key elements:

1. Treating shareholders and all stakeholders equally and fairly, including customers, creditors, business competitors, shareholders, employees, the government, and society at large.
2. The Board of Directors is committed to creating long-term value for the company, managing prudently and carefully, and taking responsibility for their duties with sufficient capability and efficiency to maximize shareholder benefits, prevent conflicts of interest, and be accountable for their decisions and actions.
3. Operating with transparency and accountability, while prioritizing accurate, adequate, and timely disclosure of information to all relevant parties to build the trust of investors, officials, and stakeholders.
4. Conducting business with continuous awareness of potential risks, including implementing appropriate risk controls and management, as well as addressing risks of fraud and maintaining a strict anti-corruption stance in all forms.
5. Promoting relevant best practices within the organization by encouraging all departments to pursue continuous self-development.

For more details, please refer to:

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

Anti-Corruption and Grievance Mechanisms

HaadThip is committed to conducting its business with transparency, honesty, and fairness, in full compliance with applicable laws and standards. The company actively promotes business ethics across all dimensions, both within the organization and toward its partners, with a particular focus on preventing and countering all forms of corruption, whether direct or indirect.

In 2024, the company submitted a 71-item self-assessment to renew its membership in the Private Sector Collective Action against Corruption (CAC) for the third consecutive term, extending its certification through 2027. The CAC is a private-sector initiative in Thailand aimed at fostering and expanding anti-corruption collaboration by encouraging companies to establish policies and practices to prevent bribery and all forms of corruption, serving as a key mechanism to strengthen good corporate governance in Thai businesses. HaadThip has been a CAC member since 2013.

Fostering Anti-Corruption and Governance Culture

HaadThip places strong emphasis on fostering integrity, honesty, and transparency among employees, encouraging them to neither overlook nor tolerate potentially corrupt behaviors or practices. At the same time, the company promotes stakeholder awareness of management's commitment to conducting transparent and responsible business. To ensure these principles are put into practice, HaadThip has proactively implemented a range of communication and cultural reinforcement activities, including:

1. Preparing a business ethics handbook in both Thai and English, available in e-document format on the Intranet for easy employee access
2. Developing a supplier code of conduct to align with anti-corruption standards
3. Including ethics and anti-corruption topics in employee onboarding programs, with quarterly refresher training
4. Organizing governance knowledge-sharing activities for youth to promote a culture of transparency
5. Implementing a **"No Gift Policy"** along with communication activities to build understanding among employees and business partners
6. Running transparent auction processes for company materials and assets to promote good governance
7. Holding anti-corruption campaigns to build employee awareness at all levels



In addition to fostering an ethical culture and good governance, the company provides systematic employee training and periodic reviews to strengthen understanding of transparent business practices, anti-corruption principles, and appropriate use of social media. HaadThip emphasizes that all employees, as representatives of the organization, have a direct impact on the company's reputation, credibility, and sustainability.

All employees are required to attend anti-corruption training and receive education on the legal and disciplinary consequences of related violations. In 2024, over **85.27%** of employees received this training, while **100%** of new employees and managers were informed about the company's policies during onboarding. To support deeper understanding, the company also established accessible channels for employees to seek advice, raise ethical concerns, or report behavior potentially violating the company's code of conduct. This is an important measure to tangibly strengthen the corporate governance system.

Whistleblowing and Grievance Mechanisms

HaadThip has established channels for whistleblowing and grievance submissions for employees, business partners, and all stakeholder groups who may be affected by the company's operations or who observe behavior that may involve corruption, legal violations, or breaches of business ethics. The process is clear, transparent, and auditable to ensure that all complaints are investigated and addressed fairly.

The company adheres to three key principles to build confidence for whistleblowers:

- **Confidentiality:** protecting the identity of the whistleblower
- **Anonymity:** allowing anonymous reporting if desired
- **Non-retaliation Policy:** protecting whistleblowers from any retaliation or mistreatment

This framework encourages employees and stakeholders to report concerns without fear of negative consequences.

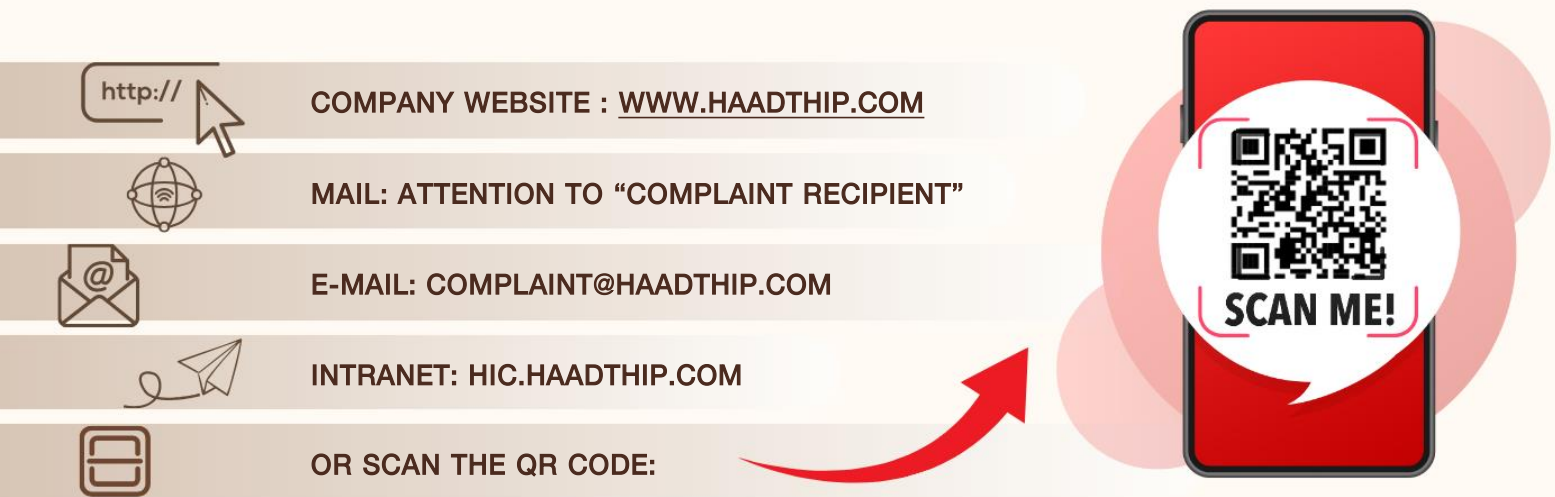


Process for Handling Whistleblowing or Complaints

1. Receive the complaint through the designated channels and record the facts without disclosing the whistleblower's identity
2. Investigate the facts through the relevant committee
3. Appoint an investigation committee if the complaint is found to have merit
4. Report results and apply disciplinary measures based on the principle of checks and balances to ensure fairness for all parties



Whistleblowing / Complaint Channels



Performance in 2024



2

Complaints from employees within the organization

9

Total Number of Complaints Identified

7

Complaints from third parties

From a total of 9 complaints, the company has thoroughly investigated and resolved all issues.

None of the complaints involved cases of corruption, fraudulent activities, or violations of the company's code of business conduct.

Data and Information system Security

Cybersecurity Policy

In this digital era, where technology plays a critical role in every aspect of the organization, HaadThip places the highest importance on cybersecurity and data security. The company has adopted the NIST Cybersecurity Framework as its management guideline and has established the HTC Digital and Cybersecurity Governance Committee to oversee the overall use of ICT systems in alignment with business plans, while effectively responding to cyber threats.

The company's cybersecurity measures cover five key areas:

- 1. Threat Prevention and Detection:** Installation of firewalls, endpoint protection, multi-factor authentication (MFA), and data loss prevention (DLP) systems to protect critical data from cyberattacks
- 2. Data and Access Rights Management:** Controlling access permissions for data both on devices and during network transmissions
- 3. Employee Training and Awareness:** Providing training on phishing threats and prevention methods to employees and relevant parties
- 4. Incident Response and Recovery:** Establishing incident response and data recovery plans, including incident analysis for continuous system improvement
- 5. Monitoring and Evaluation:** Utilizing a Security Information and Event Management (SIEM) system to analyze risks, conducting penetration testing, and collaborating with external experts for security assessments

Personal Data Protection Policy

The company places high importance on protecting the personal data of customers, partners, employees, and visitors. HaadThip has established a Personal Data Protection Policy (PDPA) that encompasses legal, ethical, and operational aspects, using a "People – Process – Technology" framework to design its systems. This policy covers the operations of the entire organization, as well as partners and third parties who exchange data, to build confidence in the company's data management systems and fully comply with PDPA requirements.

- **People:** A Personal Data Protection Committee has been appointed to oversee policies, provide guidance, and deliver employee training on appropriate practices.
- **Process:** Internal measures have been defined, such as guidelines for data access, storage, deletion, and data breach incident management.
- **Technology:** Security systems are implemented, including encryption, device controls, data backups, and unauthorized access prevention.

2024 Performance Results

In 2024, HaadThip prioritized cybersecurity and personal data protection across all business activities, implementing proactive measures and continuously developing employee capabilities, with the following results:



(0 Cases)

No cyberattacks or data breach incidents affecting the organization's systems or business operations



(0 Cases)

No personal data protection (PDPA) violations, internally or externally



100% of executives and employees in high-risk positions for personal data access received training and refresher courses on the Personal Data Protection Act (PDPA) to strengthen understanding and reduce unintentional violations.



The company also conducted at least one cybersecurity audit during the year to review and update security measures in line with evolving threats.



Enterprise Risk Management

Enterprise Risk Management Policy and Guidelines

HaadThip recognizes the importance of enterprise risk management (ERM), which encompasses sustainability risks (ESG), quality risk management (QRM), and cybersecurity risks as critical components of good corporate governance. The company systematically and continuously identifies, assesses, analyzes, manages, controls, and monitors risks to support the achievement of strategic objectives and sustainable growth.

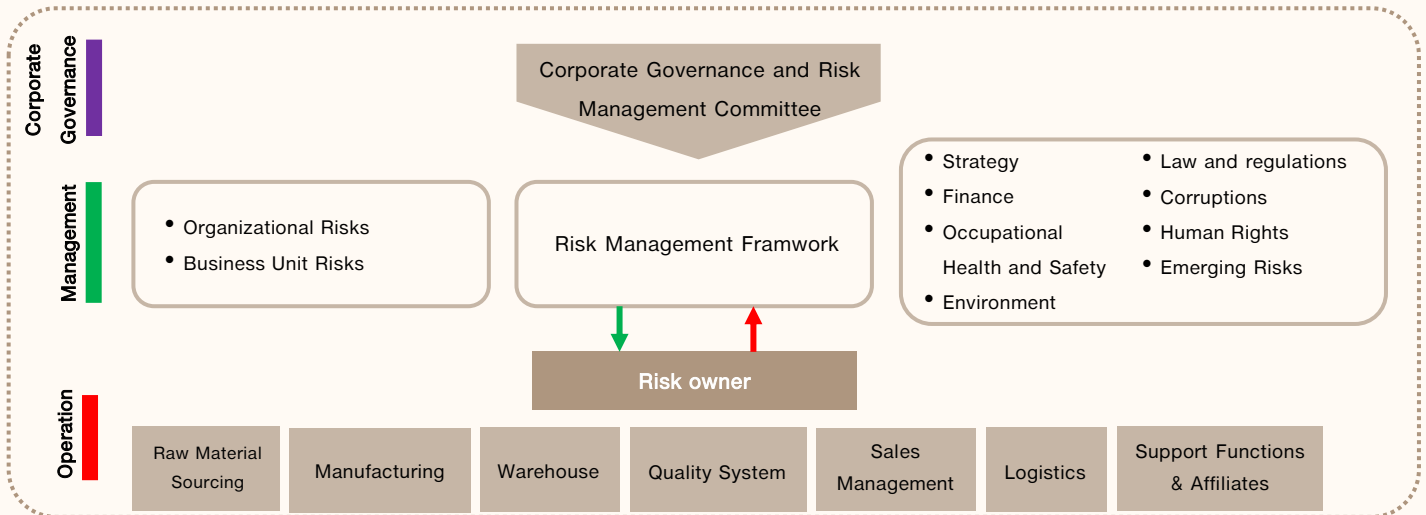
To ensure more effective risk management, the company clearly defines its risk appetite in alignment with business objectives and utilizes key risk indicators (KRIs) to regularly track and evaluate significant risks. This policy helps enhance effective decision-making, build investor and stakeholder confidence in risk management under dynamic business conditions, and reduce the impacts of uncertainties through timely and appropriate contingency planning and response.

HaadThip has established the following enterprise risk management policies and guidelines:

- Enterprise risk management is a shared responsibility of the Board of Directors, management, and employees at all levels. Everyone must be knowledgeable, aware of, and attentive to risks in their work, prioritizing risk assessment and control planning to maintain risks within acceptable levels in every department.
- The company continuously develops its risk management processes to align with international best practices and standards to ensure efficient, consistent, and organization-wide risk management.
- To promote operational excellence and stakeholder confidence, all departments are required to integrate risk management processes into their strategic planning, objective setting, and goal determination, considering risks and opportunities that may affect the company's vision and mission.
- To avoid impacts, damage, or losses, supervisors at all levels are responsible for defining guidelines and measures to prevent and mitigate risks from the company's operations, including regularly monitoring and evaluating risk management outcomes.
- Modern information technology systems and tools are adopted to support enterprise risk management, while also ensuring communication channels are available so that employees at all levels can easily access risk management information.
- The Risk Management Department is responsible for monitoring the implementation of risk assessments and control plans for all departments, as well as reporting risk management performance to the Corporate Governance and Risk Management Committee.



Risk Management Framework



Risk Identification and Assessment

The company uses a process to identify and assess strategic risks by considering internal and external factors that may impact business operations and sustainability. The risk management process follows four key steps:



1. Risk Identification

Analyze internal and external factors that may impact the business

2. Risk Assessment

Use a risk matrix to evaluate the likelihood and impact of each risk

3. Risk Mitigation

Develop approaches to control and reduce risks to acceptable levels

4. Risk Monitoring & Reporting

Report risks regularly to the Risk Management Committee and the Board of Directors



EMERGING RISKS

In the context of a rapidly changing business environment, HaadThip places high importance on systematic monitoring and planning to manage emerging risks, with a focus on in-depth analysis of trends and risk factors that could have long-term impacts on the organization. In 2024, the company prioritized tracking and assessing emerging risks, in particular the following:

1. CLIMATE CHANGE RISK

Changes in temperature and increasingly severe weather patterns could affect the company's operations, especially the risk of water shortages and disruptions in raw material supply due to more frequent droughts or floods.

Risk Management Approach:

In 2024, the company prioritized business continuity and risk management by regularly monitoring groundwater levels and preparing backup water resources to secure water supply. The company also developed and rehearsed flood response and disaster preparedness plans to protect production and logistics. Proactive measures to safeguard raw material supplies included maintaining adequate inventory levels through demand forecasting, establishing purchasing agreements with suppliers, and preparing emergency backup plans.



2. REGULATORY AND LEGAL RISK

Regulations relating to the beverage industry, such as excise tax laws, sugar tax, and requirements for environmentally friendly packaging, could impact the company's cost structure and product portfolio.

Risk Management Approach:

The company has proactively developed strategic plans and measures to address these impacts, such as launching new products focused on sugar-free or zero-calorie options to meet the increasing health-conscious demand from consumers, helping to mitigate and offset the effects of excise tax policies.



3.CYBERSECURITY & DIGITAL TRANSFORMATION RISK

With the adoption of new technologies and applications in production, delivery, warehouse management, sales, and e-commerce, the company faces cybersecurity risks, such as unauthorized data access and cyberattacks that could result in data loss or system disruptions.

Risk Management Approach:

HaadThip employs multi-factor authentication (MFA) to verify user identity, enhance data and system access security, and reduce the risk of data breaches or impersonation by unauthorized parties. The company also regularly reviews and updates its IT security systems and has implemented a Disaster Recovery Plan to prepare for and respond to IT system disruptions, including annual rehearsals of emergency response and system recovery procedures.





HaadThip integrates sustainability principles into its management processes, classifying sustainability risks into three categories: environmental, social, and governance risks. The company identifies and prioritizes risks based on potential damage and opportunities relevant to its strategic objectives. Effective management of these risks is essential for competitiveness, organizational stability, and stakeholder confidence. Therefore, HaadThip places strong emphasis on systematically identifying, analyzing, and integrating ESG risk factors into its corporate strategies.

1. Environmental Risks

The beverage industry relies heavily on natural resources, particularly water and energy. Environmental challenges, such as climate change and stricter environmental regulations, require the company to adapt rapidly.

One key risk is the volatility of raw material prices influenced by natural and global economic factors for example, liquid sugar, a main raw material for HaadThip, can fluctuate in price based on global supply and demand, as well as rapidly changing weather conditions like droughts impacting sugarcane yields or heavy rains damaging harvests. Reduced sugarcane supplies could push sugar prices higher, directly increasing production costs.

Additionally, PET (Polyethylene Terephthalate) plastic, the company's primary packaging material, is subject to price volatility in the global plastics market because its recycled resin cost is linked to oil prices, which can fluctuate due to economic and geopolitical factors. Rising plastic prices will increase packaging costs. Furthermore, stricter environmental legislation, such as single-use plastic bags and Extended Producer Responsibility (EPR) regulations, may add costs and responsibilities for HaadThip in terms of collection and recycling. Inefficient waste management could negatively impact the company's reputation and potentially lead to additional costs for developing environmentally friendly packaging.

Another significant factor is climate change, which is linked to natural disasters such as floods, heavy rainfall, storms, and heatwaves that can directly disrupt HaadThip's raw material sourcing, production, transport, and storage. Additionally, government environmental policies, including carbon tax and greenhouse gas reduction measures, could raise business costs and pressure the company to invest in greener technologies.



2. Social Risks

HaadThip's social risks include issues relating to labor, workers' rights, consumer behavior, and community impacts. One important risk is human rights and equity violations or complaints could harm the company's reputation and disrupt operations, as well as affect compliance with social standards and legal requirements.

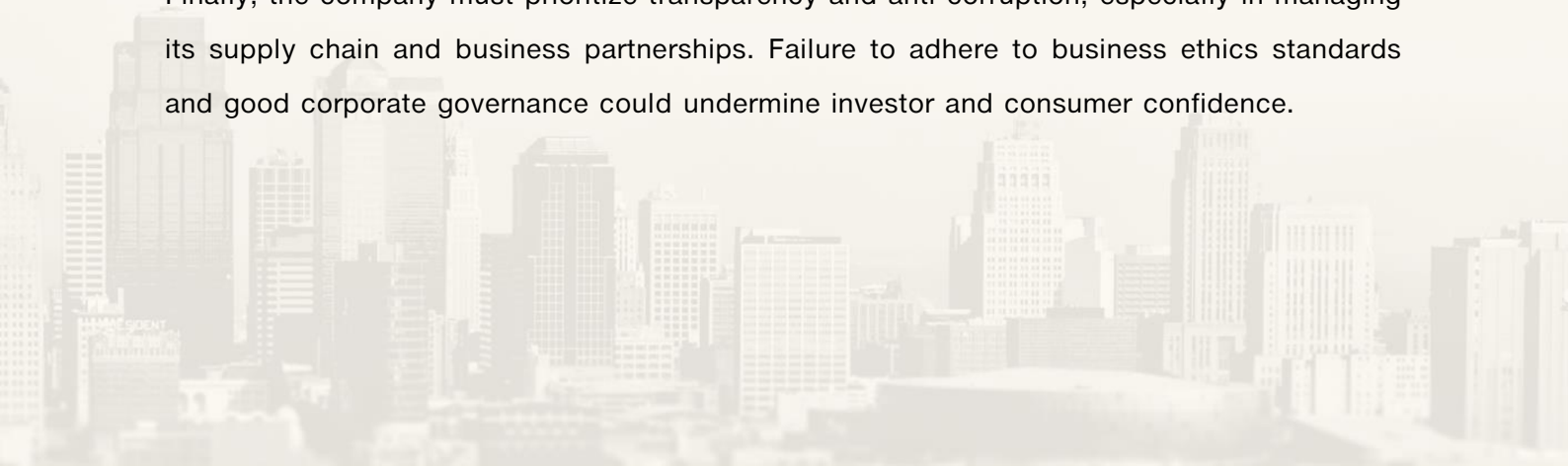
Another key concern is the shift in consumer behavior. Consumers increasingly prefer healthier beverages, such as low-sugar or sugar-free drinks, and pay greater attention to health benefits. If the company fails to adapt its product offerings to match market demand, it could impact sales and competitiveness.

3. Governance Risks

HaadThip faces governance risks from constantly evolving laws and regulations. One important issue is tax oversight and beverage industry policies, particularly the sugar tax, which may increase in the future to control sugar content in food and beverages, directly affecting product pricing and competitiveness.

Another key governance risk is geopolitical instability, including political conflicts and trade wars at the global level, which could affect oil and raw material prices used in production. In addition, fluctuating exchange rates could raise the cost of imported raw materials, such as sugar and PET plastic.

Finally, the company must prioritize transparency and anti-corruption, especially in managing its supply chain and business partnerships. Failure to adhere to business ethics standards and good corporate governance could undermine investor and consumer confidence.



Crisis Management and Risk

Response Plan



Crisis Identification & Assessment

The company assesses risks and identifies factors that may lead to a crisis, such as natural disasters or supply chain disruptions, using a risk matrix to rank the severity of these risks and determine appropriate response plans.



Crisis Preparedness & Response Planning

The company has established a Business Continuity Plan (BCP) to ensure it can continue operations even during a crisis. Additionally, it has developed an emergency communication system to provide timely and accurate information to employees, business partners, and stakeholders.



Crisis Response & Incident Management

The company uses an Emergency Response Plan to manage emergency events quickly. In the case of incidents affecting the company's reputation for example, product quality issues or environmental allegations the company will apply a Crisis Communication Strategy to engage the public and protect its image.



Post-Crisis Recovery & Continuous Improvement

The company assesses the impacts and restores its business to normal operations as quickly as possible.

Risk Management Measures



Raw Material Price Volatility

The company has implemented measures to secure raw material supply and prevent shortages by entering purchasing agreements with key suppliers and critical raw material vendors, maintaining inventory levels sufficient for production, and preparing contingency plans, including identifying alternative suppliers and substitute materials.



PET (Polyethylene Terephthalate) Packaging

The company closely monitors domestic and international PET resin price movements, analyzes pricing trends, and uses this information for purchasing and production planning. It also promotes packaging light-weighting, which helps reduce plastic consumption, lower production costs, and lessen environmental impacts, thereby enhancing its social responsibility performance.



Climate Change

In 2024, the company regularly monitored groundwater levels, which remained stable, ensuring sufficient water resources for business operations. Additionally, it prepared backup water sources for emergencies to secure future operations. The company has also developed and rehearsed disaster response plans, especially for floods that could impact production and logistics.



Human Rights and Equity Risks

The company has conducted a comprehensive Human Rights Due Diligence (HRDD) assessment to ensure operations comply with human rights principles and to avoid potential negative impacts on stakeholders. A clear inspection plan helps prevent future problems and increases operational transparency, which is crucial for maintaining the company's reputation and stakeholder trust.



Changes in Consumer Behavior, Tax, and Beverage Industry Policy

The company has proactively developed strategic plans and measures, such as launching new products that are sugar-free or zero-calorie, to meet the growing demand for health-conscious products and help offset the effects of excise tax collection.



Geopolitical Risks

The company closely monitors relevant economic conditions and global situations, assessing the potential impacts on its business, and prepares response plans and strategies to adjust promptly as situations change.

Risk Management Oversight and Continuous Improvement

The company has established the Corporate Governance and Enterprise Risk Management Committee, which is primarily responsible for overseeing and reviewing the company's operations in accordance with good corporate governance principles while ensuring effective risk management. The committee oversees risk management and sustainability practices in line with standards expected of listed companies. It also sets policies and risk management guidelines covering economic, social, and environmental dimensions for the Board of Directors' approval.

In addition, the company has implemented a Whistleblowing System, allowing employees and stakeholders to report potential risks or complaints anonymously. This enhances transparency in management and enables rapid problem-solving and improvement



Fostering a Risk-Aware Organizational Culture

HaadThip promotes an effective risk culture throughout the organization by integrating risk management principles into its operations, using a variety of activities and communication channels to raise awareness and encourage participation at every level.

1. Building Risk Awareness

- **Training and Consulting:** Hosting a “Risk Assessment Clinic” to provide consulting and training on risk assessment to risk owners in various departments
- **Risk Talk:** Organizing knowledge-sharing sessions and discussions with employees on topics such as PDPA risk, anti-corruption, and SWOT analysis
- **Risk Knowledge Today:** Providing weekly risk knowledge updates via email and the official HaadThip LINE account, covering diverse and current topics

2. Communication and Participation

- **Diverse Communication Channels:** Sharing risk management information and policies through various channels, including the corporate website, employee newsletters, email, and LINE HaadThip Official
- **Participation Activities:** Hosting “Risk For Fun” events to encourage learning and reviewing risk knowledge through quizzes
- **Feedback Mechanisms:** Allowing employees to contribute suggestions regarding risk management

3. Continuous Development and Improvement

- **Refresher Training:** Conducting risk assessment refresher courses to help risk owners deepen their understanding of the processes and apply them effectively
- **Measurement and Evaluation:** Tracking and evaluating the results of various activities, such as the number of participants in “Risk For Fun” and the outcomes of quizzes



Process Review: Preventive and Corrective Measures

The company has established a systematic approach to reviewing and improving processes whenever an undesirable event occurs, with the objective of preventing recurrence in the future. This process includes the following steps:

1. Identifying and Analyzing the Issue:

When an error or complaint arises, the company gathers relevant data and systematically analyzes the root cause of the problem.

2. Reviewing Relevant Processes:

Involved departments jointly examine existing work procedures to identify weaknesses or gaps.

3. Defining Corrective and Preventive Measures:

Once the root cause is identified, the company prepares an improvement plan focusing on both short-term corrections and long-term prevention.

4. Approval and Implementation of Improvements:

The improvement plan must be approved by the authorized party, after which the actions are executed and communicated to all relevant employees.

5. Follow-up:

The results of the improvements are monitored and evaluated to ensure the measures are effective and genuinely reduce the risk of recurrence.

The company is committed to continuous development and adheres to practices focused on long-term problem prevention to enhance operational efficiency at all levels.



HAADTHIP

Process Review Framework



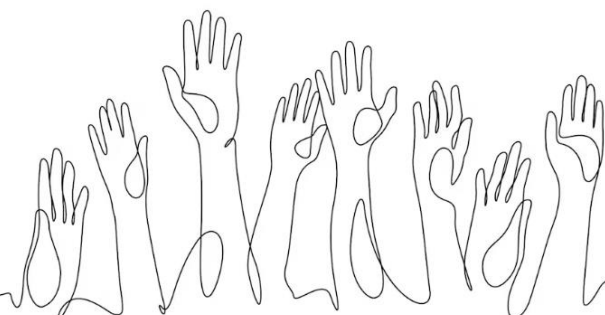
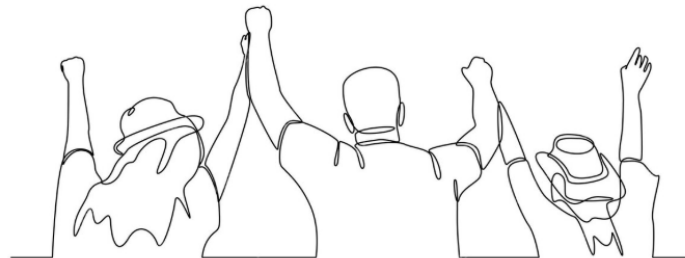
Comprehensive Human Rights Management

HaadThip recognizes the critical importance of human rights in business operations, as clearly reflected in the company's Human Rights Policy. The company is firmly committed to complying with applicable laws and international standards, in particular supporting and implementing the United Nations Global Compact (UNGC) and the International Labor Organization's Declaration on Fundamental Principles and Rights at Work.

This commitment helps prevent human rights violations across all business activities and extends to all stakeholders throughout the supply chain. All employees at every level are protected under agreed employment contracts, as are business partners and all suppliers.

Human Rights Principles and Standards

- Thai Labor Standard TLS 8001-2533, Ministry of Labor
- The UN Guiding Principles on Business and Human Rights,
- ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy



Human Rights Due Diligence: HRDD



HaadThip's human rights due diligence process consists of five key steps, aligned with the UN Guiding Principles on Business and Human Rights (UNGPR), which form the operational framework for businesses to protect, respect, and remedy human rights impacts. One of the most important steps is carrying out comprehensive Human Rights Due Diligence (HRDD), as follows:

- **Policy Declaration on Human Rights Respect**

The company has declared a Human Rights Policy demonstrating its commitment to respecting the rights of all stakeholders, including employees, contractors, communities, and customers. This policy covers critical issues such as non-discrimination, freedom of association, the prohibition of child labor and forced labor, and promoting a safe and hygienic working environment.

- **Assessment of Actual or Potential Human Rights Impacts**

The company conducts regular assessments of human rights risks and impacts annually, or whenever there are changes that may influence risk. These assessments cover all stakeholder groups, including vulnerable groups such as women, migrant workers, persons with disabilities, and children, especially in sensitive or conflict-prone areas.

- **Integration of Policy and Assessments, Including Internal and External Controls**

HaadThip defines the scope and relevant human rights risk issues that may arise across its entire value chain, considering both its own activities and those of its suppliers and contractors. The company evaluates the severity and likelihood of each identified risk to prioritize and determine appropriate management measures.

- **Monitoring and Reporting of Implementation Results**

The company continuously monitors and reviews its human rights risk and impact assessments, as risks may shift with different activities or changing stakeholder groups. Assessment results are reported to management as part of the Human Rights Risk Register to support future planning and implementation.

- **Corrective Action and Remedy**

In the event of any human rights violations, the company has a fair investigation process and will consider penalties according to its ethical code and workplace regulations. The company is committed to minimizing potential risks and violations to fully comply with its human rights and fair employment policies.

For more information, please visit:

Link: <https://www.haadthip.com/storage/document/human-rights/htc-human-rights-due-diligence-th.pdf>

Human Rights Risk Assessment Approach

The company conducts risk and impact assessments on human rights across its supply chain, in line with the Human Rights Due Diligence (HRDD) framework and consistent with the United Nations Guiding Principles on Business and Human Rights (UNGPs). This assessment aims to analyze both inherent risks (Inherent Risk) and residual risks (Residual Risk) that remain after applying control measures, to identify priority issues that require special attention, along with defining continuous control, mitigation, and monitoring measures.

Scope of Human Rights Risk Assessment

HaadThip conducts a comprehensive human rights risk assessment to identify issues that may affect the human rights of all stakeholders, both internal and external. The scope of this assessment is divided into four main categories Labor Rights, Community and Environmental Rights, Customer Rights and Rights of Suppliers and Contractors


1. Labor rights	3. Customer Rights
<p>Covers key issues related to employees at all levels.</p> <ul style="list-style-type: none"> ● Optimal working environment ● Occupational Health and Safety ● Non-discrimination ● Freedom of association and negotiation ● Opposition to Child and Forced Labor 	<p>Focus on consumer protection.</p> <ul style="list-style-type: none"> ● Product and service safety ● Protection of Personal Data ● Treating customers equally Non-discrimination
2. Community and Environmental Rights	4. Rights of Suppliers and Contractors
<p>It covers the potential impact on the surrounding community and the environment.</p> <ul style="list-style-type: none"> ● Living standards and quality of life of the community ● Community Safety and Health ● Access to clean water sources ● Waste and Hazardous Materials Management ● Transparency in the purchase of land and use of resources. 	<p>Evaluate and monitor the practices of suppliers in accordance with human rights principles.</p> <ul style="list-style-type: none"> ● Working environment for partners and contractors ● Occupational Health and Safety Management ● Compliance with the Supplier Code of Conduct ● Confidentiality and Business Information



Human Rights Risk and Impact Assessment



HaadThip conducts risk and impact assessments on human rights within its supply chain, referencing the Human Rights Due Diligence (HRDD) framework in alignment with the United Nations Guiding Principles on Business and Human Rights (UNGPs). This assessment aims to analyze both inherent risks (Inherent Risk) and residual risks (Residual Risk) that remain after control measures are applied, in order to identify high-priority issues and define continuous control, mitigation, and monitoring strategies.

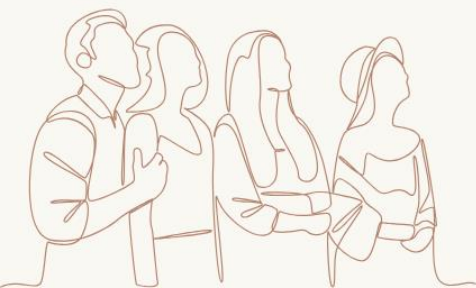


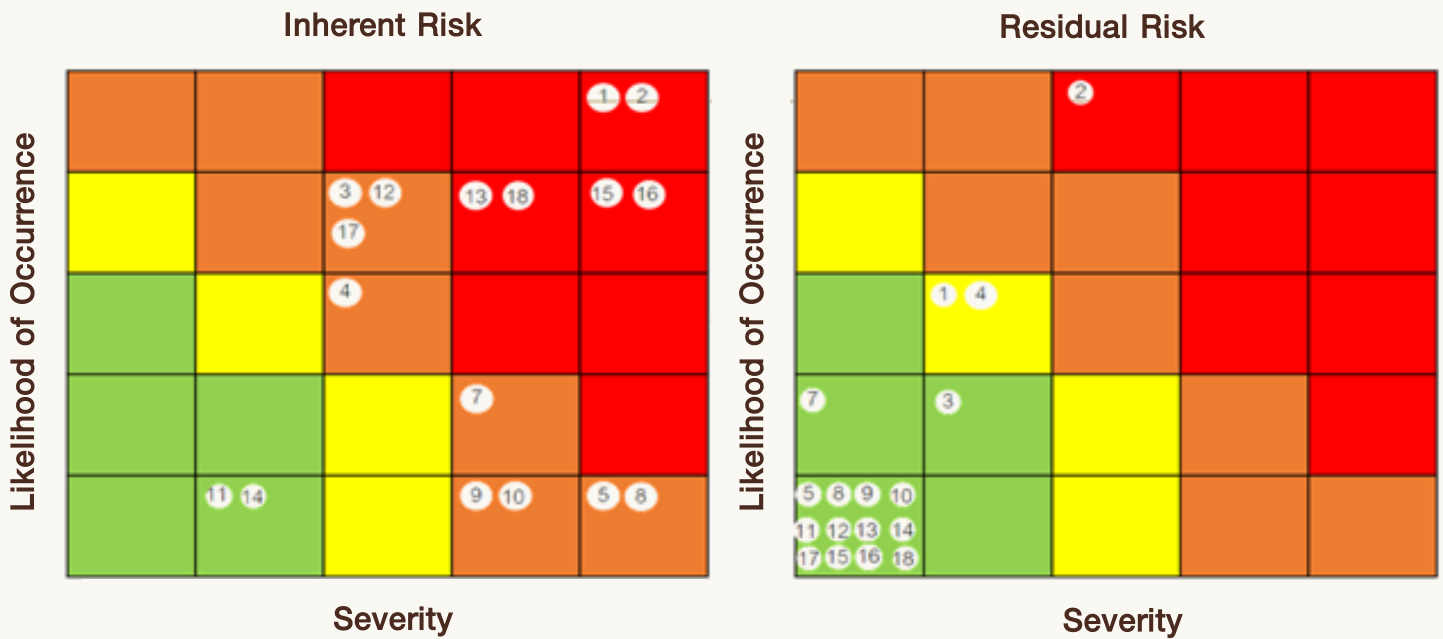
The company's assessment covers four major human rights groups: labor rights, community and environmental rights, consumer rights, and the rights of suppliers and contractors. In total, 18 key issues were analyzed. According to the inherent risk assessment, several issues were classified as high to severe risk, such as risks associated with workplace environments and occupational health and safety for employees and business partners.

However, when evaluating residual risks after applying risk control measures, most issues were reduced to a low to medium risk level. Only issue number 2 occupational health and safety for employees remained at a high-risk level, mainly due to the nature of work involving driving and transport activities, which inherently carry higher risk than other groups.

To address this residual high risk, the company has implemented specific control and remediation measures, such as additional training, the installation of Telematics vehicle tracking systems, implementation of a Permit to Work system, and close health monitoring and post-incident follow-up. These actions are overseen by the company's Safety, Occupational Health, and Environmental Committee.

In addition, the company plans to conduct a reassessment at least once a year and to review the risk register whenever there are changes in production processes, business partners, or relevant regulations, to ensure there is no intentional or unintentional violation of human rights within its supply chain.





Details of the assessed human rights issues are as follows:

Labor rights	Consumer and customer rights
1. Working Environment 2. Occupational Health and Safety of Employees 3. Non-discrimination 4. Freedom of association and participation in negotiation 5. Child and forced labor 6. Employee Data Privacy	12. Customer Health and Safety 13. Privacy of Customer Data 14. Non-discrimination against customers
Community and environmental rights	Rights of Partners and Contractors
7. Standard of living and quality of life 8. Occupational Health and Community Safety 9. Access to clean water sources for the community 10. Waste and hazardous raw material management 11. Land Purchase	15. Working Environment 16. Occupational Health and Safety of Employees 17. Supplier Code of Conduct 18. Supplier Confidentiality

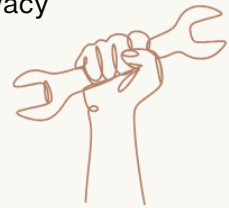
Preventive and Mitigation Measures for Human Rights Risk Issues

To align with the United Nations Guiding Principles on Business and Human Rights (UNGPs), HaadThip has established both preventive measures and mitigation measures covering key stakeholder groups employees, communities, suppliers, and customers based on the precautionary principle and participatory impact assessments. This is to effectively manage risks and minimize potential negative impacts arising from business operations.

Labor Rights

Employees, as the company's most valuable resource, are protected under the Occupational Health and Human Rights Management System. Key identified risks include workplace safety, equality, freedom of association, and personal data privacy. The company implements control measures according to Thai labor laws and international standards such as ISO 45001:2018, as well as guidelines from The Coca-Cola Company, including:

- Regular meetings of the Occupational Health, Safety, and Environment Committee
- Annual health check-ups and risk assessments based on job profiles
- Prevention of discrimination and support for workers' rights to unionize or voice opinions (Workers' Voice)
- Compliance with the Personal Data Protection Act B.E. 2562 (PDPA) to safeguard employee privacy



Community and Environmental Rights

HaadThip is committed to responsible business practices in communities surrounding its operational sites, guided by Environmental and Social Impact Assessment (ESIA) principles and a Community Engagement Framework to assess and minimize impacts on the environment, health, and quality of life. Measures include:

- Strict compliance with environmental laws, with regular monitoring of water, air, noise, and chemical quality in risk areas
- Joint emergency drills with communities, e.g., fire incidents or chemical spills
- Legally obtained groundwater usage permits and transparent water consumption reporting
- Transparent communication of land acquisition and land use plans (Free, Prior, and Informed Consent: FPIC)



Supplier and Contractor Rights

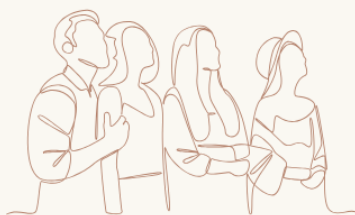
The company has developed supplier risk screening and management measures, assessing labor and ethical risks comprehensively under ESG standards and the Supplier Code of Conduct. Measures include:



- All suppliers must pass risk assessments and sign acceptance of the Code of Conduct before commencing operations
- Safety training for contractors entering operational sites (Contractor Safety Orientation)
- Mandatory work permits for high-risk activities, with strict permit verification
- Protection of suppliers' business and personal data in line with Data Privacy Management principles

Consumer Rights

With respect to consumer responsibility, the company emphasizes health, safety, and customer privacy, implementing measures to ensure transparent communication, data protection, and fair complaint handling. Measures include:



- Training staff in proper customer communication to avoid discrimination
- Providing accessible and verifiable complaint systems, both online and offline, with data handled under PDPA
- Consistent and strict product inspections in accordance with ISO/FSSC standards
- Regular customer satisfaction surveys, with findings used to improve services continuously

Human Rights Performance

Monitoring and Reporting

The company maintains a **Human Rights Risk Register**, documenting qualitative and quantitative information on each risk, covering both likelihood and severity of impact. Process owners, together with the Sustainability Development Division and the Human Resources Division, track these risks using internal reporting systems, incident investigations, and stakeholder complaints, to verify the adequacy of existing controls in line with UNGPs principles.

HaadThip recognizes that human rights risks may evolve with changes in business contexts, such as entering new markets, supply chain adjustments, or legal changes. Therefore, the Human Rights Risk Register is reviewed at least once a year and additionally **in-year** if significant changes occur, such as opening a new plant, onboarding new suppliers in sensitive regions, or emerging social developments near operational areas. The results of these reviews are used to improve control measures and reassess risk levels accordingly. To ensure transparency and accountability in human rights risk management, the company reports the Human Rights Risk Register annually to senior executives, and to the Corporate Governance and Risk Management Committee, for monitoring and to assess the adequacy of risk management strategies overall.

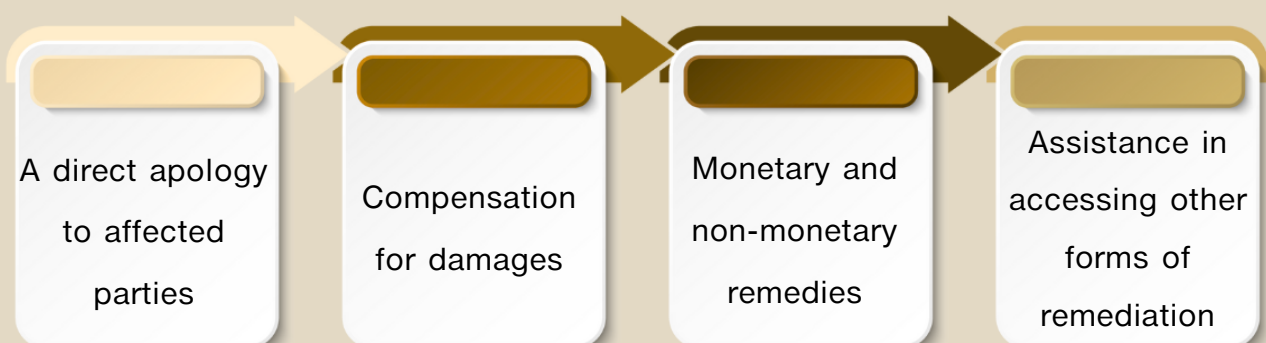
Remediation Mechanisms in Case of Incidents

HaadThip acknowledges that business activities may potentially contribute to or be linked to human rights violations affecting stakeholders. The company is therefore committed to reducing such risks and any resulting violations, consistent with its human rights and fair employment policies. An annual human rights risk assessment is conducted to identify potential violations in business activities, define measures, and establish mitigation actions to prevent recurrence.

In the event of a human rights violation, the company follows a fair investigation process and ensures victims receive appropriate and fair redress or compensation under corporate governance mechanisms and applicable legal frameworks, along with preventive measures to avoid similar future occurrences.

Company Remediation Guidelines

HaadThip prioritizes fair, transparent, and lawful care and remediation for employees and stakeholders potentially affected by its operations or related events, guided by international best practices. These principles include:



Sustainable Supply Chain Management

HaadThip places significant emphasis on managing its supply chain in an efficient, transparent, and sustainable manner to ensure business stability and promote sustainable development in all dimensions. The company focuses on responsible procurement, addressing social, environmental, and governance (ESG) considerations, and fostering collaboration with suppliers to comply with international standards on environmental protection, labor rights, and business transparency.

Procurement Policy and Standards

The company has established procurement and supplier selection policies to ensure operations align with international standards. All suppliers are required to acknowledge and comply with the **Supplier Code of Conduct**, which covers key practices as follows:

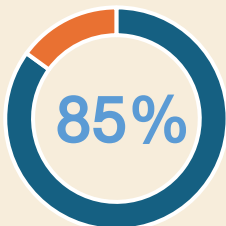
1. **Environmental Responsibility:** Suppliers must comply with environmental laws and regulations and implement effective environmental management measures, such as resource efficiency, waste reduction in production processes, greenhouse gas emission reduction, and the promotion of renewable energy.
2. **Human Rights and Labor:** Suppliers are required to adhere to international labor standards, respect human rights, and treat workers fairly including prohibiting all forms of child labor and forced labor, providing fair compensation, and ensuring employee welfare.
3. **Business Ethics:** The company promotes adherence to transparent, corruption-free, and ethical business practices among its suppliers.
4. **Product Quality and Safety:** The company prioritizes standards for the safety of raw materials and products, with robust quality control systems, traceability, performance monitoring, and continuous quality improvement.



Supplier Classification

45

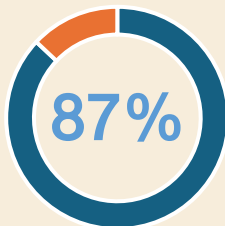
Suppliers are Tier-1 suppliers who conduct direct business with the company



of total procurement value is attributed to Critical Tier-1 suppliers

9

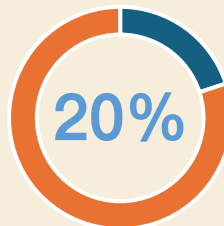
Suppliers are classified as Critical Tier-1 suppliers



of suppliers are domestic, based on total supplier count

11

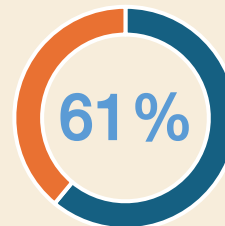
Suppliers are classified as Critical Non-Tier-1 suppliers



of suppliers are based in the 14 southern provinces of Thailand, relative to the total supplier base

2

New suppliers were engaged in 2024



of raw material procurement value is sourced domestically

Supplier Classification Criteria

- ❑ **Tier-1 Suppliers:** Suppliers directly engaged with the company, delivering raw materials, packaging, or services essential to its production and operations.
- ❑ **Critical Tier-1 Suppliers:** Suppliers with strategic importance and a direct business relationship with the company, identified based on:
 - Top 80% in terms of total procurement volume
 - Is sole supplier or provider of specialized materials that are not easily substitutable
- ❖ Suppliers in this group are prioritized as Group A under the company's supplier classification system (A: Critical / B: Key / C: General). They are subject to regular performance evaluation and reporting processes, such as monthly and quarterly reviews, with summary results communicated every six months.
- ❑ **Critical Non-Tier-1 Suppliers:** Suppliers who do not directly transact with the company but play a crucial role in supply chain stability, such as upstream producers or suppliers to the company's direct suppliers whose operations may impact product quality or supply continuity. These suppliers are identified through the **Critical Supplier Non-Tier-1 Survey Form**, conducted annually, and through biannual review meetings with Tier-1 suppliers to gather data and monitor relevant supplier status

Supplier Selection and Evaluation Process

HaadThip implements a systematic and thorough supplier selection and evaluation process to ensure that all partners meet the company's standards and can engage in effective, transparent, and sustainable business practices. This process takes into account quality, safety, reliability, environmental impact, and good governance.

New Supplier Selection Process

All new suppliers must pass status verification according to The Coca-Cola Company's system and submit supporting documents verifying their legal status and business capacity, including company registration certificates, product or service details, and company profiles. Additionally, suppliers are required to complete a **Supplier Self-Assessment** with ESG (Environmental, Social, and Governance) dimensions as key criteria, to evaluate their commitment to responsible business practices. They must confirm compliance with the company's 12 core policies covering issues such as business ethics, environmental protection, occupational health and safety, and human rights. The company has established a due diligence process before approving new suppliers, with the following steps:

1. Verifying the supplier's status in The Coca-Cola Company system
2. Checking supporting documents, e.g., commercial registration, tax certificates (Por.Por.20 if applicable), letters of authorization, brochures, product information (specifications, MSDS)
3. Reviewing the supplier's business capabilities and relationships with business partners
4. Verifying the supplier's operational and financial status
5. Arranging meetings or on-site visits at the supplier's facilities

In 2024, **all new suppliers** were briefed and made aware of the company's Code of Conduct and sustainability practices, which are continuously updated to align with evolving ESG standards.

Current Supplier Evaluation Criteria

The company conducts regular assessments of existing suppliers based on the following key criteria:

1. **Quality and Safety:** Must comply with The Coca-Cola Company's requirements and industry standards, have low rates of complaints or product issues, possess quality control systems, and demonstrate traceability capabilities.
2. **Environmental and Energy:** Must comply with environmental requirements, demonstrate efforts to minimize environmental impacts, and promote efficient energy use, renewable energy adoption, and proper waste management.
3. **Reliability and Delivery Performance:** Must deliver according to company requirements and show flexibility in adapting to changing demand.
4. **Cost and Business Terms:** Must be fair, transparent, and able to support cost reductions or suggest efficiency improvements.

Performance tracking is conducted monthly, with summarized results reported quarterly, and feedback communicated to suppliers every six months to drive continuous improvement. If a supplier's evaluation falls below the required threshold, the company will issue a **Corrective Action Plan (CAP)** to address any deficiencies.

Supplier Partnership Development

HaadThip is committed to building sustainable partnerships with its suppliers based on shared growth, responsibility, transparency, and consideration for social and environmental impacts. The company encourages suppliers to adopt eco-friendly practices and technologies to improve operational efficiency and share knowledge for joint product or service development aligned with sustainability goals. For example, the company supports suppliers in obtaining carbon footprint certifications (CFO for organizations and CFP for products). In procurement processes, HaadThip upholds fairness and transparency, ensuring equal opportunities among suppliers while also considering their sustainability initiatives as part of price evaluations. To raise awareness and drive positive change, the company continuously communicates its sustainability policies to suppliers and encourages participation in initiatives such as the Science Based Targets initiative (SBTi), and the development of environmentally friendly products such as lightweight packaging or post-consumer recycled (PCR) materials. Sustainability activities are communicated through multiple channels, including the corporate website, online platforms, and annual sustainability reports.

Additionally, HaadThip regularly evaluates supplier performance through monthly reviews and annual ESG self-assessments, with quarterly reporting. Results are categorized into four levels from "Needs Improvement" to "Excellent" to reflect each supplier's commitment to sustainable business practices. In cases where improvement is needed, the company supports suppliers in enhancing their processes and sustainability behaviors through joint activities, product co-development, and knowledge sharing, to collectively elevate supplier standards for long-term growth alongside the company.



Supplier Risk Management Policy and Guidelines

HaadThip operates its business based on sustainable procurement principles by fully integrating ESG criteria into every step of supplier selection and management. The objective is to ensure a responsible, transparent, and resilient supply chain that grows sustainably alongside the company. All suppliers are regularly evaluated on quality, price, and ESG responsibility and must formally acknowledge and comply with the *Supplier Code of Conduct*, which covers human rights, labor laws, business ethics, and environmental practices.

Supply Chain Risk Management Approach

The company places high importance on managing supply chain risks, and has established preventative measures to safeguard its business operations, as follows:



- 1. Fraud Risk Mitigation** HaadThip implements advance purchasing plans, formal contracts, and credit payment terms to reduce the risk of fraud and ensure transparency in transactions.
- 2. Price Volatility Risk Mitigation** Annual procurement auctions are held for key raw materials to manage costs efficiently and minimize price volatility in the market.
- 3. Risks from Natural Disasters, Pandemics, and War** The company has developed contingency plans that include identifying backup suppliers and service providers to ensure products and services can be delivered on schedule during crises.
- 4. Responsible Supplier Selection** All suppliers are evaluated based on quality and sustainability criteria aligned with The Coca-Cola Company's requirements, covering economic, social, and environmental dimensions to ensure compliance with sustainable development goals.



Supplier Risk Screening

HaadThip has developed a systematic risk screening process based on supplier importance:

Tier-1 Suppliers

- Have had business transactions with the company within the last 12 months (Active Suppliers).
- Must pass ESG risk assessments and adhere to the Supplier Code of Conduct.
- Subject to ongoing monitoring of sustainability performance.

Critical Tier-1 Suppliers

- Considered vital to HaadThip's operations, where disruptions could significantly impact the business.
- Undergo detailed ESG audits and compliance checks with HaadThip's environmental, social, and governance standards.
- Collaborate closely with the company to correct or mitigate any identified issues.

Critical Non-Tier-1 Suppliers

- Not in direct business with HaadThip, but vital to quality or supply chain continuity.
- Monitored via the *Critical Supplier Non-Tier 1 Survey Form* annually.
- Information collected through regular meetings with Critical Tier-1 Suppliers every six months.

Carbon Strategic Suppliers

- Suppliers with a direct impact on the company's greenhouse gas emissions, such as packaging manufacturers, raw material suppliers, and logistics service providers.
- Required to assess their carbon emissions and collaborate on reduction strategies in line with HaadThip's Net Zero targets.
- Encouraged to design or implement tangible greenhouse gas reduction initiatives.

Supplier-Related Risk Categories

The company classifies supplier-related risks into **four main categories**:

- **Financial Risk** Suppliers experiencing financial difficulties, such as liquidity problems or defaulting on payments, could disrupt the supply chain and increase the company's costs to secure alternative materials.
- **Ethical Risk** Risks related to unethical practices, including unfair labor practices or human rights violations, which could damage the company's reputation and stakeholder trust. HaadThip requires all suppliers to operate in compliance with ethical standards and international labor and human rights laws.
- **Environmental Risk** Suppliers' activities could negatively impact the environment, such as waste management, greenhouse gas emissions, or unsustainable resource use. The company encourages sustainable practices, including eco-friendly packaging, waste reduction, and renewable energy adoption.
- **Regulatory Risk** Changes in regulations, such as sugar taxes for beverages or stricter environmental and labor requirements, could affect suppliers' operations. If suppliers cannot meet new legal requirements, the company could face production delays and increased costs.

Audit & Monitoring Process

HaadThip has implemented a systematic audit and monitoring process for its suppliers as an integral part of its supply chain risk management plan. The objective is to ensure that all suppliers operate in compliance with the company's established standards. In addition to quality, service, and pricing evaluations, ESG (Environmental, Social, and Governance) criteria are key areas of focus in supplier audits, with particular emphasis on safety, human rights, and environmental performance.

The supplier audit process covers self-assessments, document-based reviews, and on-site inspections to ensure strict compliance with labor, safety, and environmental standards. If deficiencies are identified, HaadThip works collaboratively with suppliers to define improvement and corrective measures.

Key ESG areas of focus during supplier audits include:

- **Environmental Management** Evaluating suppliers' policies and practices on efficient energy use, waste management, and greenhouse gas emission reduction to ensure their operations align with sustainable development goals and minimize environmental impact.
- **Labor Standards and Human Rights** Assessing fair labor practices, appropriate compensation and benefits, the prohibition of child and forced labor, and compliance with occupational health and safety requirements to guarantee respect for human rights and decent working conditions.
- **Governance and Business Ethics** Reviewing compliance with relevant laws, anti-corruption policies, and product safety practices to ensure transparent, ethical, and responsible business conduct consistent with the Supplier Code of Conduct.

2024 Supplier Risk Assessment and Monitoring Results

In line with HaadThip's sustainable procurement and supply chain risk management policies, the following outcomes were achieved in 2024:

- **100%** of suppliers signed and acknowledged the Supplier Code of Conduct.
- A total of **7** on-site ESG audits were conducted, including **1** audit of a critical supplier.
- **No significant supplier risks were identified** during these audits.
- **No complaints were recorded** relating to raw material procurement from suppliers (0 cases).

Remediation and Follow-Up Measures for Identified Risks

If a significant issue is detected through supplier audits, the company applies the following corrective actions:

1. The supplier must submit a Corrective Action Plan (CAP) within 15 days of receiving the audit findings.
2. Increase the frequency of monitoring and evaluate the supplier's corrective actions.
3. Review the supplier's risk level and its strategic role within HaadThip's long-term supply chain.
4. Consider identifying and engaging alternative suppliers in the event of continued high-risk exposure affecting raw material procurement.

Self-Assessment & On-site Audit		
Partner Type	Number of Self-Assessment	Number of On-site Audits and Remote Audits
raw material	6 cases	1 case
package	28 cases	9 cases
other	11 cases	-



Supply Chain Traceability Processes

The company has designed a traceability process for raw materials and products covering all stages of the supply chain to ensure quality, safety, and transparency in business operations, as well as to support sustainable procurement standards.

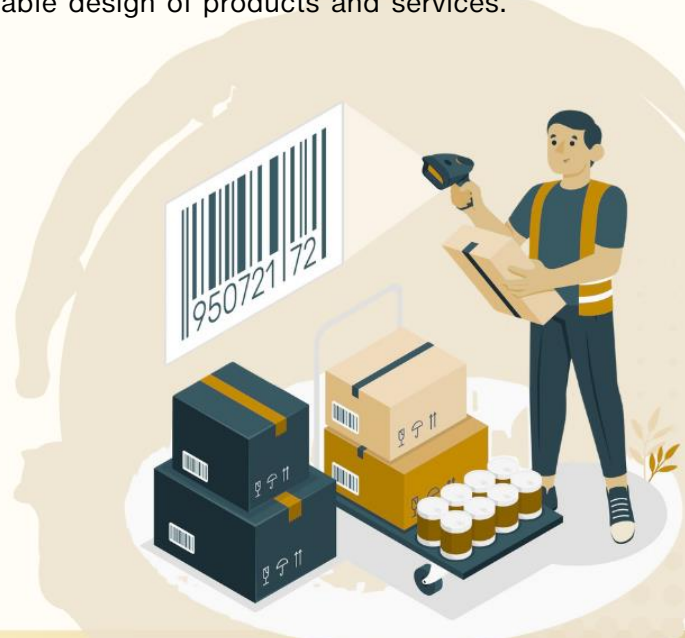
The traceability process encompasses several key dimensions, including:

- **Raw Material Information:** Partner Name Source, Country of Origin, Lot Number, Manufacture/Expiry Date, and Quality Certificate
- **Production Information:** Production Formula Production Line Number Manufacturing facilities and quality control at each stage.
- **Logistics and storage information:** Transportation route information Storage temperature, delivery date, and storage location

The company's traceability process can be deeply linked to the source level of raw materials by dividing the inspection levels into:

- **Tier 1:** Key partners such as sugar mills, CO₂ producers, and packaging
- **Tier 2:** Indirect partners, such as sugarcane plantations, manufacturers of aluminum for cans/lids or PET resins, etc.
- **Tier 3 and above:** Source of raw materials, such as natural resources or producers of specialized chemical raw materials.

The development of this in-depth traceability process enables the company to effectively manage raw material risks and promote transparency in the supply chain at all levels. In addition, it is an important basis for tracking the environmental information of each type of packaging, which will lead to responsible and sustainable design of products and services.



Innovation for Responsible Growth



Innovation Vision

HaadThip recognizes that thriving in the modern business environment requires innovation as a critical driver. The company is committed to advancing innovation that enhances operational efficiency while creating balanced value for society and the environment across all dimensions. HaadThip supports innovation development throughout its entire value chain from raw material sourcing, production, transportation, sales, and marketing, to internal support processes in order to improve performance, reduce waste, and minimize environmental impacts. In doing so, employees and suppliers are actively encouraged to participate in building a sustainable innovation ecosystem.

Strategies and Promotion of Innovation

HaadThip fosters innovation through a *bottom-up* approach, enabling employees at all levels to contribute ideas, test innovations at the operational level, and scale successful initiatives across the organization. The aim is to encourage continuous development driven from within. Key initiatives include:

- **Suggestion Program:** Provides a platform for employees to share creative ideas, identify challenges in current processes, and propose innovative solutions.
- **Kaizen Program:** Encourages incremental but continuous improvements by empowering employees to design and implement process enhancements within their areas of responsibility, in line with the philosophy of “small but steady improvements.”
- **Innovation Project Submission System:** Employees can submit innovation proposals as formal projects, with shortlisted projects eligible for cash awards and recognition incentives to further promote a creative culture within the company.



Eco-friendly Packaging Innovation with Business Partners

HaadThip has collaborated with leading partners, including SCG Chemicals (SCGC) and Husky Technologies, to develop a new, lighter PET bottle cap. The new design reduces both cap and bottle neck weight while maintaining the rigorous quality and safety standards of Coca-Cola. Through this innovative redesign, the bottle cap weight has been reduced from 2.45 grams to 1.75 grams, representing a 28% reduction in virgin plastic usage. This innovation not only saves material costs and resources but also contributes to lowering greenhouse gas emissions across the Scope 3 category, related to upstream raw material procurement.



Greenhouse Gas Emission Reduction

Switching to the new lightweight plastic resin resulted in a GHG emissions reduction of more than **35%**, from 2.22 kgCO₂e to 1.44 kgCO₂e per unit.



Cost Reduction

Through more efficient materials and processes, the company estimates a cost saving of over **18 million baht** annually.



Reduced Energy Consumption

With approximately 28% less plastic used per unit, energy consumption during the bottle cap production process has been reduced by about **19%**, increasing energy efficiency and lowering production costs.



This project not only benefits the company but also delivers positive impacts throughout the supply chain, especially to raw material suppliers who can optimize resource utilization, and bottle cap producers who benefit from reduced energy consumption. The overall effect is improved cost efficiency and effectiveness across all supply chain stages, while minimizing environmental impact in terms of resource use and greenhouse gas emissions. This supports the shared commitment of all stakeholders to operate responsibly and sustainably.

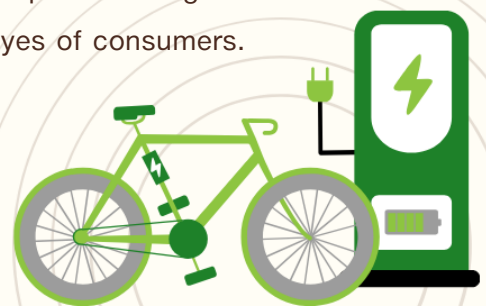


Electric Motorcycles for Sales Staff

In an era where carbon reduction has become a global priority, HaadThip has launched a pilot project deploying electric motorcycles (EVs) for its pre-sales staff. The initiative aims to reduce environmental impacts while enhancing operational efficiency. The project has delivered clear results, as summarized below:

- **Battery Charging Cost** During the trial period, five electric motorcycles covered 3,894 kilometers, incurring a total electricity cost of only **303.31 THB** significantly lower than the equivalent cost of gasoline for the same distance.
- **Cost Savings** Compared with gasoline usage, the electric motorcycles saved approximately **4,632 THB** over the test period.
- **Greenhouse Gas Emissions Reduction** The project led to a reduction of approximately **263 kilograms of CO2** emissions over the course of the project.

Beyond the environmental benefits, adopting electric motorcycles also supports a positive corporate image by reducing noise pollution, which is particularly beneficial in urban areas or sensitive zones such as near hospitals or schools. Additionally, electric motorcycles have fewer moving parts, which reduces wear and tear and minimizes maintenance needs. This includes eliminating requirements such as oil changes, spark plug replacements, or air filter replacements, resulting in long-term cost savings. Moreover, this initiative prepares the company to align with future regulatory trends and government policies that are expected to become more stringent regarding greenhouse gas emissions. Consequently, the adoption of electric motorcycles not only helps the company proactively adapt to change but also strengthens the brand's differentiation and perceived value in the eyes of consumers.



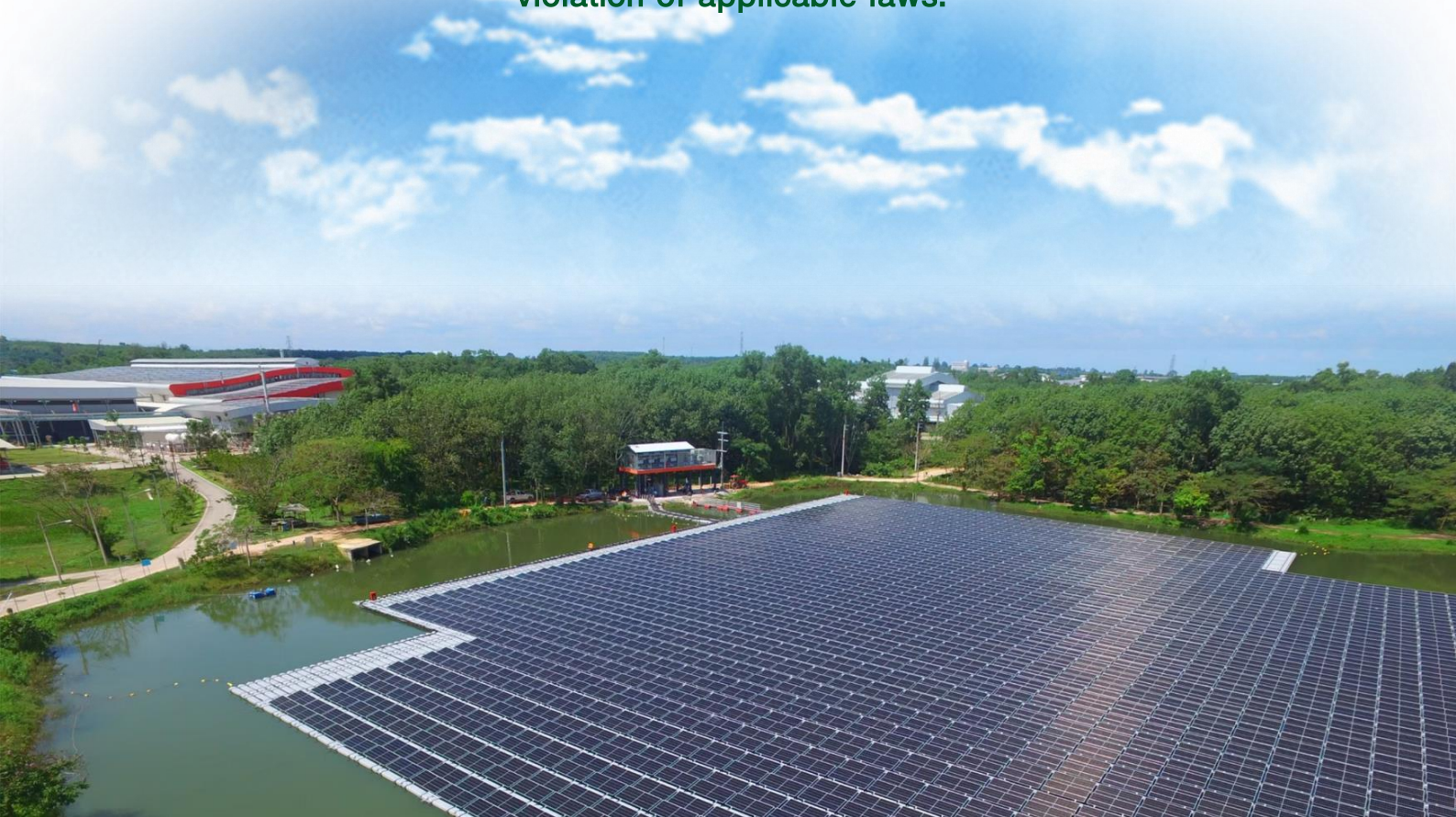
Environmental Management



HaadThip recognizes the critical role of business in protecting the environment and operating under the principles of sustainable development. The company is committed to minimizing environmental impacts across its entire value chain from raw material sourcing, production, and transportation to distribution and waste management.

The company prioritizes high-quality products and services while cultivating environmental responsibility among employees at all levels. A strong focus is placed on reducing greenhouse gas emissions, a key contributor to climate change, and on optimizing the use of natural resources. The company promotes waste reduction, reuse, and resource conservation to help maintain ecosystem balance and preserve the environment for future generations. In practice, HaadThip strictly complies with all relevant environmental laws, regulations, and standards, while proactively enhancing its practices beyond the minimum requirements to build confidence among customers, communities, regulatory agencies, and stakeholders. The company also encourages participation from employees, suppliers, and business partners to concretely and continuously advance its environmental objectives.

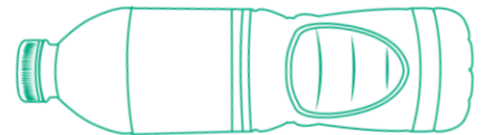
In 2024, the company reported zero significant environmental complaints, no environmental penalties, and no incidents in violation of applicable laws.



Packaging Management

As a beverage producer and distributor in Southern Thailand, HaadThip recognizes the importance of responsible packaging management. Packaging is not only a crucial element for product protection and consumer experience, but also directly relates to environmental, social, and long-term business sustainability concerns. The company has adopted The Coca-Cola Company's environmental and packaging strategy within the company's operational context. The focus is on developing packaging that is reusable, promoting recycling, and minimizing unnecessary packaging particularly plastic, which has become a priority concern among both government bodies and consumers.

The company's packaging strategy extends beyond business performance to drive positive environmental and community impact. It aligns with the United Nations Sustainable Development Goals (SDGs), notably: Goal 12: Responsible Consumption and Production, Goal 13: Climate Action, Goal 14: Life Below Water and Goal 17: Partnerships for the Goals



Key Business Impacts from Packaging Management:

Sustainability and Environment

- Reinforces consumer and stakeholder confidence through the company's environmental commitment and responsibility
- Encourages the use of recycled materials and eco-friendly packaging design, reducing packaging waste and minimizing ecosystem impacts

Regulatory and Compliance

- Lowers legal risks and protects corporate reputation by complying with relevant laws and regulations
- Enhances market opportunities and competitive advantage by responding to emerging environmental requirements nationally and globally

Cost and Production Efficiency

- Reduces production costs by optimizing packaging selection and improving production efficiency
- Enhances the company's ability to adapt to market shifts and raw material price volatility

HaadThip drives its raw material and packaging strategy by maximizing resource efficiency while balancing economic viability and measurable environmental impact. The company manages three primary types of packaging which are glass bottles, PET plastic bottles, and aluminum cans through systematic reuse, data collection, and traceability practices.

All processes are governed by a robust material management system, covering five key steps:

- Material Intake and Registration**
All raw materials are recorded in the ERP (SAP) system, with product codes, batch numbers, and source details
- Production Material Issuance**
The system links production orders to material issuance by SKU, reflecting precise consumption quantities
- Usage Tracking and Calculation**
Material usage is tracked and analyzed daily and monthly, to identify quarterly trends
- Evaluation and Process Improvement**
Technical teams use this data to drive initiatives for material reduction (e.g., lightweight packaging) and select materials suitable for recycling
- Systematic Data Storage**
All data is categorized by material type and time period, supporting strategic analysis and precise resource management

Report on Primary Raw Material Usage Volumes

Material	Unit	2022	2023	2024
Renewable Material				
Aluminum	Tons	1,114.41	1,119.94	1,195.10
Plastic Preform and PET	Tons	9,527.80	10,284.80	11,115.90
Plastic Cap	Tons	870.76	898.80	822.00
Glass	Tons	1,457.06	1,320.06	3,053.73
Non-renewable Material				
CO ₂	Tons	2,839.89	2,960.18	3,136.08
Liquid Sugar	Tons	31,991.85	34,225.76	34,877.40

Lightweight Packaging Reduction

Since 2021, the company has continuously developed its packaging to minimize social and environmental impacts through the “Lightweight Packaging” initiative, aiming to reduce raw material consumption while maintaining product standards and quality. In 2024, the company successfully reduced plastic consumption for packaging production by as much as 452.19 tons, and aluminum by 11.55 tons, compared to the amount used per production unit. This not only helped reduce the cost of raw materials but also contributed to lowering greenhouse gas emissions associated with packaging design by more than 2,567 tons of carbon dioxide equivalent.

Packaging Type	Unit	Quantity of Raw Materials to be Reduced (Tons)		
		2022	2023	2024
PET Plastic	Tons	29.84	313.94	452.19
Aluminum	Tons	10.46	59.58	11.55
Total Volume	Tons	40.30	373.52	463.74

Remarks:

- The calculation of greenhouse gas emission reduction (tCO₂e) is based on the emission factors of Thailand, referencing data from the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO.
- The calculation of greenhouse gas emissions reduced in 2024 differs from that disclosed in the previous year's report due to the adjustment of emission factors in line with current TGO standards, to ensure greater accuracy and comparability of performance results.

Packaging Collection and Circular Economy Initiatives

Commitment and Long-Term Goals

HaadThip is committed to concretely reducing the environmental impact of packaging by promoting sustainable packaging design and developing collaborative mechanisms with partners for packaging collection that suit Thailand's local context considering infrastructure, consumer behaviour, and the capacity of each area where the company operates.

This operational framework aligns with The Coca-Cola Company's global strategy, which is structured around two key pillars:

- 1. Design:** Developing more sustainable packaging design*
- 2. Partner to Collect:** Building partnerships to support packaging collection systems*

HaadThip is currently in discussion with The Coca-Cola Company to consider aligning its corporate targets with this strategic framework, while maintaining a strong emphasis on Thailand's specific context. The aim is to build a sustainable circular packaging system that delivers long-term positive environmental impact.

***Remarks:**

1. In 2024, The Coca-Cola Company revised its Design target to increase the proportion of recycled materials in primary packaging to 35–40%, and to use recycled plastic (rPET) in PET packaging at a level of 30–35% by 2035.
2. In 2024, The Coca-Cola Company also revised its Partner to Collect target to support the collection of 70–75% of packaging placed on the market each year by 2035.

2024 Performance

Although long-term targets are still under development, in practice the company has continued to carry out packaging collection initiatives to build awareness and discipline in waste management among employees and communities, including:

Coastal and Island Waste Collection Project (Marine Debris)

- **Objective:** To reduce the volume of packaging waste remaining on islands and coastal areas with high risk of ocean leakage, while promoting environmental awareness and sustainable behavior among consumers and local communities.
- **Approach:** HaadThip partnered with government agencies, civil society groups, and local organizations to implement upstream waste segregation systems, enhance community-based waste management and recycling support, and conduct educational outreach targeting youth, entrepreneurs, and community members.
- **Quantitative Results:** The initiative successfully collected **over 300 tons** of packaging waste and recyclable materials, engaging **more than 7,000 participants**. Project activities were carried out across tourist islands and coastal communities in Southern Thailand. Looking ahead, HaadThip plans to scale up the program in 2025 by improving waste sorting systems to further strengthen local recycling infrastructure and circular economy readiness.



Fostering a Culture of Waste Separation within the Organization

(HTC Model: The Circular Waste Journey)

- **Objective:** To build sustainable behavior and organizational culture around waste separation, encouraging employees and their families to manage waste from the source, promote circular resource use, and reduce improperly disposed waste.
- **Implementation Approach:** The company established a “Recycling Bank” at its Hatyai Plant, serving as a hub to buy recyclable materials from employees and their families. Members can sell sorted household waste to the bank and earn reward points redeemable for prizes, helping to drive ongoing participation. The company is also planning to expand the initiative to the Punpin Plant in 2025 to ensure that waste separation behavior is promoted across all major operations in the long term.
- **Performance:** in 2024, the Recycling Bank Project demonstrated significant growth, with total membership reaching **296**. An increase of over 30% from 228 members in 2023. This reflects a growing interest and continued engagement from employees across the organization. The project also saw an increase in the volume of recyclable materials collected, totaling approximately **45.14 tons**, up from 29.11 tons in 2023. This initiative not only helps reduce waste at the organizational level but also fosters environmental awareness and promotes learning about the circular economy among employees and their families in a concrete way.



Promoting a Waste Separation Culture with External Stakeholders

Objective: To encourage sustainable waste management behavior at the household and community level, particularly among young people. The company aims to build awareness and instill a circular economy mindset alongside environmental responsibility from an early age, through collaboration with partners across multiple sectors.

Implementation Approach: The company has promoted waste separation culture in communities through cooperation with educational institutions, local authorities, and civil society. One flagship initiative is the *Trash Lucky* project, conducted in partnership with the private sector in southern Thailand. The company has established four collection points for recyclable materials in Phuket province and expanded to two additional points in Songkhla province, totaling six collection points. These are designed to encourage consumers to more easily participate in recycling systems. In 2024, the Trash Lucky project collected a total of **464 kilograms** of recyclable materials, with **participant numbers growing by 162%** compared to the previous year.

Another key collaboration in the same year was the signing of a memorandum of understanding (MOU) with Tha Rong Chang Subdistrict Administrative Organization in Phunphin District, Surat Thani Province to establish a local *Recycling Bank*. The objective was to encourage residents to separate household waste and sell it directly to the bank, thereby creating a sustainable community-level circular waste system. Through this project, the company collected **976 kilograms** of recyclable materials with more than 200 residents participating.

In the education sector, the company organized educational activities on correct waste separation with several local institutions, including Wat Thung Siad School, Hat Yai Wittayalai 2 School, and Prince of Songkla University. These activities were designed to be age-appropriate for young people, to build understanding and appreciation of the value of reusable resources.



Promoting Waste Separation Discipline at Operating Sites

- **Objective:** To reduce and control the volume of waste that must be sent for disposal, minimize contamination, and create a concrete source-based waste management system within the company.
- The company has established key waste separation points on its premises, categorizing bins by type (e.g., recyclable, organic, and hazardous waste) along with internal awareness materials to support the discipline of waste separation in the workplace. In 2024, waste bins were installed throughout all work areas, with regular inspections to maintain their condition.

Applying Technology to Packaging Collection

- **Objective:** To lay the groundwork for a future packaging collection system that uses technology as an incentive and creates a new experience for participants.
- In 2024, the company collaborated with Prince of Songkla University to develop and install reverse vending machines as a pilot project in Songkhla to test and evaluate the potential of automated packaging collection systems. The machines were designed to collect user data and offer rewards as incentives for participation.
- For 2025, the company plans to further develop these machines for greater efficiency and stability, with plans to install additional units at the Punpin Plant to raise awareness among employees and visitors alike.



The company is actively involved in policy advocacy as part of the TIPMSE (Thailand Institute of Packaging and Recycling Management for Sustainable Environment) network under the Federation of Thai Industries. This network aims to systematically advance the concept of Extended Producer Responsibility (EPR), ensuring that producers take responsibility for post-consumer packaging in Thailand.

Future Direction The company plans to further develop and expand its packaging take-back and recycling initiatives. Currently, HaadThip has been in discussion with prospective partners to develop a take-back system which, when implemented, can take back post-consumer packaging, getting it recycled, and reintroduce the recycled content in its packaging production.

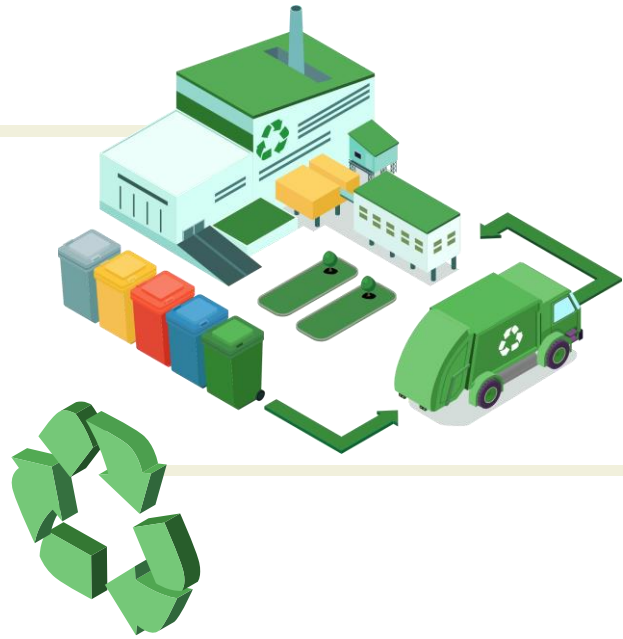


Waste and Waste Management in Production Facilities

Waste Management Policy in Plants

HaadThip conducts its business based on the principle of resource efficiency while continuously working to reduce environmental impact. The company has established a waste management policy that covers both internal and external operations. It aims to embed waste management as part of the organizational culture, ensuring that resource use across every stage of the supply chain is optimized to create the highest benefit and generate the least waste.

Improper waste management not only harms the environment and public health of surrounding communities but also risks the loss of organizational credibility. In an era where consumers place high importance on corporate environmental responsibility, failure to manage waste properly or allowing contamination without appropriate processes may lead to complaints from communities, investigations by regulatory authorities, and even suspension of business licenses especially in areas close to communities or natural ecosystems. For HaadThip, developing a waste management system is not a burden or cost, but a necessary measure to protect the continuity of operations.



Operational Approach

The company emphasizes waste reduction at the source, alongside recycling and reuse, through four key strategies:

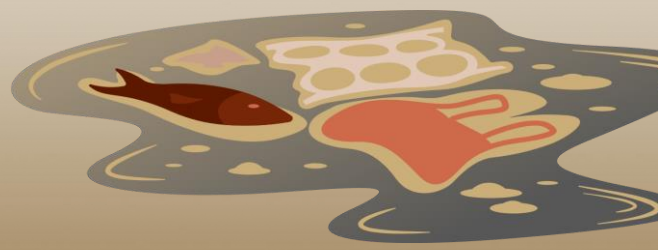
- 1. Assessment of Waste Sources** The company evaluates and identifies the sources of waste generated from all production processes and related activities to design targeted and appropriate waste management plans. Data on the volume and types of waste both hazardous and non-hazardous is recorded for continuous planning and improvement.
- 2. Upstream Waste Reduction** The company focuses on minimizing waste during the production process by improving raw material efficiency, switching to recyclable or biodegradable materials, and reducing loss during production. The use of circular resources and reusable packaging is also actively promoted.
- 3. Efficient Waste Management Systems** Appropriate technologies are applied for waste data collection, and clear internal and external waste management systems are established. This includes separating recyclable waste from waste that must be disposed of, to improve management efficiency and reduce environmental impact.
- 4. Creating Organizational Awareness** The company promotes sustainable waste management awareness among all employees through training programs, awareness campaigns, and participation in planning waste management activities. The focus is on encouraging responsible consumption and resource use with respect for the environment and society.



Waste Management Goals and Achievements

As an organization committed to social and environmental development, HaadThip aims to become a leader in waste management within the beverage industry. The company focuses on eliminating landfill disposal of production waste, increasing the rate of reuse and recycling, and fostering environmental awareness among employees at all levels. Key achievements and goals include:

- **Elimination of Landfilling for Production Waste:** Since 2023, the company has achieved 100% recycling of production waste with zero landfill disposal reflecting significant progress in sustainable waste management.



• **Hazardous Waste Recycling**

Since 2023, the company has managed hazardous waste by stabilizing it before sending it for recycling, totaling 37,357 kilograms. This marks a systemic change from previous practices where such waste was disposed of through landfilling.

• **Increased Recycling Rate in the Factory**

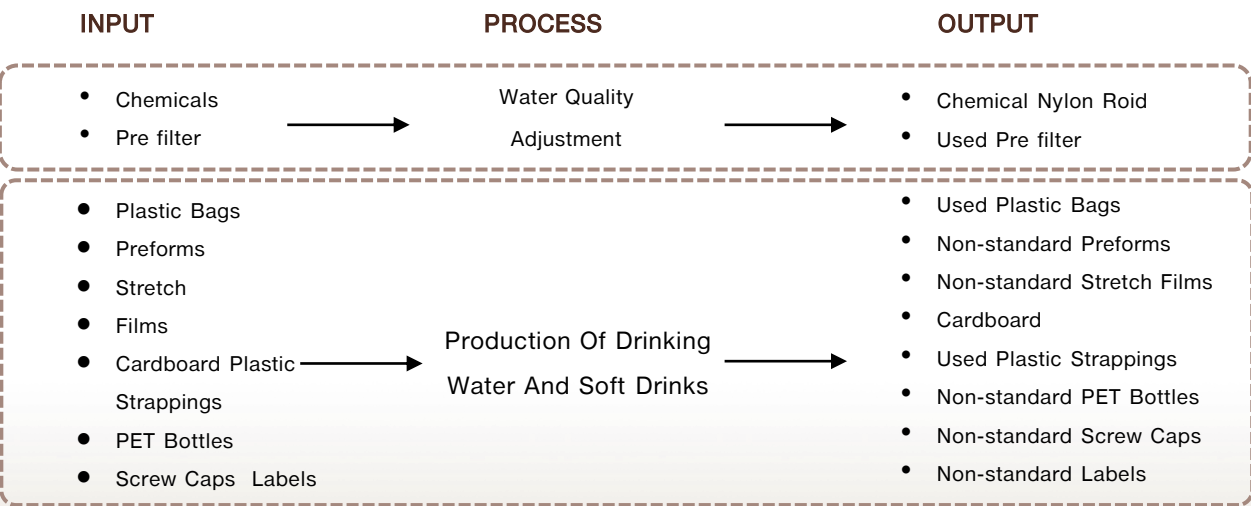
In 2024, the company reused or recycled over **956,000 kilograms** of both hazardous and non-hazardous waste representing more than **87%** of total waste. HaadThip has set a target to increase the recycling rate to 89% by 2025.

• **Environmental Awareness in the Organization**

The company has conducted training and awareness activities to encourage employees at all levels to engage in upstream waste reduction. Outcomes are recorded and monitored for follow-up in the next reporting cycle.

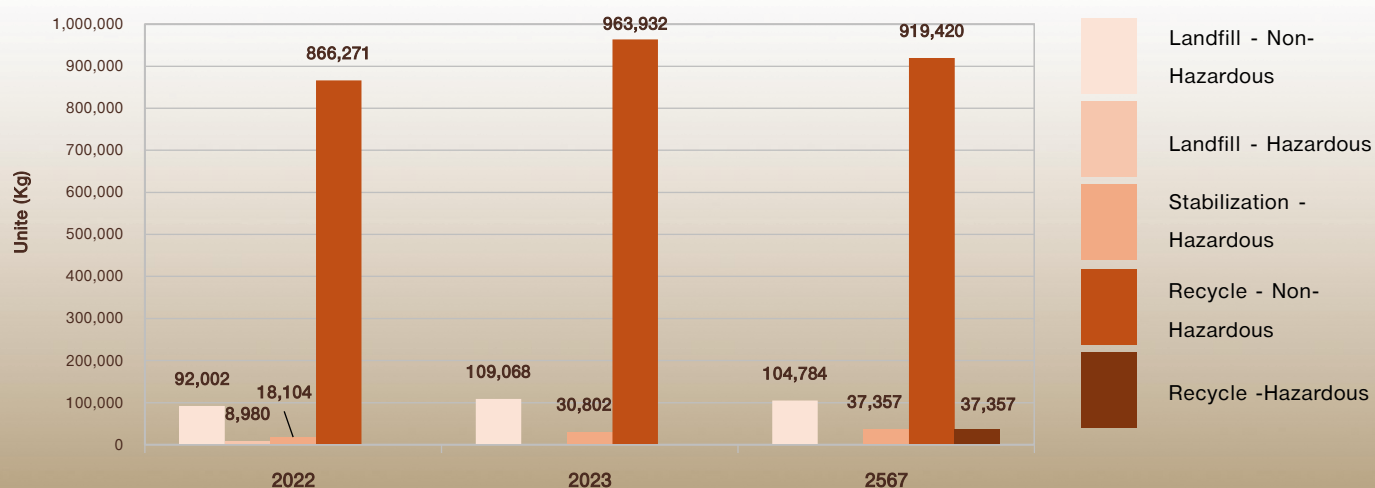
These goals not only aim to minimize waste but also demonstrate HaadThip's responsibility to the ecosystems and communities in which it operates. Collaboration with employees and partners across all sectors is a key mechanism in creating sustained positive impact and transitioning toward a future-ready, zero-waste organization.

Process of Waste Generation



Waste and Waste Disposal Data from Factory Operations Including Disposal Channels

Indicator	Unit	2022	2023	2024
Total Waste Generated	Kg	119,086	139,870	142,141
Non-hazardous Waste	Kg	92,002	109,068	104,784
hazardous Waste	Kg	27,084	30,802	37,357
Non-hazardous Waste Disposal - Landfill	Kg	92,002	109,068	104,784
Non-hazardous waste - Incineration with energy recovery	Kg	-	-	-
Non-hazardous waste - Incineration without energy recovery	Kg	-	-	-
Non-hazardous waste - Other	Kg	-	-	-
Hazardous waste - Landfilling	Kg	8,980	0	0
Hazardous waste - Incineration with energy recovery	Kg	-	-	-
Hazardous waste - Incineration without energy recovery	Kg	-	-	-
Hazardous waste - Other	Kg	18,104	30,802	37,357
Volume of non-hazardous waste stored on-site awaiting disposal	Kg	0	0	0
Volume of hazardous waste stored on-site awaiting disposal	Kg	0	0	0

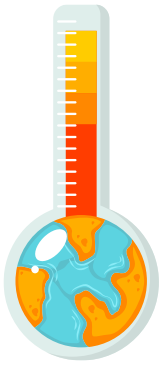


Indictors	Unit	2022	2023	2024
<u>Total Volume of Waste Reuse / (Recycle)</u>	Kg	866,271	963,932	956,777
Volume of Non-Hazardous Waste Reuse / Recycle	Kg	866,271	963,932	919,420
Volume of Hazardous Waste Reuse / Recycle	Kg	0	0	37,357
Volume of Non-Hazardous Waste Reuse	Kg	0	0	0
Volume of Non-Hazardous Waste Recycle	Kg	866,271	963,932	919,420
Volume of Hazardous Waste Reused	Kg	0	0	0
Volume of Hazardous Waste Recycle	Kg	0	0	37,357

Remarks

- The waste data presented covers Hatyai and Punpin Plants's production facilities. All waste generated is managed through processes including sale, recycling, disposal, or stabilization, and is transferred to external agencies certified by the Department of Industrial Works for proper treatment. Hazardous waste such as chemical containers, chemical-contaminated rags, and used oil is stabilized before disposal in compliance with legal and environmental standards.





Emissions Reduction and Climate Change Management



Emissions Reduction Policy

HaadThip acknowledges the growing risks and impacts arising from global environmental shifts and is committed to contributing meaningfully to emission reduction efforts. Our direction aligns with the sustainability policies of The Coca-Cola Company and Thailand's national frameworks. To ensure consistent progress and effective planning, the company has established a clear, actionable emissions management policy as follows:



1. Integrate GHG emissions strategy into corporate planning, covering the entire supply chain to support sustainable business growth.
2. Promote a low-carbon corporate culture, innovation, and clean technologies, with a focus on improving production process efficiency. The company has set a target to achieve net zero GHG emissions by 2050.
3. Fostering Environmental Awareness and Behavior Change, encouraging and promoting environmentally friendly behaviors among employees, their families, business partners, and all stakeholders.
4. Implement sustainable procurement practices, prioritizing raw materials, products, and services that have minimal impact on climate change.
5. Monitor the organization's GHG emissions, set reduction targets, and identify and implement continuous GHG reduction initiatives.
6. Promote renewable energy, emphasizing clean or alternative energy sources to replace electricity derived from fossil fuels.



Risks and Business Impacts

Key business impacts related to pollution and greenhouse gas management include:

- 1. Rising Operational Costs.** Managing emissions and pollution may result in increased operational expenses. These include capital investments in emission control technologies, transitioning to renewable energy, developing new infrastructure, and complying with environmental laws and regulations.
- 2. Legal and Reputational Risks.** Failing to comply with environmental standards or exceeding GHG emission limits can expose the company to legal penalties, fines, and reputational damage among consumers and the public, reducing trust and potentially leading to customer loss.
- 3. Market opportunities.** Effective pollution and GHG management enhances the company's image as an environmentally responsible organization, creating opportunities to attract environmentally conscious customers and expand into markets that value sustainability.
- 4. Physical Risks from Environmental Disruptions.** Natural disasters linked to changing environmental conditions such as droughts, floods, storms, and rising temperatures are becoming more frequent and may disrupt operations through impacts such as flooding at company facilities, supplier sites, or along transportation routes. These events can lead to property damage, reduced production capacity, and increased costs associated with recovery and process restoration.

Although the beverage industry may have a smaller direct GHG footprint than heavy industries, today's global direction places greater emphasis on climate change. Investors, business partners, and government agencies increasingly demand transparent GHG disclosure, clear net zero targets, and concrete climate actions. A lack of systematic GHG monitoring or clear carbon reduction plans could harm the company's credibility, business opportunities, and access to sustainable markets. Therefore, the company is committed to investing in innovations to measure, analyze, and manage carbon emissions efficiently, strengthening its resilience and future readiness.



Commitment to Emissions Reduction

As a leading beverage producer and distributor in Southern Thailand, HaadThip takes its role in addressing the climate crisis seriously. The company has announced a long-term commitment to achieving net zero emissions by 2050, with a clear understanding that this requires structural change across production processes, resource usage behaviors, technologies, and cross-sector partnerships.

Internal Climate Change Governance

The company places importance on managing risks and opportunities related to climate change with a clear governance structure at both the policy and operational levels, ensuring that the company's climate action strategy is consistent, transparent, and effective.

- 1. Sustainability Committee:** This committee sets direction, strategies, and policies on sustainability, including climate change. It monitors progress, evaluates the impact of climate action projects such as GHG reduction, energy efficiency, and renewable energy initiatives, and reports to the Board of Directors at least once a year to ensure that climate objectives remain within the company's risk management framework.
- 2. Net Zero Carbon Emission Committee:** This specialized working group is responsible for monitoring and proposing projects or measures to effectively reduce the company's GHG emissions, aiming to achieve the net zero target by 2050. The committee is composed of executives from key functions, such as plant operations, logistics, energy, and environment. It evaluates measures related to Scope 1, 2, and 3 emissions and reports quarterly to the Sustainability Committee.



Action Toward the Net Zero Target

HaadThip has declared its intention to systematically reduce greenhouse gas emissions, with a long-term target to achieve net zero emissions by 2050. To support this goal, the company has developed a strategic direction covering internal operations, the supply chain, and partnerships with stakeholders and communities.

Collaboration with External Organizations



Thailand Carbon Neutral Network (TCNN): The company participates as one of 28 pioneering organizations in greenhouse gas management, with a clear target year and implementation plan.



Care the Bear: The company has continuously joined the Care the Bear program since 2020 to help reduce carbon footprints from meetings and seminars. HaadThip has joined **more than 190** activities under this program, achieving a cumulative greenhouse gas reduction of **136,659.27** kilograms of carbon dioxide equivalent.



Carbon Footprint for Organization (CFO): The company records its GHG emissions from corporate activities to create actionable reduction plans. This data is certified by the Thailand Greenhouse Gas Management Organization (TGO) and verified by ECEE Co., Ltd., a TGO-registered verifier.



Carbon Footprint of Product (CFP): The company assesses and verifies the carbon footprint of its products to understand GHG emissions throughout their lifecycle, from raw material sourcing, production, distribution, use, to end-of-life waste management and transport. Emissions are calculated in tons of carbon dioxide equivalent. HaadThip has verified **83 SKUs**, together with **5 SKUs** from Southern Rocks Co., Ltd., totaling 88 SKUs, with verification conducted by the Center of Excellence on Eco-Energy Economy (CEEE), registered with TGO.

Greenhouse Gas Emission Reduction Initiatives from Corporate Activities

Reducing Greenhouse Gas Emissions from Internal Operations (Scope 1)

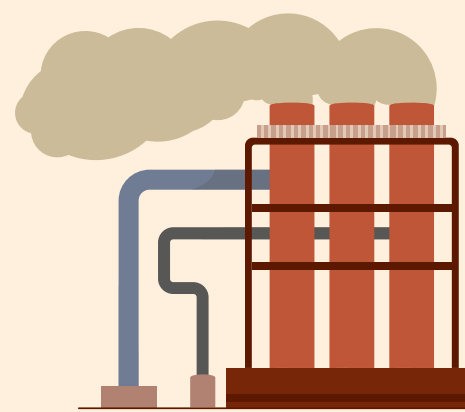
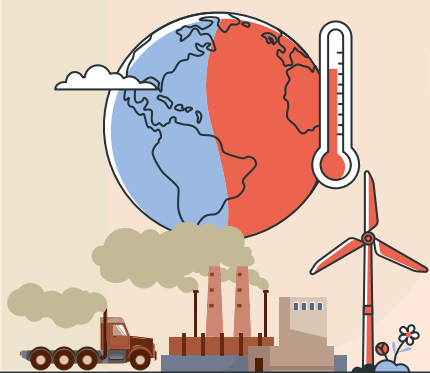
- **Boiler Efficiency Improvement:** Upgrading steam traps to reduce energy leakage in the steam system, which allowed the company to reduce greenhouse gas emissions by **6.86 tCO₂e**
- **Transportation Route Optimization:** Adjusting delivery routes to reduce distances and fuel consumption, achieving a reduction of **21.63 tCO₂e** in greenhouse gas emissions.

Reducing Greenhouse Gas Emissions from Electricity Consumption (Scope 2)

- **Solar Energy Installation:** Installing solar panels to generate electricity for corporate activities, which reduced carbon emissions by **1,872.43 tCO₂e**
- **Production Process Optimization:** Improving production efficiency to lower costs, reduce energy consumption, and decrease greenhouse gas emissions, resulting in annual energy savings of more than **100,000 kwh**, equivalent to **240 tCO₂e** of greenhouse gas reductions per year.

Reducing Greenhouse Gas Emissions in the Supply Chain (Scope 3)

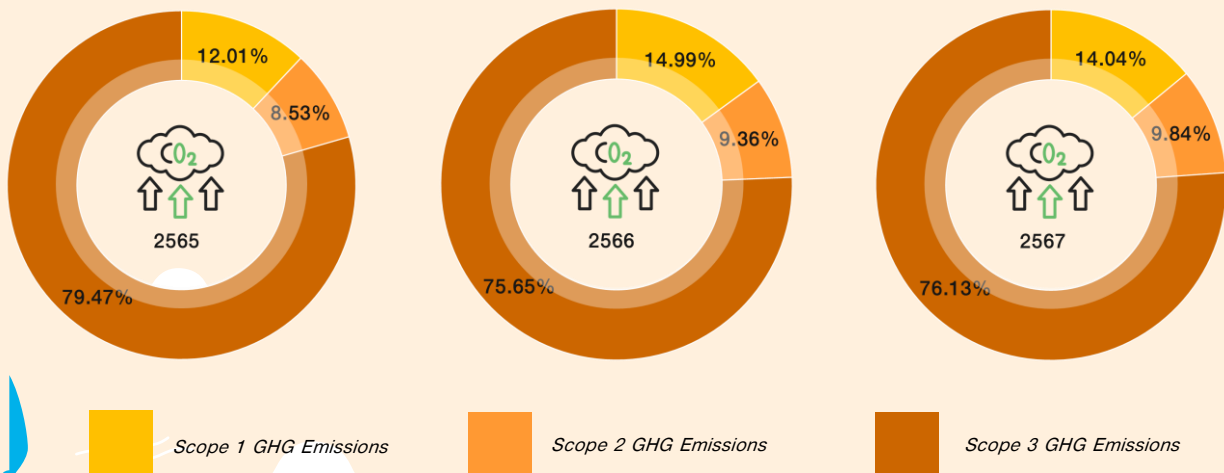
The company developed 100% recycled PET (rPET) packaging to replace virgin PET, a key contributor to greenhouse gas emissions in the supply chain. This effort is part of reducing environmental impacts both in terms of packaging waste and greenhouse gas emissions. In 2024, this initiative reduced emissions associated with raw material procurement by **477.33 tCO₂e** per year.



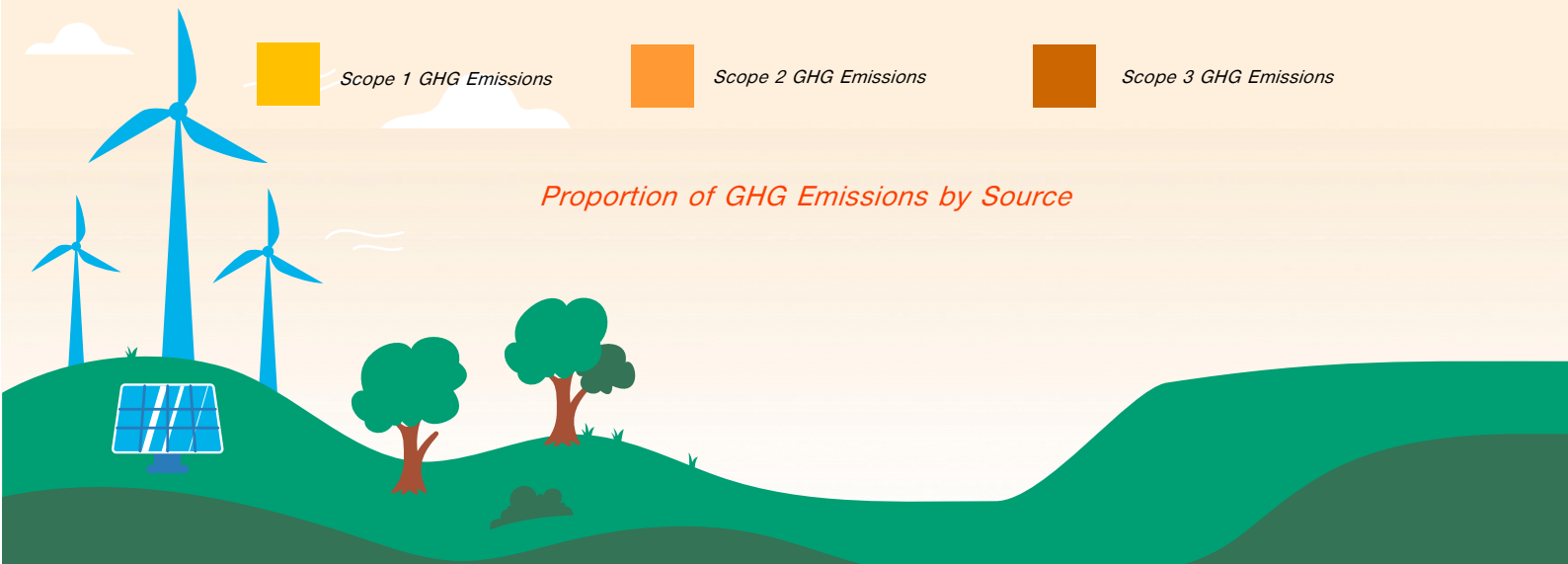
For 2025, the company has set a greenhouse gas emission target not exceeding 73,851 tCO₂e, representing an approximate **5% reduction** compared to the 2024 baseline of 77,625 tCO₂e. The company has established the following key action plans to help achieve this target:

- Study and pilot the use of electric trucks to reduce reliance on fossil fuels in logistics operations.
- Expand renewable energy installations, including solar rooftop and floating solar systems, while exploring energy storage solutions using battery systems to enhance the stability of clean energy consumption.
- Further optimize production process efficiency by upgrading equipment and energy management systems within the factories.
- Expand the use of lightweight PET packaging to reduce raw material consumption and cut carbon dioxide emissions generated from packaging material production.
- Develop a supplier engagement plan to encourage partners to adopt practices that reduce greenhouse gas emissions across the supply chain.
- Develop an internal Carbon Accounting Platform to strengthen carbon data management capabilities and support precise strategic planning.
- Implement a tree-planting data collection program around factory premises and surrounding communities to enhance local carbon sequestration capacity and foster long-term ecosystem connections.

Greenhouse Gas Emissions Report



Proportion of GHG Emissions by Source



Greenhouse Gas Emissions Reporting

In 2024, HaadThip collected data on greenhouse gas (GHG) emissions generated from its business activities at the Hatyai Plant in Songkhla Province and the Punpin Plant in Surat Thani Province. The total emissions amounted to:

- Total GHG emissions: **77,625 tCO₂e (tons of carbon dioxide equivalent)**
- Direct emissions – Scope 1: **10,896 tCO₂e**
- Indirect emissions from energy use – Scope 2: **7,636 tCO₂e**
- Other indirect emissions – Scope 3: **59,093 tCO₂e**

This disclosure is currently undergoing verification and certification by the Thailand Greenhouse Gas Management Organization (Public Organization) or TGO. The verification is being conducted by ECEE Co., Ltd., a verifier registered with TGO, for the preparation of the Carbon Footprint for Organization (CFO) report.

Starting in 2025, the company will revise its data collection methodology for greenhouse gas emissions. It will also redefine its targets related to pollution and GHG management by incorporating data from all branch offices. This change aims to enhance analysis and target-setting in alignment with the company's strategic direction toward becoming a low-carbon society.

GHG Emissions Report	Unit	2022	2023	2024
GHG Emissions Scope 1	tCO ₂ eq	8,984	11,497	10,896
GHG Emissions Scope 2	tCO ₂ eq	6,381	7,175	7636
GHG Emissions Scope 3	tCO ₂ eq	59,466	58,009	59,093
Total GHG Emissions	tCO ₂ eq/L _{bev}	74,831	76,681	77,625
GHG Emissions per Unit of Production	KgCO ₂ eq/L _{bev}	0.000044	0.000049	0.000047

Remarks:

- The greenhouse gas emissions reporting scope covers the Hatyai Plant in Songkhla Province and the Punpin Plant in Surat Thani Province, for the period from January 1 to December 31, 2024.
- The greenhouse gas emissions data for 2024 is in the process of being verified and certified by the Thailand Greenhouse Gas Management Organization (Public Organization) (TGO).
- Greenhouse gas emissions per unit of production are calculated as the sum of Scope 1 and Scope 2 emissions.
- Scope 3 indirect greenhouse gas emissions are reported in accordance with the requirements for calculating and reporting organizational carbon footprints, as issued by the Thailand Greenhouse Gas Management Organization (Public Organization) (5th Revision, January 2021), considering activities with high emissions (Category 1 – Acquisition of primary raw materials).
- The emission factors are referenced from the Thailand Greenhouse Gas Management Organization (Public Organization) (TGO).

Air Quality Monitoring

HaadThip places great importance on air quality management to ensure that emissions from its production processes remain at levels that do not negatively impact the environment or surrounding communities. Monitoring air quality from factory emission stacks is a key measure implemented to track and control pollutant discharges at their source. Beyond legal compliance, this helps the company manage air quality effectively, protecting the health of employees and communities while minimizing pollution burdens in the area.

The company conducts air quality monitoring on a regular basis to observe and assess ambient pollution levels. The data collected is analyzed to develop continuous improvements in air quality impact mitigation. In 2025, measurement results confirmed that the emissions of sulfur dioxide (SO₂), carbon monoxide (CO), and oxides of nitrogen (NO_x) from emission stacks were all below the legally mandated standards, with no parameters exceeding regulatory thresholds.

Emissions from the Hatyai Plant							
parameter (ppm)	Standard (ppm)	2022		2023		2024	
		1 st Flue	2 nd Flue	1 st Flue	2 nd Flue	1 st Flue	2 nd Flue
Sulfur-dioxide	950	85.80	107.17	1.9	1.3	353.5	403.9
Carbon-monoxide	690	<1.0	<1.0	5.7	8.5	28.4	33
Oxide of Nitrogen	200	11.90	12.39	87	46.4	176.8	127
Emissions from the Punpin Plant							
Sulfur-dioxide	950	<2.00	-	<2.00	<2.00	<2.00	<2.00
Carbon-monoxide	690	7	-	<1.0	<1.0	<1.0	132
Oxide of Nitrogen	200	33.9	-	37.3	10.2	17.3	12.6

Remarks: The scope of air quality data reporting in compliance with legal requirements covers the Hatyai Plant in Songkhla Province and the Punpin Plant in Surat Thani Province, for the period from January 1 to December 31, 2024.

Efficient Energy

Management



The company recognizes the critical role of energy as a core resource in its production processes and business operations. Energy consumption directly impacts both operating costs and the organization's greenhouse gas emissions. For this reason, the company places strong emphasis on systematic energy management, covering both the efficient use of energy and the transition toward renewable energy sources.

Goals and Guidelines for Energy Management

Target	Base Year	Operation	Target Year
Short-term energy goals	2018	Increase the proportion of renewable energy consumption to 17% of total energy consumption (as of 2024 = 13%).	2025
Long-term energy goals	2018	Increase the proportion of renewable energy consumption to 20% of total energy consumption.	2027

Definition: Renewable Energy Consumption refers to the proportion of electricity obtained from renewable energy (unit: kWh) compared to the total electricity consumption of an organization.

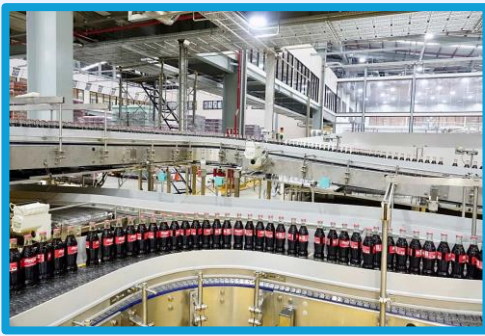
HaadThip's Energy Management Strategy

The company has established an energy management strategy and built three key pillars:

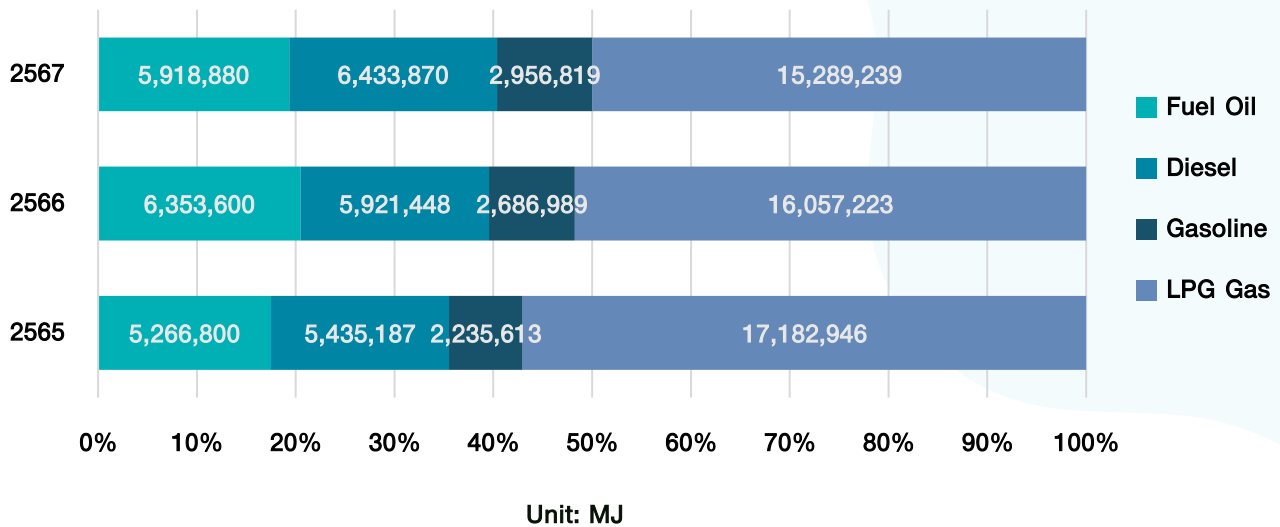
- Enhancing energy efficiency in production processes:** The company has installed an Energy Monitoring System to analyze energy consumption and identify opportunities for improvement, such as optimizing air pressure, repairing air leakage in compressed air systems, and controlling refrigeration temperatures to appropriate levels.
- Transitioning to renewable energy:** More than 9,000 solar panels have been installed, in both rooftop and floating solar formats, at the Hatyai and Punpin Plants. These systems generate renewable energy equivalent to 13% of the total electricity consumed, reducing greenhouse gas emissions by more than 3,000 metric tons of CO₂ equivalent per year.
- Designing production processes for energy efficiency:** The development of a new glass bottle production line has helped reduce energy loss during production and supports a fully integrated recycling process for packaging.

Energy Operations in 2024

Projects	Goals and Action Plan	Development
Production line optimization	Optimize the wind system, Steam, refrigeration using AI technology and VFD reduces electricity and fuel consumption.	<ul style="list-style-type: none">Reduced electricity consumption by a total of 233,328 kWh.Reduce greenhouse gas emissions by 555.08 tCO2eInstall the AI system to control the air compressor and install a Steam Trap in the steam control system.
Transition to renewable energy	Expand the proportion of renewable energy to 20% through the installation of solar rooftop and floating to cover all factories by 2027.	<ul style="list-style-type: none">The share of renewable energy increased from 11% in 2023 to 13% in 2024.
Logistics optimization	Improve transportation routes and implement a multimodal system to reduce oil consumption and GHG emissions.	<ul style="list-style-type: none">Reduce oil consumption 7,891 litersGreenhouse gas emissions are controlled to 0.15 tCO2e per box from adjusting the route of sales vehicles.Reduce greenhouse gases from transportation by more than 170 tCO2e



Proportion of Fuel Consumption

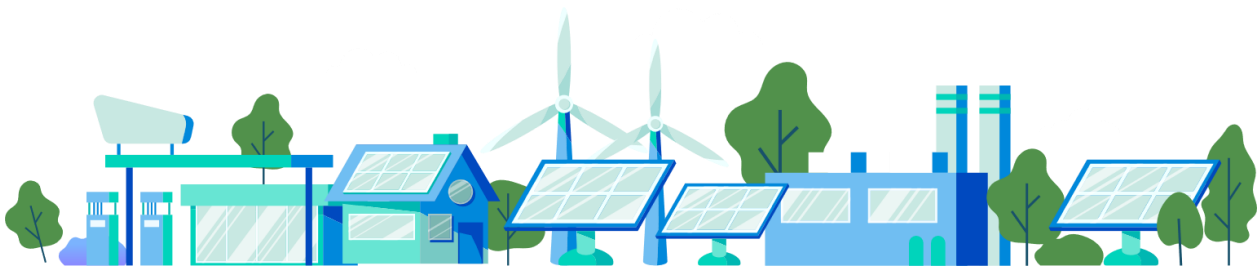


Energy Consumption Data Report

Fuel Source	Unit	2022	2023	2024
Fuel Oil	MJ	5,266,800	6,353,600	5,918,880
Diesel	MJ	5,435,187	5,921,448	6,433,870
Gasoline	MJ	2,235,613	2,686,989	2,956,819
LPG Gas	MJ	17,182,946	16,057,223	15,289,239
Total	MJ	30,120,546	31,019,260	30,598,808

Remarks:

- The scope of the energy consumption data reported by HaadThip Public Company Limited covers operations and activities at both the Hatyai Plant in Songkhla Province and the Pulpin Plant in Surat Thani Province. Data collection was conducted using both digital systems and supporting expense documents during the period from January 1 to December 31, 2024.
- The energy-consuming activities include:
 - Non-Stationary energy:** fuel consumption for vehicles included forklifts, shared-use vehicles, and delivery trucks.
 - Stationary energy:** fuel consumption for production machinery, generators, lawn mowers, civil and construction works, and engineering activities.



Electricity Consumption Report

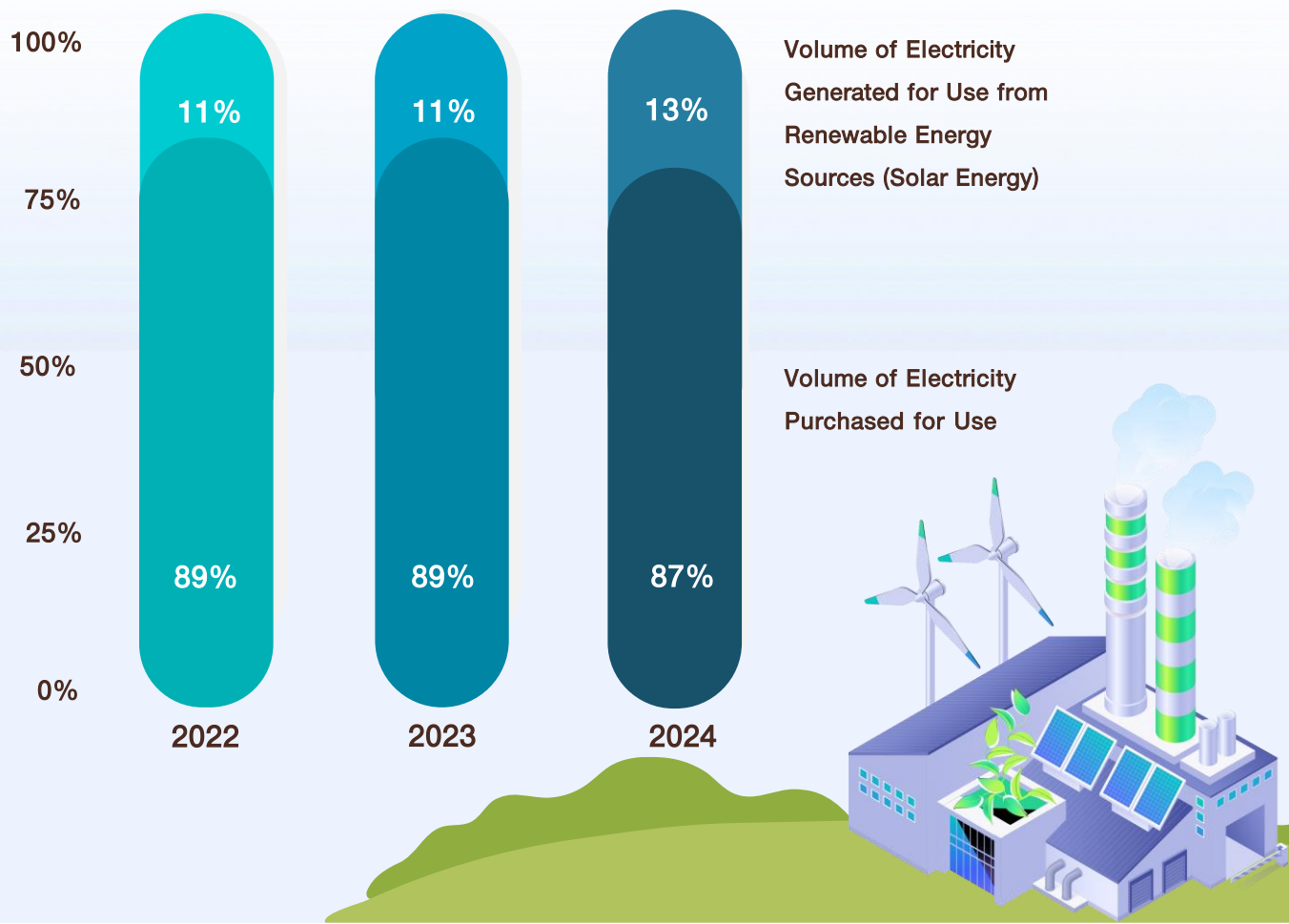
Electricity Consumption	หน่วย	2022	2023	2024
<u>Total electricity consumption</u>	KWh	24,465,284	26,433,592	27,942,887
Volume of purchased electricity	KWh	21,625,289	23,434,090	24,245,072
Volume of renewable electricity purchased or generated (solar energy)	KWh	2,839,995	2,999,502	3,697,815
<u>Total energy consumption</u>	MJ	134,268,977	142,117,925	132,309,51
<u>Total energy consumption per unit of production</u>	MJ/L _{bev}	0.350	0.340	0.335

Remarks:

1. The scope of electricity consumption reporting by HaadThip Public Company Limited covers operations and activities at both the Hatyai Plant in Songkhla Province and the Punpin Plant in Surat Thani Province. Data was collected using both digital systems and supporting expense documents during the period from January 1 to December 31, 2024.

2. Electricity sources include purchased electricity from the Provincial Electricity Authority and electricity generated from solar panels installed within the project areas, construction works, and engineering activities.

Proportion of Electricity Consumption



Water Management

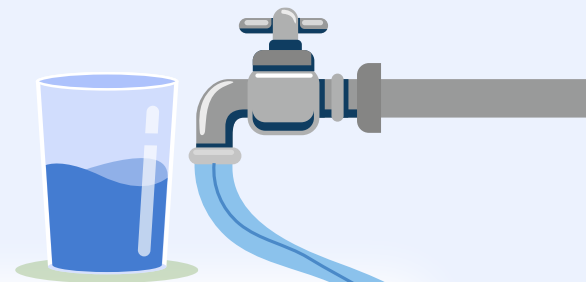
HaadThip places great importance on efficient and sustainable water management. The company has developed a comprehensive water management plan covering all production processes and operational activities to maintain the balance of water resources within the organization and the surrounding communities. Clear targets have been set to reduce water losses and improve water use efficiency, while establishing an operational foundation aligned with sustainable development principles.

Water Resource Management

Policy and Guidelines

The company is committed to managing water resources efficiently and minimizing waste. It has set clear water management goals, supported by regular inspections of equipment to ensure optimal water usage and reduce losses as much as possible. Additionally, HaadThip aims to enhance water use efficiency to alleviate pressure on water sources within both the organization and the community, establish a system capable of 100% water reuse, and continuously foster water stewardship awareness among employees, communities, and related stakeholders across the value chain.

In terms of governance, HaadThip has established a Water Management Committee responsible for setting guidelines, monitoring the progress of water management measures, and assessing water-related risks that may impact its business operations and neighboring communities. Furthermore, the company has integrated water management approaches into its sustainability strategic plan, with transparent water performance disclosures published annually in its sustainability report and filed with the Stock Exchange of Thailand. This ensures that stakeholders can track the company's progress on a continuous basis. HaadThip firmly believes that effective water management will help reduce environmental impacts, support the well-being of communities, and enhance the company's capability to operate sustainably. HaadThip remains committed to continually developing and refining its water management strategies to align with international standards and environmentally friendly business practices.





Targets and Indicators

1. Efficient Water Use in Production Processes

- Reduce water consumption to no more than 1.56 liters per unit of production
- Increase the volume of water reused in production processes
- Improve the efficiency of wastewater treatment systems beyond legal standards

2. Creating Water Benefits and Strengthening Community Water Security

- Return an equivalent or greater volume of water to communities compared to the amount used in production
- Expand the reach of the community water management program to cover no fewer than 10,000 households by 2025
- Strengthen partnerships with external organizations to improve community-level water infrastructure

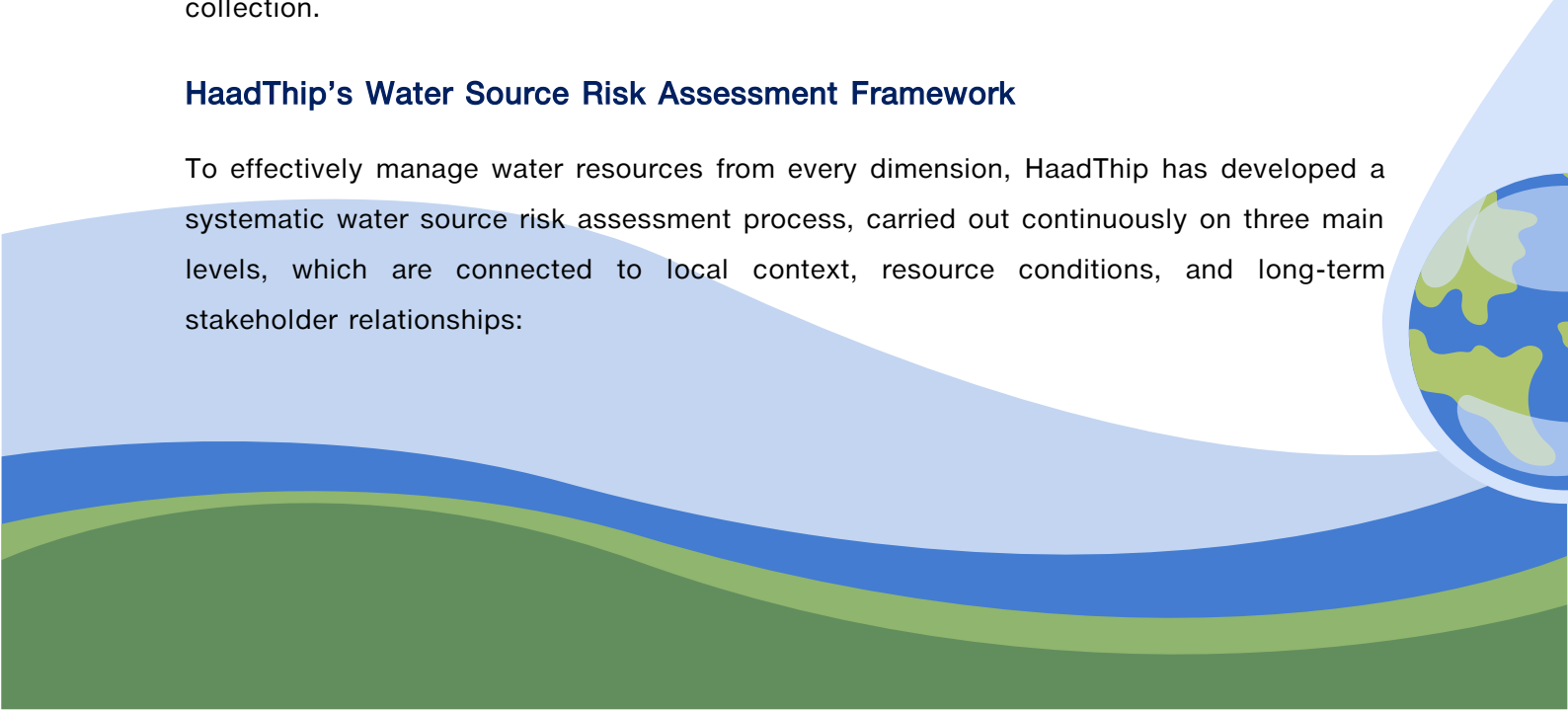


Water Source Risk Assessment

Water is a critical resource for HaadThip, serving as a core raw material in beverage production and a key factor affecting product quality. Accordingly, the company places high priority on holistic water resource management not only to maintain uninterrupted business operations, but also to protect surrounding ecosystems and establish “**social license to operate**” through shared water use with communities, which is a fundamental principle for sustainable business practices. To ensure that the company’s water usage does not negatively impact water sources or stakeholders, the company has implemented a comprehensive water source risk assessment system, addressing quantitative, qualitative, and community relationship dimensions. This system follows international standards and is grounded in reliable scientific data, supplemented by regular field data collection.

HaadThip’s Water Source Risk Assessment Framework

To effectively manage water resources from every dimension, HaadThip has developed a systematic water source risk assessment process, carried out continuously on three main levels, which are connected to local context, resource conditions, and long-term stakeholder relationships:



1. Internal assessments aligned with The Coca-Cola Company

The company uses a self-assessment water risk evaluation developed by The Coca-Cola Company, covering water quantity, water quality suitability, the organization's management capacity, as well as relationships and impacts on nearby communities. This assessment is conducted annually to monitor trends, groundwater recharge rates, and potential water loss points within the system, enhancing the company's ability to predict risks in advance and design accurate management measures.

2. Monitoring data from government sources

HaadThip monitors water resource situations on a quarterly basis using data from the Hydro-Informatics Institute (Public Organization), a primary government agency responsible for national and regional water data. This evaluation includes both groundwater and surface water sources near the factories, and the insights are incorporated into strategic decisions, such as seasonal water allocation or preparedness for potential water crises.

3. Collaboration with external experts

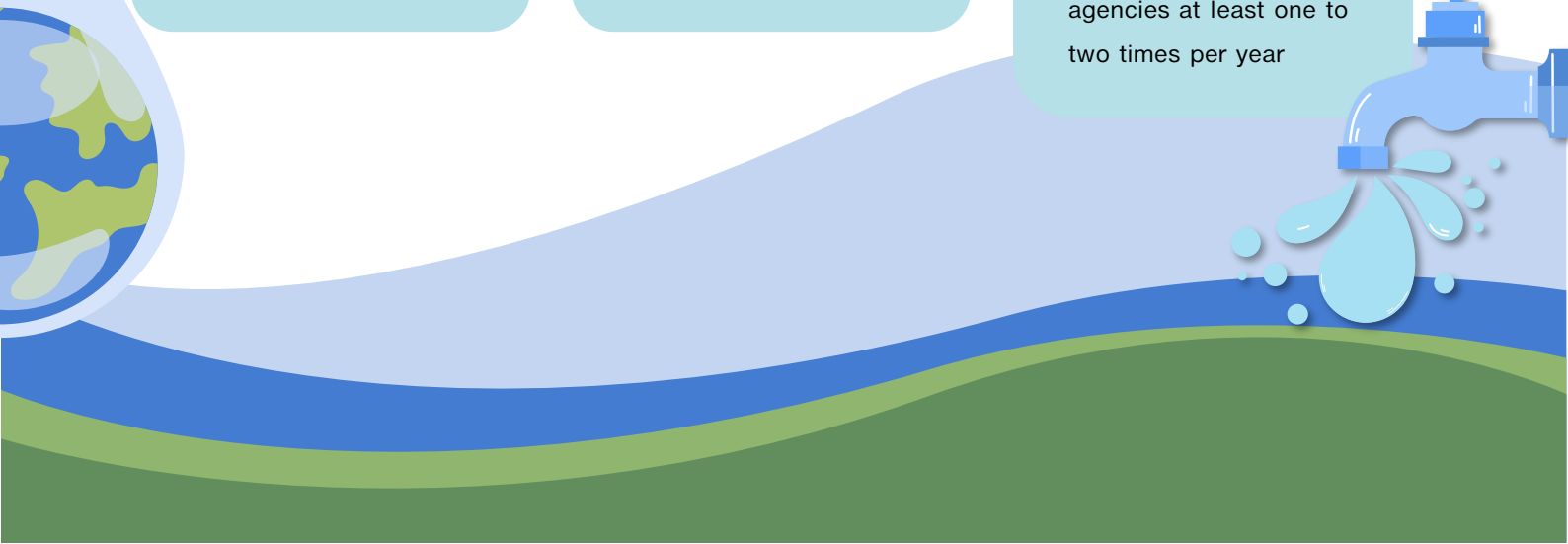
At the local level, the company works with researchers from Prince of Songkla University to develop scientific hydrological models to systematically analyze water quantity and quality, as well as to study the ecosystem vulnerabilities surrounding operational areas. These in-depth assessments are performed on a five-year cycle, with the latest assessment cycle scheduled to conclude by 2025.



Risk Assessment Results

Based on assessments of water sources at all factories and bottled water production sites, the findings were as follows:

- **100%** of the water sources are located in low water risk areas, in terms of both quantity and quality
- **No sources** are in areas with water use conflicts or with a history of water shortages
- **All water sources** undergo regular local authority inspections and quality testing by relevant agencies at least one to two times per year

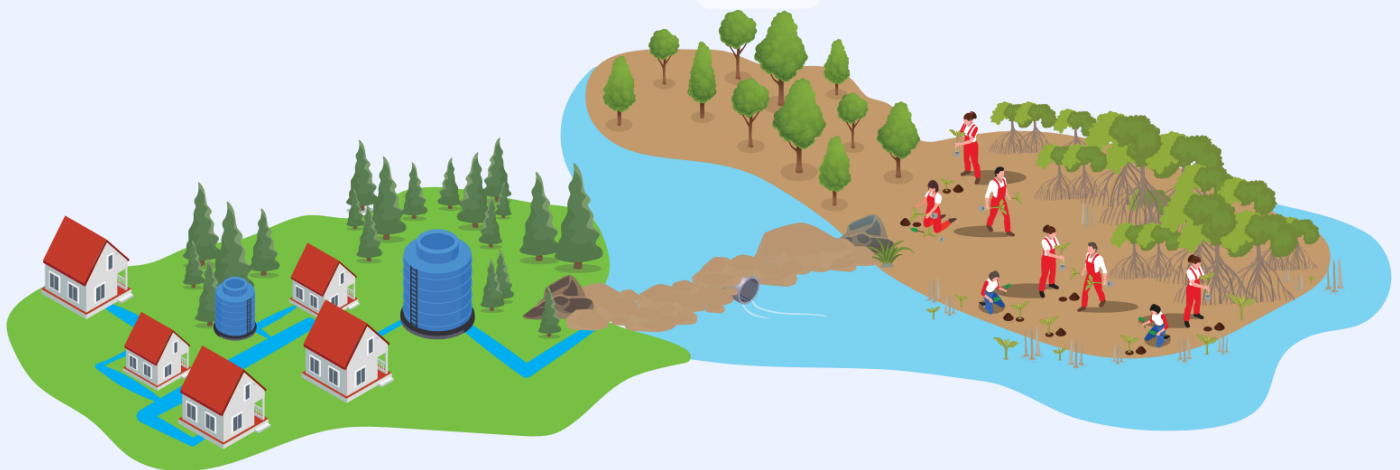




Preventive and Risk Management Measures

To strengthen water resilience and ensure readiness for managing water resources under any circumstances, the company has established both short- and long-term strategic measures:

- **Implementing an early warning system** to assess water quantity and quality risk trends
- **Preparing a contingency water plan** to respond to droughts or crisis situations
- **Promoting cooperation** with communities and government agencies, especially in shared water areas, to build mutual understanding in water resource management
- **Continuing water replenishment projects**, through which in 2024 the company replenished **over 200%** of the actual amount of water used in production back to communities
- **Regularly inspecting** water production systems and related infrastructure to evaluate their capacity to handle seasonal fluctuations in water sources



Although HaadThip operates in areas with low water stress, water remains the company's core raw material. Therefore, continuous water risk assessments and monitoring, including potential pollution or climate-change-related impacts that are vital for managing the company's supply chain. The implementation of water replenishment systems and reuse processes in production not only helps reduce water costs but also builds the "social license to operate" with communities. Neglecting this could potentially lead to conflicts with neighboring areas, especially during droughts or national water crises.





Water Management Strategies to Reduce Water Stress

HaadThip recognizes the importance of comprehensive water management, upholding a commitment to environmental and community responsibility throughout all production processes. Fully aware that water is an essential resource critical to long-term business security, the company has implemented measures that encompass reducing water consumption, improving water-use efficiency, treating and reusing water, and returning water to ecosystems and communities. These efforts aim to maximize benefits for both the company and its broader stakeholders.

Enhancing Water-Use Efficiency in Production Lines

In support of its target to reduce the water-use ratio to no more than 1.56 liters per liter of product by 2030, the company has continued to upgrade production machinery for greater efficiency. For example, improvements have included developing the cooling tower system, installing pressure sensors in the steam system, and optimizing the Cleaning in Place (CIP) process to be more water efficient. In 2024, the company is in the process of collecting quantitative data from these new systems to analyze and further enhance production processes in the future.



Reducing and Improving Water Use in Other Organizational Activities

Beyond its main production lines, the company has also focused on reducing water consumption in other operational activities, such as bottle-washing systems, warming processes, and temperature control of machinery. The company is currently gathering and analyzing water-use data to assess the impacts of these initiatives across multiple dimensions.



Water Reuse and Recovery

One of HaadThip's key measures is reusing water from production processes in other non-product-related activities, such as reusing backwash water and condensate from the steam system in the warmer process or other supporting functions. In 2024, the company successfully reused up to 50,887 cubic meters of water an increase of more than 6,000 cubic meters compared to 2023 demonstrating its commitment to efficient water resource use.



Monitoring and Tracking Water Use

To improve precision in water management and align with its water-loss reduction objectives, the company has continued its project to survey water usage points not yet equipped with meters. In 2024, **10 additional** water meters were installed, covering outdoor areas, to enable more effective monitoring and analysis of overall water consumption.



Wastewater Treatment and Environmental Impact

Reduction Wastewater management is another top priority for the company to ensure that water discharged back into the environment does not harm ecosystems. The company has installed highly efficient wastewater treatment systems exceeding legal standards, including Reverse Osmosis (RO) and Membrane Bioreactor (MBR) technologies, enabling safe and effective reuse of treated water in production processes. Currently, **100%** of wastewater discharged from the factories is treated and undergoes regular quality testing to ensure compliance with the Department of Industrial Works' standards.



Water Replenishment to Communities and the Environment

HaadThip places high importance on comprehensive water resource management, extending beyond its production processes to systematically protect and restore local community water sources. This aligns with the “Water Neutrality” objective, which aims to return an amount of water to ecosystems and communities equal to or greater than the volume used in production, supporting a balance between business operations and long-term sustainability of water resources.

The Water Replenishment target is one of HaadThip’s key environmental strategies and aligns with the United Nations Sustainable Development Goals, particularly Goal 6 (Clean Water and Sanitation) and Goal 12 (Responsible Consumption and Production). The main objectives are to: 1) reduce conflicts in water allocation 2) support the livelihoods of local farmers 3) conserve upstream watersheds and 4) promote access to clean water in remote areas

Overall Performance by 2024

❑ Volume of water replenished to communities and nature through check dam installations: **1.47 million cubic meters per year**

❑ Water replenishment ratio compared to production water use: **218%** of the water used in production





Community Water Management Project

**Wang Ang Subdistrict, Cha-uat District,
Nakhon Si Thammarat Province**

To support the goal of efficient water resource management, HaadThip collaborated with local authorities and partners to develop a water management system in the Ban Khuan Mai Bong community, which faces challenges in accessing clean water, especially during the dry season.

Through on-site surveys conducted jointly with local agencies, it was found that the community had high demand for water for household use but lacked sufficient storage systems and water infrastructure. In response, the company initiated the project and applied industrial knowledge adapted to the local landscape to ensure the system is sustainable. The initiative also supported household-level agricultural water use. The following actions were implemented:

- Construction of **60** check dams
- Installation of **11** mountain water supply systems across the project area
- Installation of water filtration systems, with ongoing water quality testing conducted by the company's in-house laboratory*



Project Outcomes

- Water returned to the community and environment: **2.97 million cubic meters per year**¹
- Number of households benefiting: **More than 590 households**²
- Economic value created in the area: **More than 250,000 THB**³
- Negative impacts: **No adverse effects on the community or environment observed** (based on project monitoring conducted at least once a year)

Indirect Business Impact

While the project primarily focuses on social and environmental benefits, it has also demonstrated measurable economic returns for the company:

- Number of retail outlets in the project area increased by **92%** (from 300 to 576 outlets)
- Net sales increased by **23%**, or approximately **12.6 million THB**, compared to the period before the project's implementation⁴
- These results reflect how improved water security and quality of life in the community can stimulate the local economy, increase purchasing power, and strengthen brand trust demonstrating that environmental investment can yield tangible business outcomes.

* Water quality tested by the company's factory laboratory (compliant with drinking water standards set by the Ministry of Public Health)

¹ Calculated based on total water storage capacity from check dams and mountain water supply systems (data from local agencies and community representatives)

² Household count within the radius of direct water access resulting from the project (data from local agencies and community representatives)

³ Total value derived from reduced household expenses and agricultural yield improvements

⁴ Based on the company's sales database, comparing sales before and after project implementation in the directly impacted area

Water Management Performance and Results

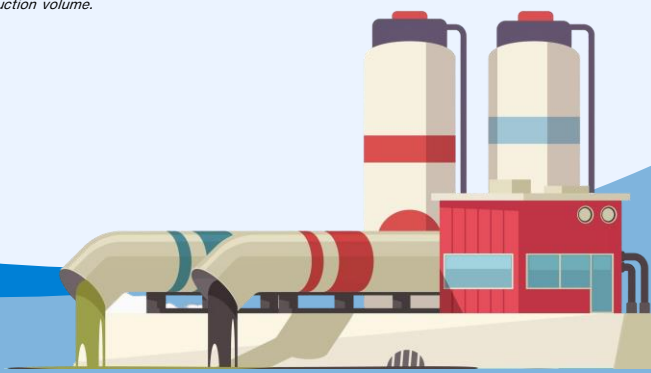
HaadThip prioritizes transparency in its water management practices, consistently disclosing water use data in line with international standards. The reporting scope covers water use for the company's two production facilities: Hatyai Plant in Songkhla Province and Punpin Plant in Surat Thani Province. The data does not include activities of suppliers or water sources used by suppliers.

In 2024, the company reported total water consumption of **674,396 cubic meters**, equivalent to 1.62 liters per unit of production. Of this, 98% was groundwater and 5% was municipal water. Total water consumption increased by 10%, or 61,738 cubic meters, compared to the previous year. This was primarily due to the expansion of production capacity with the new glass bottle production line at the Punpin plant. Additionally, in 2024, the company discharged a total of **84,106 cubic meters** of treated wastewater through the Huai Chang Laen channel. All wastewater was treated using a Waste Stabilization Pond system, which relies on a natural treatment process using anaerobic bacteria to break down organic contaminants. This system adequately supports the plant's production capacity while ensuring the treated water meets quality standards as defined by the Department of Industrial Works.

Water quality data for treated effluent by discharge source

Parameter	Standard	Hatyai Plant			Punpin Plant		
		2022	2023	2024	2022	2023	2024
pH	5.5 – 9.0	0	0	0	7.7	7.7	6
BOD	Not more than 20 mg/l	0	0	0	9	6	30
COD	Not more than 120 mg/l	0	0	0	19	25	19
TDS	Not exceeding 3,000 mg/l	0	0	0	375	385	389
SS	Not exceeding 50 mg/l	0	0	0	11	15	7.8

Remarks: Hatyai Plant has not discharged from the system since 2020 due to a reduction in production volume.



Water Resource Usage Report

Indicator	Unit	2022	2023	2024
Water Withdrawal				
<u>Total water consumption</u>	m ³	623,802	612,658	674,396
Tap water	m ³	41,971	38,666	37,900
Surface water	m ³	-	-	-
Groundwater	m ³	581,831	573,992	636,496
Seawater	m ³	-	-	-
Process water	m ³	-	-	-
Wastewater Volume				
Percentage of Treated Wastewater	%	100	100	100
<u>Total Wastewater Discharge</u>	m ³	133,002	108,414	84,106
Volume of Wastewater Discharged to External Organizations	m ³	-	-	-
Volume of Wastewater Discharged to Surface Water Sources	m ³	133,002	108,414	84,106
Volume of Wastewater Discharged to Groundwater Sources	m ³	-	-	-
Wastewater discharged to the sea	m ³	-	-	-
Water Consumption	m ³	490,800	504,244	590,290
Water consumption per production unit	liters/unit produced	1.78	1.60	1.61
Volume of Recycled Water Used	m ³	-	56,251	51,280

Remarks:

1. The scope of water data reporting covers the Hatyai Plant in Songkhla Province and the Punpin Plant in Surat Thani Province, for the period from 1 January to 31 December 2024.
2. The water sources used by the company are located in low-risk areas and are not subject to concerns regarding water scarcity.
3. Since 2020, the Hat Yai Plant has not discharged water into the system, due to the relatively low volume of water used in the production process.
4. At the Hatyai Plant, the volume of water withdrawn equals the volume of water used, as the plant primarily relies on municipal water supply and does not store water for use.

Marketing and Consumer Responsibility

Marketing and Consumer Responsibility Policy

HaadThip recognizes the importance of consumer responsibility in promoting sustainable consumption and implementing ethical marketing strategies. As a responsible beverage producer, we are committed to aligning our policies with both national and international standards and best practices. We focus on responsible marketing, improving access to nutrition, reducing the negative impacts of processed beverages, and protecting vulnerable groups through continuous innovation, transparent communication, and strict compliance with legal frameworks. HaadThip is determined to ensure that our marketing and product policies meet consumer health expectations and sustainability commitments.

The company is committed to operating responsibly, prioritizing consumer health and environmental sustainability. We follow transparent marketing practices, do not target children, promote healthier products, and utilize environmentally friendly packaging. Our aim is to drive sustainable consumption that creates long-term value for society.



1. No Direct Marketing to Children

The Company adheres to a strict policy prohibiting advertising in media where more than 30% of the audience is under the age of 13 and does not sponsor activities directly targeted at children.

2. Guidelines for Beverage Sales in Schools

The Company has a policy not to conduct marketing or advertising activities in primary schools. Only plain water and 100% fruit juice that meets specified nutritional criteria are permitted for sale. For secondary schools and above, the Company works collaboratively with educational institutions to ensure a variety of beverage options are available, including healthier choices with low or no sugar.

3. Transparency in Communication and Advertising

The Company's communication strategies are based on accurate information, avoiding misleading messages or exaggerated persuasion tactics, especially when addressing youth or the general public who may have limited understanding of nutrition.

4. Internal Oversight and Review

The Company conducts regular monthly reviews of its marketing strategies in collaboration with The Coca-Cola (Thailand) and requires its marketing team to undergo annual training on communication and marketing ethics to ensure compliance with legal requirements and accepted industry practices.



Our key marketing policy principles include:

With increasing consumer awareness of health and well-being, HaadThip recognizes its role in encouraging healthier consumption behaviors. The company is committed to developing beverage alternatives that deliver refreshment along with nutritional value, with a focus on product formulation, accessibility, and clear, easy-to-understand communication.



Expanding Sugar-Free and Healthier Product Options

One of HaadThip’s core strategies is to continuously increase the share of sales from sugar-free products. The company actively pursues this goal through various approaches:

- Developing beverage formulas with reduced sugar content while maintaining the flavors consumers love
- Expanding sugar-free product options to meet the needs of all age groups and preferences
- Using ingredients selected according to international nutritional standards to ensure consumer safety and health
- Offering accessible pricing to make healthier alternatives easier for everyone to choose

Sales Target for Sugar-Free Products (%)			
2024	2025	2026	2027
5.5%	6%	7%	8%



Transparent Nutritional Communication

The company recognizes that providing accurate information is a key factor in empowering consumers to make balanced food and beverage choices. HaadThip places great importance on transparent nutritional communication across all channels including product labels, websites, and community health promotion activities. We focus on providing information that is clear, understandable, and practically applicable, in collaboration with public health agencies and relevant organizations, to promote healthier consumption and support sustainable improvements in the health of Thai people.

Products under The Coca-Cola trademark, produced and distributed by the company, feature nutritional information and calorie content clearly displayed on packaging to help consumers make informed choices aligned with their health needs. These products also carry the Healthier Choice nutrition symbol, which is easily visible and recognizable, aiding consumers in making purchase decisions. Products displaying this symbol must meet nutritional standards set by the Nutrition Promotion Foundation at Mahidol University.

To support diverse consumer groups, HaadThip's products are certified under Thailand's Halal standards by the Central Islamic Council of Thailand and are permitted to carry the Halal label on their packaging.

Furthermore, our beverage packaging is labeled with recycling symbols and certified carbon footprint labels, offering responsible options for consumers who are conscious about reducing waste. This aligns with our commitment to contributing to our packaging strategy and minimizing the impacts of emissions.



คุณค่าทางโภชนาการต่อ
ความแข็งแรงของกระดูก

พลังงาน	น้ำตาล	ไขมัน	โซเดียม
ไม่เกิน 100 กิโลแคลอรี	ไม่เกิน 10 กรัม	ไม่เกิน 5 กรัม	ไม่เกิน 100 มิลลิกรัม
0%	0%	0%	0%

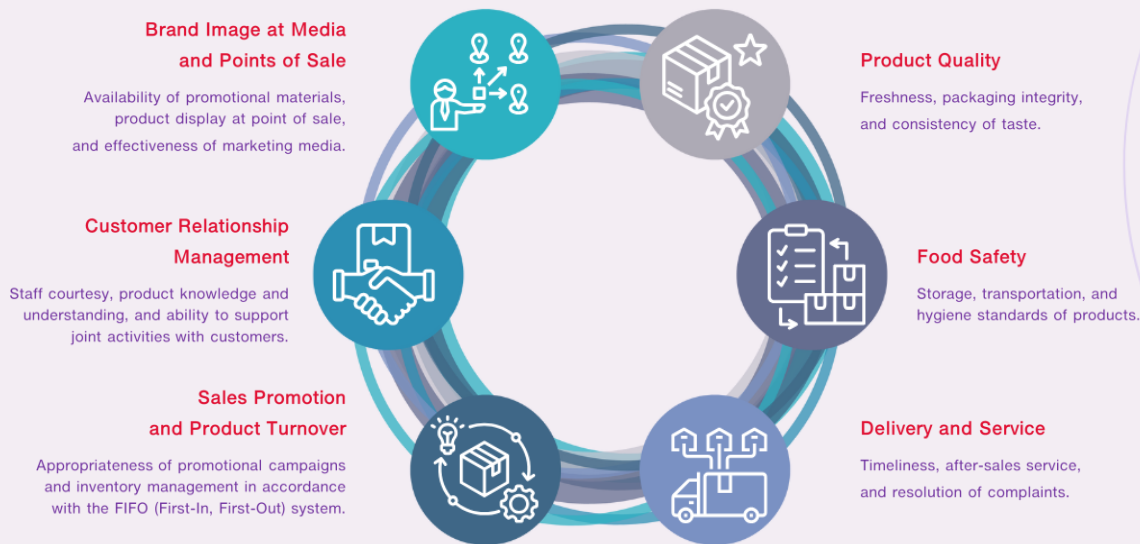
* คัดเป็นร้อยละของปริมาณสูงสุดที่บริโภคได้ต่อวัน

Customer Satisfaction Management

HaadThip places high importance on building long-term relationships with customers and is committed to continuously enhancing the quality of its services to deliver the best experience at every customer touchpoint. The company has implemented a systematic approach to monitor and analyze customer satisfaction levels regularly across all 14 provinces of its operating area in southern Thailand. The data gathered is used to plan, adjust, and develop processes to match the needs of each customer segment, helping to prevent recurring issues and maintain the company's long-term reputation.

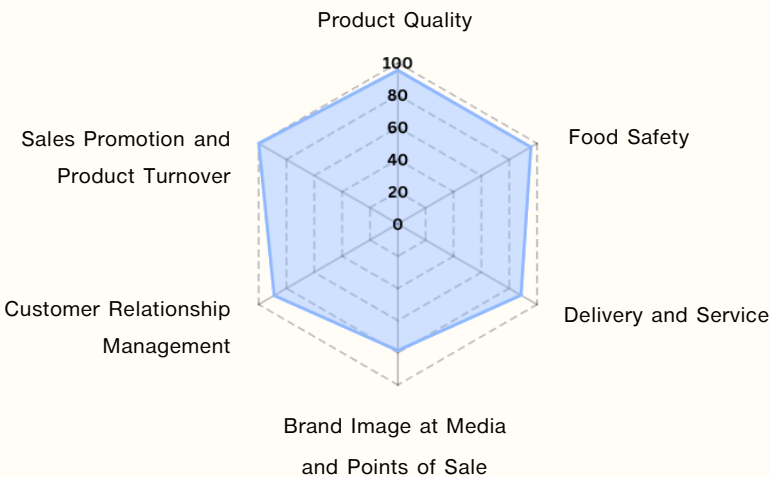
Customer Satisfaction Assessment

To ensure a positive experience and high satisfaction for customers at every level, HaadThip conducts regular customer satisfaction assessments. These assessments are designed to capture perspectives comprehensively, covering aspects such as products, services, and relationship management. The assessment dimensions include:



Customer Satisfaction Assessment Results

The company has carried out a comprehensive customer satisfaction assessment, covering all customer groups. The survey was specifically designed to address the characteristics and key concerns of customers, aiming to reflect the company's actual performance and provide actionable insights for targeted improvements in service quality.



From an analysis of the customer satisfaction assessment results, the company found that the overall satisfaction level was very positive. In particular, areas such as *sales and service* and *product satisfaction* achieved scores exceeding 99%, highlighting the company's capability to effectively serve customers and deliver quality products. However, there were some areas identified for further improvement, such as the *image of promotional materials* and *delivery and service*, which, while still rated as good, scored lower compared to other aspects. The company is committed to enhancing these areas to further improve the overall customer experience going forward.

Customer Satisfaction Enhancement Strategy

HaadThip places great importance on continuously improving customer satisfaction. The company regularly conducts surveys and evaluations across its 14-province operational area to gather insights into customer needs and feedback. This information is deeply analyzed to identify the root causes of any issues and to further develop service processes to meet customer expectations in each segment, through the following key initiatives:

1. Customer Satisfaction Surveys and Monitoring

The company carries out surveys covering product quality, services, and delivery, using the results to improve operational plans in alignment with customer needs. In 2024, there were no issues raised by customers that required significant corrective actions.

2. Customer Visit & Follow-up

Sales staff conduct regular customer visits to engage directly, listen to concerns, and gather real-life experience feedback. These insights are used to refine sales strategies, improve service efficiency, and reduce service time without compromising quality.

3. Service Quality Audits

The company implements a performance monitoring system to assess service quality delivered by employees. Key evaluation criteria include service speed, on-site problem resolution, and adherence to established standards. The results are used to tailor individual development plans and design targeted training programs.



Employee Management

Employee and Labor Management Policy

HaadThip places high importance on employee and labor management under internationally accepted standards. The company is committed to creating a fair, safe, and high-quality work environment where employees can grow alongside the organization. We believe that effective employee management not only enhances the company's competitiveness but is also a critical factor in driving long-term sustainability.

The company has established a comprehensive employee and labor management plan covering key issues such as fair remuneration, employee potential development, promotion of employee relations and engagement, respect for human rights and non-discrimination, prohibition of child labor and forced labor, as well as occupational health and safety. This helps build a stable organization where every employee can grow confidently and sustainably.

1. Fair Compensation and Benefits

The company prioritizes fair and competitive remuneration based on experience, qualifications, and actual performance, with periodic adjustments to align with industry standards and cost-of-living changes. HaadThip is committed to gender equality and non-discrimination, ensuring all employees have equal opportunities for pay and career progression regardless of gender or LGBTQI+ identity. A continuous performance evaluation system supports salary adjustments, bonuses, and incentive rewards for outstanding performance.

2. Employee Training and Capacity Building

HaadThip supports skills development through training programs covering technical skills, management skills, and digital skills, enabling employees to adapt and grow with the organization. The company also supports further academic education and participation in professional development to help employees reach their full potential.

3. Promoting Employee Engagement and Participation

The company values employee engagement through activities that build relationships, such as employee meetings, recreational activities, and employee engagement programs. Open communication channels are in place so employees can freely share opinions and suggestions for improvement. HaadThip fosters an open and diverse organizational culture, supporting equality and inclusivity for LGBTQI+ employees as well as individuals of different races, religions, and abilities, to ensure everyone can work with confidence.

4. Non-Discrimination

HaadThip upholds the principles of human rights, equality, and fairness, fostering a culture of diversity and non-discrimination in all its forms, including gender, age, race, religion, language, marital status, physical condition, economic status, or cultural beliefs. The company believes that respecting differences and creating equal opportunities for all employees will help unlock their full potential and sustainably strengthen organizational performance. To support this, the company has established “Welfare Regulations for LGBTQI+ Employees” and regularly holds awareness-raising activities on diversity regarding gender, race, religion, and culture, ensuring no direct or indirect discrimination. Employees are encouraged to contribute to a safe, respectful, and inclusive work environment.

5. Child and Forced Labor

HaadThip is firmly committed to respecting labor rights in accordance with international human rights principles, especially protecting children’s rights and prohibiting forced labor across all parts of its supply chain. The company operates in line with the UN Universal Declaration of Human Rights, modern slavery laws, and International Labor Organization (ILO) conventions on minimum working age and youth labor protection. Under the Children’s Rights and Business Principles (CRBP), HaadThip considers potential impacts on children and youth from its business activities, extending this concern to contractors, suppliers, and surrounding communities. Supplier screening measures are in place to ensure there is no child labor or forced labor, and all parties in the supply chain are encouraged to share this responsibility.

6. Occupational Health and Safety

HaadThip is committed to creating a safe and healthy workplace by implementing internationally recognized occupational health and safety standards to prevent accidents, illnesses, and losses. The company applies ISO 45001:2018 standards and conducts annual safety training for employees to build skills and readiness to deal with unexpected incidents, protecting employees’ lives and assets. A continuous monitoring and evaluation system is also in place to prevent accidents and minimize risks.

In addition, the company supports employees with disabilities by providing appropriate workplace accommodation and tools so they can work effectively.

7. Retirement Care

HaadThip is dedicated to caring for employees approaching retirement with preparation programs such as:

1. Financial planning support for post-retirement security
2. Post-retirement vocational skills training to open opportunities after retirement
3. Post-retirement health programs to support a good quality of life

Furthermore, the company promotes equal opportunities by hiring people with disabilities for appropriate positions so they can earn an income, be self-reliant, and develop their skills continuously. HaadThip provides a supportive working environment, including dedicated parking, restrooms designed for people with disabilities, and accessible office facilities. The company also runs projects that allow employees with disabilities to take on meaningful roles, for example, managing welfare stores inside the organization, supporting them to play an important role within the company.



Employment Indicators

Indicator	Unit	2022	2023	2024
Total number of employees				
All full-time employees	person	2,298	2,404	2,478
Male employees	person	1,721	1,787	1,846
Female employees	person	577	617	632
Employees with disabilities	person	21	24	24
Total temporary employees	person	6	6	5
Nationality				
Thai	person	2,293	2,399	2,474
Foreign	person	5	5	4
Employment Level				
Executive level	person	43	48	20
Management level	person	274	283	130
Operation level	person	1,981	2,073	2,328
Age				
Over 50 years old	person	321	374	341
31-50 years old	person	1,424	1,469	1,572
Below 30 years old	person	553	561	565
New employee hires				
Total	person	445	381	256
Male	person	350	291	201
Female	person	95	90	55
Employee Turnover				
Total	person	230	214	200
Male	person	180	173	153
Female	person	50	41	47
Total proportion of turnover	%	9.66	8.84	8.09



Employee Distribution by Gender



Labor and Human Rights Grievance Reporting

Indictors	Units	2022	2023	2024
Complaints related to labor human rights violations	case	0	0	0
Complaints related to discrimination	case	0	0	0
Complaints related to child rights violations	case	0	0	0
Complaints related to child labor and forced labor	case	0	0	0
Complaints related to harassment or abuse	case	0	0	0
Complaints related to violations of freedom of association or collective bargaining rights	case	0	0	0

Equitable Remuneration and Performance Evaluation

The company is committed to fair, transparent, and equitable compensation management practices. Remuneration is determined based on job qualifications, work performance, individual competencies, and market competitiveness, with reference to industry benchmarks. These principles are aligned with human rights and non-discrimination to ensure that all employee groups, including persons with disabilities and underprivileged individuals, have equal opportunities for sustainable career growth.

The company requires that employees at all levels undergo an annual performance evaluation. Clear, measurable individual performance indicators are used as the evaluation criteria. The results of these evaluations serve as the basis for decisions regarding annual bonuses, salary adjustments, and employee promotions.

Employee	Unit	2022	2023	2024
Executive level	%	100	100	100
Management level	%	100	100	100
Operation level	%	100	100	100

Diversity and Gender Equality

HaadThip places high importance on fostering an inclusive corporate culture that embraces diversity and treats all employees equitably. The company is committed to upholding human rights and prohibiting all forms of discrimination, whether based on gender, race, religion, age, nationality, physical or mental status, or socio-economic and family background.

To drive structural equality, the company has announced a Diversity and Inclusion Policy and developed practical guidelines for each department to operate effectively under this policy, including:

1. Promoting diverse recruitment at all levels
2. Developing non-discriminatory career pathways
3. Respecting each employee's identity and personal rights
4. Transparently communicating the policy to all internal and external stakeholders
5. Providing accessible complaint channels and preventive mechanisms against harassment
6. Establishing monitoring and evaluation units to regularly assess policy implementation



The company has also revised its Welfare Regulations for LGBTQI+ Employees to ensure equivalent benefits to those of legally married employees, such as wedding allowances, family housing benefits, and child benefits, including for adopted children. HaadThip believes that fair and equitable treatment strengthens employee motivation and long-term engagement with the company.

Work-Life Balance: Parental Leave Policy

The company recognizes the importance of motherhood roles and family care responsibilities of its female employees. In line with human rights principles and labor laws, HaadThip has established a parental leave policy that enables employees to properly care for their children before and after childbirth while maintaining job security and income.

Female employees are entitled to maternity leave of up to 98 days with full pay throughout the leave period, in addition to receiving social security benefits as required by law (up to 45 days). The company further supports a smooth return to work by providing flexible work arrangements and creating a supportive environment for the health and well-being of both mothers and children.

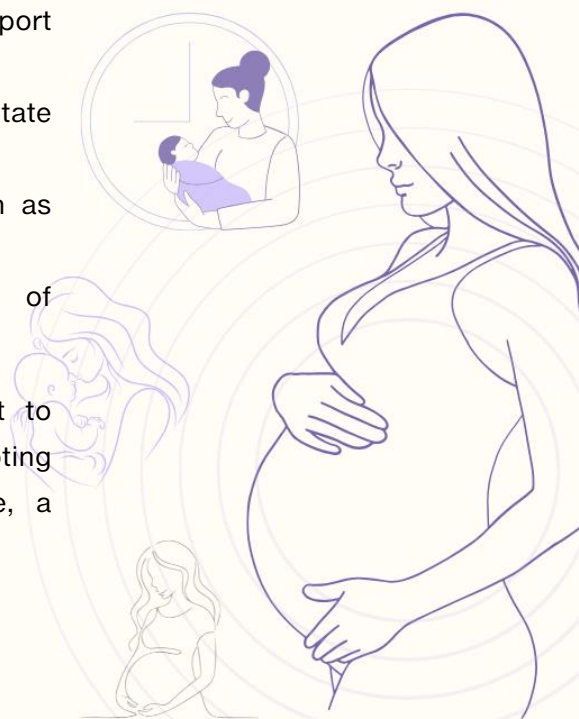
In 2024, 10 female employees took maternity leave, and all returned to work after their leave ended, representing a 100% return-to-work rate, reflecting employees' trust in the company's supportive systems.

Indicators	Unit	2022	2023	2024
Number of employees entitled to parental leave	Person	553	617	630
Number of employees who took parental leave	Person	14	12	10
Number of employees who returned to work after parental leave	Person	14	12	10
Return-to-work rate after parental leave	%	100	100	100

The company has also implemented additional measures to support the health and well-being of mothers and children, including:

- A breastfeeding room within the office premises to facilitate nursing for employees.
- Training programs for new mothers, covering topics such as newborn care, maternal health, and postpartum recovery.
- The provision of newborn welcome gifts as a token of congratulations and encouragement for employees.

These initiatives not only reflect the company's commitment to employee quality of life but also play a significant role in promoting gender equality and maintaining a healthy work-life balance, a fundamental pillar of a sustainable organization.



Employee Engagement Management

HaadThip is committed to fostering employee engagement from the first day of employment through to retirement, viewing every employee as a member of the HaadThip family. Its people management practices are grounded in fairness, ethics, integrity, and equality, with zero discrimination based on gender, race, religion, or disability.

The company places strong emphasis on caring for employees in all dimensions of work, adaptation, and capacity building to enable them to perform effectively. Both short-term and long-term employee care plans are in place, such as:

- Improving employee benefits to align with evolving lifestyles
- Developing human resources technologies to reduce process time, enhance efficiency, and build user proficiency
- Designing career paths tailored to job roles and individual capabilities

For employees approaching retirement, HaadThip continues to provide comprehensive support through benefits and activities that help ensure quality of life after leaving work. Examples include permission to use company facilities for social activities, participating in a retirees' LINE group for updates and prize draws, and purchasing products at employee prices. The company also organizes financial literacy programs, retirement career workshops, and supports tools or equipment for post-retirement occupations to strengthen quality of life and security after retirement.

In addition, HaadThip regularly conducts employee engagement surveys to gain direct feedback, which is analyzed and used to develop and continuously improve human resources policies and management practices. This approach is fully aligned with good corporate governance practices and the company's long-term sustainable development goals.

Employee Benefits					
	Welfare	Unit	Mele	Femele	Total
1	Gift Set for Employees' Newborns	Sets	38	4	42
2	Employee Birthday Gift	Sets	1,846	632	2,478
3	Medical Expenses Coverage	Thai Baht	2,704,966.33		
4	Funeral Support	Number of supported events	57	20	77
5	Wedding Support	Number of supported events	16	4	20
6	Ordination or Religious Ceremony Assistance for Employees	Number of supported events	18	4	22
7	Get-Well Gift Set for Employees Admitted to Hospital	Sets	76	77	153



Employee Engagement Survey

HaadThip recognizes the importance of employee perspectives and feedback in helping the organization gain a comprehensive understanding of employee sentiment, expectations, and motivations. This insight serves as a foundation for improving and developing internal management practices to better meet employee needs.

In 2024, the company conducted an Employee Engagement Survey in collaboration with an external human resources specialist, to assess employee satisfaction, organizational sentiment, and workplace attitudes. This was measured using the People Success Index (PSI), which covers four key areas:

- 1. People & Culture
- 2. Job Attributes
- 3. Reward & Career
- 4. Corporate Image

The annual survey showed an employee participation rate of **80%**, an increase of **3.3%** from the previous year. The PSI score stood at **74%**, reflecting a positive and satisfactory level of engagement and overall sentiment toward the organization.

Target 2024	Result 2024	Target 2025
Employee participation ≥ 80%	80%	80%
Employee satisfaction ≥70%	74%	75%

The survey results not only provide an overview of employee sentiment but also serve as a strategic basis to design initiatives and people management practices that directly address employee needs, such as strengthening leadership roles, improving career development processes, and fostering a meaningful corporate culture.

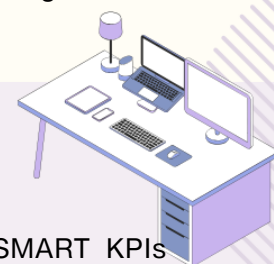


Employee Freedom of Association

HaadThip places great importance on promoting employees' rights to freedom of association and encourages their active participation in building a positive working environment through the establishment of a Welfare Committee. This committee serves as a key mechanism to maintain balance between employer and employees. The committee includes representatives from various departments and performs the following core functions:

1. Engage in discussions with the employer to determine appropriate welfare programs for employees.
2. Provide advice and recommendations regarding employee welfare arrangements, ensuring the greatest benefit for all employee groups.
3. Monitor and review the implementation of welfare programs provided by the employer to ensure they meet required standards and align with employee needs.
4. Propose comments and additional measures to the Labor Welfare Committee to support continuous improvement and development of employee welfare.

The Welfare Committee's operations demonstrate the company's commitment to respecting labor rights, encouraging employee participation in expressing their views, promoting transparency in management, and strengthening positive relationships within the organization.



Employee-Related Operations in 2024

1. Performance Management and Career Advancement

HaadThip has enhanced its performance evaluation system based on the SMART KPIs framework, integrating real-time digital technology to ensure greater accuracy, transparency, and fairness in employee assessments. Evaluation results are linked to salary adjustments and annual bonuses to reflect actual employee performance under a systematic incentive approach.

2. Talent Development and Retention

To build future leadership, HaadThip has implemented a Succession Plan covering all management positions, alongside a Talent Pool & Development Program for high-potential employees. The company provides equal opportunities to all employee groups, including LGBTQI+ and women, with more than 45% of senior management positions currently held by women, reflecting a tangible commitment to professional equality.

3. Promoting Family Security for Employees

The company supports employees' family stability through a variety of benefits and activities, such as legally mandated maternity leave, on-site breastfeeding facilities, Children's Day events for employee families, as well as scholarship programs, English camps, and sports activities for employees' children. These initiatives help strengthen long-term bonds between employees and the organization.

4. Human Resource Management with Digital Technology

HaadThip has implemented an HRIS system for human resource management, enabling employees to access personal data such as salaries, leave days, and benefits via an online platform. At the same time, HR processes have been modernized to reduce paper usage and improve convenience for employees on an ongoing basis.

5. Non-Discrimination and Promotion of Diversity, Equity & Inclusion (DE&I)

The company is strongly committed to DE&I principles by fostering an organizational culture that respects diversity, ensuring equal advancement opportunities, and prohibiting discrimination in all dimensions, including race, gender, religion, or social status. HaadThip also organizes symbolic activities such as the Pride Month Parade and workplace decorations to build understanding and engagement among all employee groups.

6. Respect for Cultural and Religious Diversity

To support harmonious coexistence in a culturally diverse organization, HaadThip encourages employees to practice their faith conveniently, for example, by providing prayer rooms and supporting participation in important overseas religious ceremonies, such as Umrah in Saudi Arabia and pilgrimages in India. These initiatives reflect HaadThip's genuine respect for employees' beliefs and cultures.

Employee Training and Development Policy

HaadThip is committed to promoting continuous learning, both short-term and long-term, to strengthen core competencies and foster a positive learning attitude among employees at all levels. The company encourages learning through a variety of channels, including classroom training, off-site training, and other development projects.

Beyond supporting knowledge and skills essential for job performance and collaboration aligned with HaadThip's core competencies, the company prepares an annual training plan based on in-depth needs assessments, business priorities, and annual targets, complemented by a standardized evaluation system. HaadThip emphasizes the development of skills relevant to the modern era, offering up-to-date courses aligned with current trends, delivered by expert instructors. Employees are encouraged to advance their specialized knowledge, connect existing knowledge with new learning, and grow toward greater expertise, while sharing their knowledge with colleagues. Additionally, the company fosters a learning culture through modern digital tools, empowering employees to design their own career development pathways with access to career route information and personal development plans. These efforts are vital for strengthening the company's long-term competitiveness and supporting sustainable organizational growth.





Training and People Development Guidelines and Achievements

- **Capability Excellence:** Enhance employee capabilities at all levels to align with corporate strategies, through systematic, tangible competency development.
- **Learning Organization:** Build a learning ecosystem incorporating modern learning technologies, such as AI-driven learning, microlearning, and diverse experiential learning methods.
- **Culture of Continuous Learning & Lifelong Learning:** Provide employees with ongoing opportunities for upskilling and reskilling through flexible, easily accessible learning.
- **Knowledge Transfer Framework:** Strengthen the organization's ability to ensure essential knowledge is preserved and developed sustainably.
- **Future Readiness:** Promote and develop new-generation leaders, preparing them for future leadership roles.
- **Future-Proof Training Curriculum:** Cover digital skills and other essential future competencies.

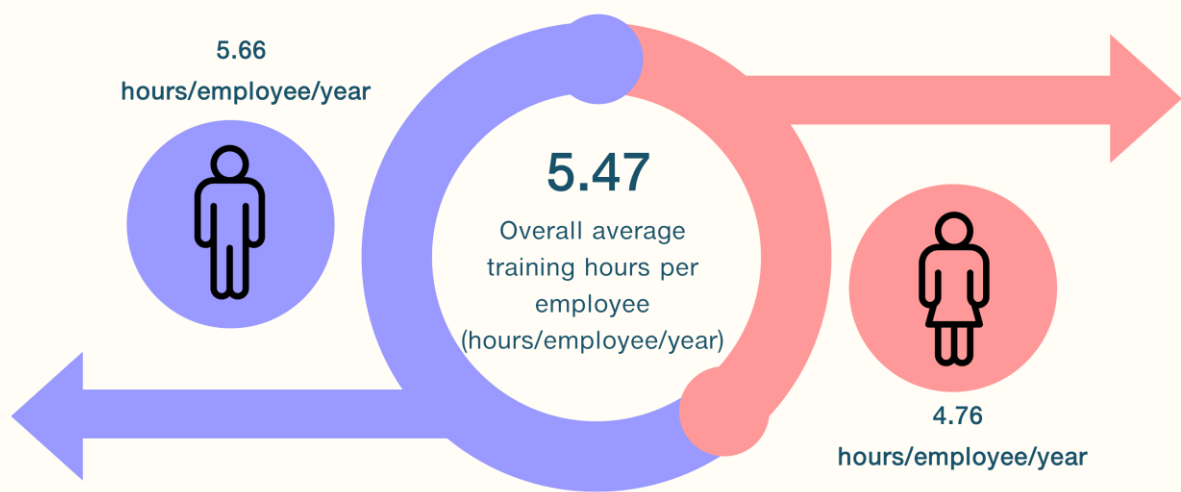
Employee Training and Development Goals

- Enhance the capabilities of managers and employees through training, covering both current job-essential skills and new skills to meet future needs (upskilling & reskilling), thereby strengthening the organization's competitiveness.
- Analyze individual competency gaps through performance and potential assessments to develop clear Individual Development Plans (IDPs), with tailored development pathways such as training, coaching, or on-the-job learning.
- Develop a Future-Proof Learning Program that includes digital skills, business skills, and key behavioral skills such as strategic thinking, communication, teamwork, and leadership to prepare employees for future changes.
- Continuously identify and develop a high-potential talent pool, implementing development projects to strengthen leadership, innovation, and strategic thinking skills, with the goal of preparing them for critical future positions within the organization.

Training and People Development Achievements in 2024

HaadThip focused on strengthening the competencies of employees at all levels, enhancing knowledge and skills that enable responsiveness to annual business targets and economic changes, and building competitive capabilities through concrete **Capability Excellence** initiatives. This has been achieved by improving the effectiveness of training and development efforts.

Employee Training Hours (Average)



Training programs for enhancing employee skills in 2024

Course Types	Amount	In-House Training	External training	Participants (Persons)	Budget (Baht)
Organizational Culture Courses	3	3	0	2,078	208,000
Quality, Safety and Environmental Systems Courses	24	20	4	2,963	1,730,000
Work Skill Development Courses	118	25	93	976	3,187,000
Supervisory Skills Development Courses	6	6	0	507	1,920,000
Corporate Social Responsibility Courses	3	0	3	4	55,000

Specialized Occupational Health and Safety Training Course		
Course	Target (Persons)	Participants (persons)
Defensive Driving Training	1,553	1,394
Hazardous Chemical Incident Response Training	30	27
HaadThip Mental Health	110	101
Basic Fire Fighting	684	651

In addition, the company has a policy to promote and support employees who are committed to self-development in order to enhance their knowledge and capabilities. HaadThip provides scholarships at the bachelor's, master's, and doctoral levels and allows scholarship recipients to allocate appropriate work time for their studies as needed. This approach creates opportunities for employees to pursue higher levels of education, leading to improved job performance and enabling them to integrate their acquired knowledge for the organization's maximum benefit. In 2024, the company supported three master's degree scholarships, with a total value of 450,000 baht, to promote continuous learning and elevate the quality of human resources within the organization.

Number of Employees Receiving Scholarships per Year	2022	2023	2024
	5	6	3
Budget for Employees' Further Education (Baht)			
Vocational Certificate / Higher Vocational Certificate	-	-	-
Bachelor's Degree	200,000	100,000	-
Master's Degree	450,000	750,000	450,000
Doctoral Degree	770,000	-	-
total	1,420,000	850,000	450,000

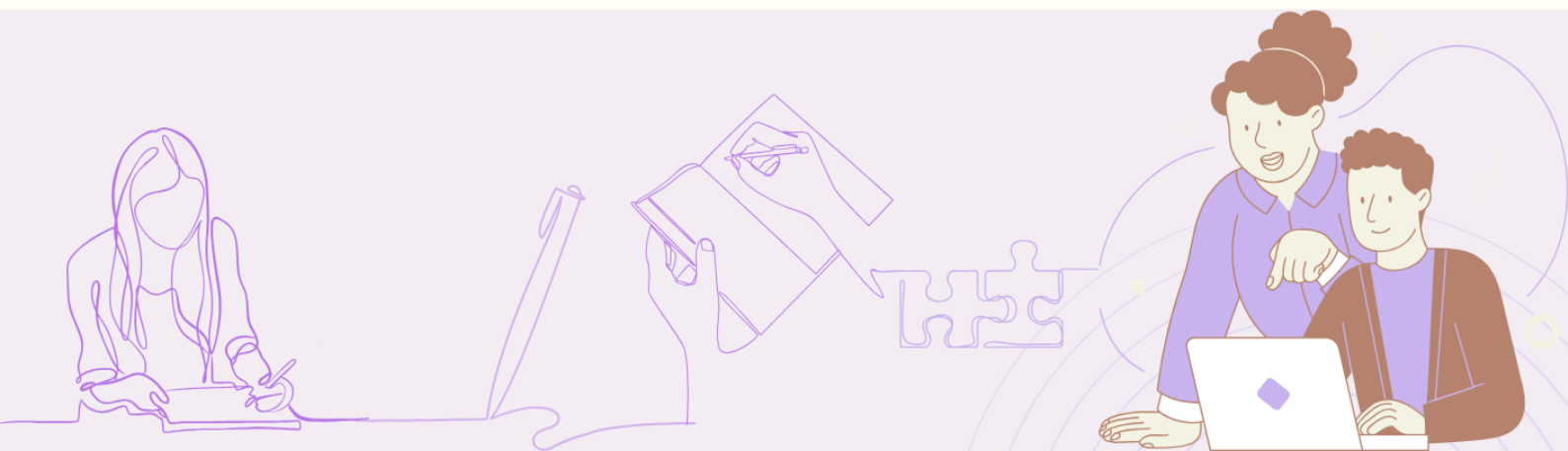
Executive Talent Development Program: HaadThip Talent Program

To enhance the potential of high-performing employees (Talent), the company has established the **HaadThip Talent Program** with the primary goal of supporting employees' professional growth, empowering them to fully leverage their capabilities, and preparing them for future critical roles, both in leadership positions and strategic functions essential to driving the company's business forward.

The program is designed to cover both technical competencies and behavioral skills, combining classroom training, on-the-job learning, action learning projects, and executive mentoring sessions, where senior leaders share their experience and guidance. Key focus topics include Strategic Leadership, Change Management, Systems Thinking, and Business Innovation in Practice. These areas aim to help participants apply their knowledge to drive tangible improvements within the organization.

This program is expected to strengthen the organization across several dimensions, including increasing the proportion of employees with long-term career growth potential, narrowing skill gaps among next-generation leaders, advancing strategic initiatives through Talent engagement, and enhancing the sense of belonging among high-potential employees so they can play a vital role in moving the organization toward its long-term, sustainable goals.

Program Achievements: In 2024, 28 employees successfully completed the HaadThip Talent Program. Among them, nine employees were promoted or had their salaries adjusted appropriately and were assigned more challenging responsibilities to apply their skills, knowledge, and strategic thinking in practical work from team management and process improvement to participation in organizational projects. This also helps address the organization's existing talent gap. The results of the program demonstrate that it not only accelerates the professional growth of high-potential employees but also reduces competency gaps in critical positions while strengthening their commitment to contribute effectively and sustainably to the organization. HaadThip plans to launch the second cohort of the **HaadThip Talent Program** next year, expanding opportunities to a new group of talented employees and preparing them to become a driving force for the organization's future growth.



Occupational Health, Safety and Working Environment

Occupational Health, Safety, and Working Environment Policy

HaadThip is committed to complying with all relevant national and international laws and regulations by providing a safe and healthy working environment for its employees. The company systematically eliminates hazards and reduces occupational health risks, with strong emphasis on consultation and encouraging participation from employees, partners, and contractors to cultivate a deeply rooted safety culture within the organization. Safe work practices are considered the responsibility of everyone in the company. This policy also includes public safety, prevention of occupational diseases, and minimizing losses through regular risk assessments. In the event of an accident, the company has a systematic investigation process, focusing on root cause analysis to identify targeted corrective measures and prevent recurrence. Investigation results are reported to the Safety Committee and used to improve work processes, control measures, or additional training as appropriate. Furthermore, the company ensures that safety policies are broadly communicated to all stakeholders, including employees, visitors, contractors, and the public. At the operational level, HaadThip sets annual occupational health, and safety targets and closely monitors performance through collaboration among all levels of management and employees. The company also provides safety training appropriate to each job function and supports annual health check-ups to promote both physical and mental well-being. Health-related communications, such as seasonal disease information, are shared through internal channels to further support a safe and sustainable working environment aligned with international standards.



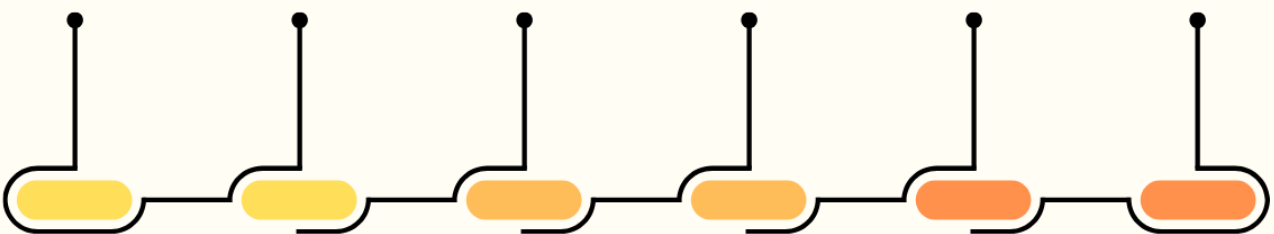
Safety Culture and Quality Management System

HaadThip operates its occupational health and safety efforts under the **“Zero is Possible”** vision, which is part of The Coca-Cola Company’s global framework aimed at achieving zero accidents and creating a safe, healthy, and sustainable working environment for employees, contractors, visitors, and all stakeholders. This approach is reflected in the development of a safety management system aligned with the international standard ISO 45001:2018, which has been integrated with other management systems including ISO 9001 (Quality Management), FSSC 22000 (Food Safety Management), and ISO 14001 (Environmental Management). This integration ensures maximum operational efficiency across all dimensions product quality, consumer safety, and environmental impact.

At the product level, HaadThip complies with The Coca-Cola Quality System (CORE), a global standard to control product quality at every stage, from sourcing raw materials through production, storage, and distribution. In addition, the company has achieved international food industry certifications such as FSSC 22000 and Halal to meet stakeholder needs. During the COVID-19 pandemic, HaadThip further strengthened hygiene and safety measures in its production lines, including process controls, critical risk point inspections, and quality checks before products reached consumers, demonstrating its commitment to consumer safety and delivering quality products in every circumstance.

Standards for Plants, Quality, and Food Safety

To enhance the credibility of its production processes and product safety, HaadThip’s operates under internationally accepted management system standards across quality, food safety, environmental, occupational health, and safety dimensions. This ensures every product reaching consumers is of high quality, safe, and produced in systematically controlled facilities, supported by certifications as follows



Occupational Health, Safety, and Working Environment Management

HaadThip emphasizes a comprehensive and systematic approach to managing occupational health, safety, and the working environment across all organizational levels. The company has appointed Occupational Health, Safety, and Working Environment Committees at all plants and branch offices with primary responsibilities to set policy, plan operations, oversee, monitor, inspect, and evaluate safety performance, while providing recommendations to management for continuous improvement.

In addition, HaadThip has appointed safety officers at all legally required levels. In 2024, there were 80 executive-level safety officers, 263 supervisory-level safety officers, and 8 professional safety officers, all of whom strictly performed their duties in line with legal and internal policy requirements. HaadThip’s safety operations include annual budget allocations, monitoring and inspecting workplace environmental factors such as lighting, noise levels, heat, and chemicals, proactive risk assessments, control of high-risk work activities, and accident investigations. The company also implements Corrective and Preventive Actions (CAPA) to prevent recurrence, making safety an integral part of operations at every level. These measures reflect HaadThip’s commitment to building a corporate culture driven by safety, responsibility, and true employee participation.

Designation of Safety Officers

Executive-Level Safety Officers	Supervisor-Level Safety Officers	Professional Safety Officers
80	263	8

Note: The scope of safety officer data includes the Hatyai Plant (Songkhla), Punpin Plant (Surat Thani), Bangkok Office, and 19 branch offices. The reporting period covers January 1 to December 31, 2024.



Occupational Health and Safety Risk Assessment

To systematically manage occupational health and safety (OHS) risks and minimize the likelihood of accidents or adverse impacts on employees and stakeholders, HaadThip conducts comprehensive risk assessments across all operational activities. The company adopts a clear and structured analytical approach, covering both current operations and new activities or projects in the planning and development stages.

The risk assessment process consists of the following steps:

1

Activity Classification and Hazard Identification

Each department is required to assess risks and potential impacts associated with its operations. If no risk is identified, the information is retained as a reference in the company's safety database. If a risk is identified, the activity is further analyzed through a systematic severity assessment process.

2

Risk Level Evaluation

Relevant departments assess the severity of the hazard along with the likelihood of occurrence. Risks are then classified as low, medium, or high. A hazard register is created for each activity to facilitate monitoring and guide risk management actions.

3

Risk Control Measures

If the assessed risk level exceeds acceptable thresholds, the company implements appropriate control measures. These may include modifying work processes, providing and using personal protective equipment (PPE), upgrading machinery, or applying engineering controls to eliminate or reduce risks to a safe level.

4

Implementation of Control Plans

Responsible departments must execute the control measures according to plan and continuously monitor performance. All data is recorded in the company's centralized system to support evaluation and future audits.

5

Review and Improvement

Risk assessments are reviewed regularly. In the event of an accident or a near-miss incident, the company conducts a root cause analysis to identify the underlying factors. The results are submitted to the Safety Committee for further improvement of control plans, ensuring they are aligned with real-world conditions and responsive to changing risk factors.

**SAFETY
FIRST**

Additionally, the company encourages employee participation in risk assessment processes through the Safety Committee and targeted training programs. This fosters a deeper understanding and long-term awareness of occupational safety throughout the organization.

Indicators, Performance, and Targets

In 2024, HaadThip established key safety performance indicators to systematically monitor, inspect, and evaluate safety management, aiming to ensure that safety oversight is quantitatively measurable and effectively reflects the real situation over time.

Indicator	Target 2024	Performance 2024	Target 2025
Total Incident Rate (TIR)	0.52	1.22	0.93
Lost Time Injury Rate (LTIR)	0.28	1.08	0.83
Lost Time Injury Rate Severity (LTIRS)	5.25	8.57	6.78

Although performance in 2024 did not fully meet targets in some areas, the company has conducted detailed root-cause analyses at the activity level to identify process weaknesses and unsafe behaviors that may not have been adequately addressed. HaadThip has prepared a clear, comprehensive, and trackable improvement plan, emphasizing the correction of systemic root causes alongside cultivating awareness and a safety culture throughout the organization.

For 2025, the company has set new targets, adjusting the indicator values to a level that is challenging yet realistically achievable. This reflects the company's commitment to minimizing accidents and continuously improving safety standards over the long term. Establishing clear targets with close monitoring mechanisms is a key driver for making safety a priority across every level of the organization.

Strategies to Support the Targets

To achieve occupational health and safety goals effectively, the company has established support strategies across multiple dimensions, including systems, behaviors, and communications. This includes both preventive and proactive mechanisms at the policy level, with regular review and updating of occupational health, safety, and working environment plans each year. The company also appoints safety officers at every legally required level and has established Safety Committees at each operating site to strategically drive and oversee implementation according to defined guidelines.

In terms of operations, the company implements comprehensive occupational health and safety measures, emphasizing technical risk controls that cover both internal work and contracted services, such as contractor hazardous work control, machine safety surveillance, fire protection system inspections and maintenance, and the management of high-risk work permits. All activities follow clear standards and guidelines, with employee training and communications to ensure correct and consistent practice. Alongside these technical measures, HaadThip also prioritizes employee health surveillance, particularly for working environment factors that may cause long-term health risks. Regular annual environmental monitoring is carried out, covering three key dimensions: lighting, noise, and heat, in line with the legal safety standards and ISO 45001:2018 requirements.

Workplace Environment Monitoring and Improvement

Monitoring Dimension	Number of Points	Frequency	Non-Compliant Point (Corrected)
Illumination Measurement in Work Areas	266	Once per year	48
Noise Level Measurement in Work Areas	23	Once per year	10
Heat Level Measurement in Work Areas	21	Once per year	1

For points where measurements exceeded or fell below standards, the company has completed all corrective actions, such as adjusting lighting positions, adding soundproofing, or improving ventilation in high-risk areas, to ensure the working environment supports the health of all employees. On the personnel side, HaadThip prioritizes training and building safety awareness through courses tailored to each job’s risk profile. These include onboard training for new employees, proper PPE usage, defensive driving, basic fire safety, emergency drills, and hazardous chemical incident response training.

Related Training Courses

Training Course	Target Participants (persons)	Actual Participants
Defensive Driving Training	1,553	1,394
Hazardous Chemical Incident Response Training	30	27
Employee Mental Health Program "HaadThip Mental Health for a Healthy Workplace"	110	101
Basic Firefighting Training	684	651
Occupational Health and Safety Orientation for New Employees	256	256



Employee involvement is another key pillar of HaadThip's strategy. The company organizes activities to strengthen a safety culture, such as Safety Talks, Safety Monitors, Life Saving Rules campaigns, and Safety Day events, encouraging employees at all levels to identify risks, offer suggestions, and act as drivers of safety in their own workplaces.

Safety Promotion Activities

- Safe Driving Campaign
- Fleet Safety Monthly Meeting / workshop
- Installation of telematics systems to monitor driver speed and behavior
- Safety Talk Activities
- Vehicle Inspections



At the same time, the company has established multiple reporting and feedback channels, such as suggestion boxes, direct reporting to supervisors, or internal communication systems. This approach makes incident and near-miss reporting a normal part of organizational culture and supports systematic investigation and preventive improvement.



Beyond technical measures, HaadThip also cares for employee well-being through annual health check-ups, sharing health knowledge, and promoting group activities to help maintain work-life balance, such as running clubs, cycling, football, and yoga, all of which contribute to greater energy and safer work practices.

Scope of Occupational Health and Safety Management

The company has designed its occupational health and safety management system to cover all personnel performing work or activities within the company's premises, including permanent employees, branch employees, and external contractors. The aim is to create a safe working environment, reduce the likelihood of accidents, and comprehensively protect the health and well-being of all individuals involved, equally and fairly.

100%

coverage: 2,354 employees are covered under the occupational health and safety system and audited internally.

Employees Covered by the Occupational Health and Safety Management System

All HaadThip employees, whether working at plants or branch offices nationwide, are fully included under the company's occupational health and safety management system. This includes risk assessments, training, performance monitoring, and access to necessary protective equipment, tools, and control measures. Regular audits of work practices and safety management are conducted by the internal audit team.

50.85%

coverage: 1,197 employees are covered under the occupational health and safety system and audited externally.

Employees Audited by External Parties

For production plant areas, which present higher safety risks compared to standard office environments, the company arranges independent external assessments of its occupational health and safety management systems. These include certifications to ISO 45001:2018 and compliance with The Coca-Cola Company's safety requirements, ensuring that the workplace environment and risk controls meet international standards.

100%

coverage: 540 contractors are covered under the occupational health and safety system and audited externally.

External Contractors

All contractor groups conducting activities within the company's premises must strictly comply with HaadThip's occupational health and safety requirements. They are subject to a permit-to-work system and both internal and external inspections, ensuring 100% oversight equivalent to permanent employees. Contractors receive mandatory training before starting work and must pass safety readiness assessments prior to entering any high-risk areas. This comprehensive approach not only meets legal and company standards but also reflects HaadThip's responsibility to safeguard the lives, health, and safety of everyone contributing to its business success.



Occupational Health, Safety, and Working Environment Statistics

Indicator	Unit	2022	2023	2024
Total working hours – employees	hours	5,287,300	5,447,432	5,575,632
Total working hours – contractors	hours	240,000	210,000	345,264
Number of employee work-related fatalities	cases	0	0	0
Number of contractor work-related fatalities	cases	0	0	0
Lost-Time Injury Rate – employees (LTIR)	rate per 200,000 working hours	0.39	0.66	1.22
Lost-Time Injury Rate – contractors (LTIR)	rate per 200,000 working hours	0	0	0
Non-Lost-Time Injury Rate – employees (N-LTIR)	rate per 200,000 working hours	0.28	0.59	1.08
Non-Lost-Time Injury Rate – contractors (N-LTIR)	rate per 200,000 working hours	0	0	0
Lost-Time Injury Severity Rate – employees (LTISR)	rate per 200,000 working hours	2.28	5.84	8.57
Lost-Time Injury Severity Rate – contractors (LTISR)	rate per 200,000 working hours	0	0	0
Occupational severe illness rate – employees	rate per 1,000 people	0	0	0
Occupational severe illness rate – contractors	rate per 1,000 people	0	0	0
General occupational illness rate – employees	rate per 1,000 people	0	0	0
General occupational illness rate – contractors	rate per 1,000 people	0	0	0

Notes

- Reporting scope includes Hatyai plant in Songkhla Province, Punpin plant in Surat Thani Province, Bangkok office, and 19 branch offices from January 1 to December 31, 2024
- LTIR (Lost-Time Injury Rate): $(\text{Number of lost-time incidents} \times 200,000) \div \text{total working hours}$
- LTISR (Severity Rate): $(\text{Number of lost-time days} \times 200,000) \div \text{total working hours}$
- N-LTIR: Non-Lost-Time Injury Rate

Community Engagement

For more than 55 years, HaadThip has been operating alongside communities in the South of Thailand, engaging directly with local people to listen to their concerns and help without expecting anything in return. This is achieved by embedding a volunteer spirit into the company's culture and building collaboration with external partners from both the public and private sectors to improve quality of life for people in the South. Under the concept of "One with the South", the company is aware of its impacts and responsibilities toward communities, society, and the environment. HaadThip has established a cross-functional Sustainability Taskforce to oversee and drive social and environmental initiatives, demonstrating accountability for activities that may affect stakeholders and ecosystems, while also supporting social development. HaadThip is committed to ensuring its activities are implemented transparently, avoiding any misunderstanding that could be perceived as greenwashing. The company coordinates continuously with local communities and evaluates projects on an ongoing basis, setting measurable targets and monitoring progress toward those targets regularly. This helps prevent superficial problem-solving and negative impacts on society, communities, and the environment, enabling HaadThip and local communities to grow together sustainably.

Policy

HaadThip places importance on developing and supporting communities alongside its business operations under the concept "HaadThip stands beside the people of the South", driven by the belief that "a company can only grow sustainably if it grows together with strong communities." The company has established a community engagement policy within its areas of operation to enhance the quality of life, economy, and environment of the communities through the implementation of social development projects in five key areas: education, religion and culture, sports and recreation, health and quality of life, and water and sanitation management, with a focus on generating long-term positive impact. The company's community development approach is based on the principle of Creating Shared Value (CSV), aiming to link business growth with the improvement of community well-being, while aligning with the United Nations Sustainable Development Goals (SDGs) as a core framework.

This strategy focuses on responding to community needs in areas where the company has expertise, such as water resource management, health promotion, and local job creation, to deliver long-term value for both society and business particularly in the southern region, which is the company's main business area.



Community Engagement Framework

HaadThip believes that strong and sustainable organizational growth happens when the company can deliver value and create shared prosperity with the society and communities in which it operates. Therefore, the company emphasizes implementing social responsibility activities systematically with clear goals, aiming to improve quality of life, reduce inequality, and create long-term opportunities for local communities. The framework covers economic, social, and environmental dimensions to ensure clarity and traceability. HaadThip has designed its community engagement framework in five key steps

- 1. Community Survey and Problem Identification:** Activities begin with site visits to understand the local context in each community, using observation, in-depth interviews, and questionnaires with community leaders, government representatives, and civil society to collect information on urgent problems and needs. Open participation channels are made available to listen to suggestions from all stakeholders, allowing the company to assess priorities and rank needs for intervention.
- 2. Needs Assessment and Project Design:** Once the data is gathered, the company collaborates with networks such as government agencies, schools, hospitals, and the public sector to design projects that genuinely address community needs, while considering HaadThip's expertise, resources, and capabilities. These projects may include education development, community health initiatives, or water and environmental management, with clear objectives, KPIs, and detailed operational plans.
- 3. Project Approval and Implementation:** Designed projects are submitted to management for budget and resource approval. Once approved, implementation follows the established plan, considering project timelines, execution risks, and continuous communication with the community at every stage to build understanding and support.
- 4. Monitoring and Reporting:** HaadThip continuously monitors each project, measuring quantitative outcomes (such as the number of beneficiaries or resource investments) as well as qualitative outcomes (such as behavioral change among participants or improved community resilience). Regular summary reports are prepared for management and used to capture lessons learned, enabling ongoing improvement of future initiatives.

Community and Social Impact Assessment Process

To ensure responsible business practices and respect for community rights, HaadThip continuously conducts assessments and evaluations of the impact its activities may have on local communities and society in its operating areas. These follow the frameworks of [Human Rights Due Diligence \(HRDD\)](#) and [Environmental and Social Impact Assessment \(ESIA\)](#). In 2024, the company surveyed community representatives in 18 areas, with no significant concerns or impacts identified.

The assessment process consists of



Identifying Areas and Activities with Potential Impacts

The company begins by analyzing its core activities in each area, such as production, distribution, natural resource usage, and employment, to assess potential direct and indirect impacts on communities.



Engaging Stakeholders in the Area

HaadThip organizes meetings, discussions, or surveys with community leaders, local authorities, schools, occupational groups, and households to gather their concerns, expectations, and any history of past impacts from the company's operations.



Risk and Impact Analysis and Prioritization

Survey results are analyzed to prioritize issues, considering both social and environmental dimensions, and to identify which impacts can be prevented, mitigated, or remedied.



Developing Management Plans and Solutions

Where risks are identified, HaadThip collaborates with communities to develop impact management plans, prioritizing prevention first, then mitigation, and where unavoidable, appropriate remedies for example, supporting livelihoods, improving local infrastructure, or organizing additional community dialogues.



Monitoring, Reviewing, and Reporting

The company monitors the implementation of these measures on an ongoing basis, using community impact indicators and satisfaction metrics as performance measures, and prepares internal reports to update management regularly.

Ongoing Community and Social Care

HaadThip is committed to growing its business while simultaneously creating positive value for society through various initiatives to improve community quality of life, well-being, and sustainability in its operating areas. The company focuses on programs in education, religion and culture, sports and recreation, occupational health and quality of life, and water and sanitation, enabling communities to grow alongside the company in a stable and sustainable way. These efforts are structured into four key target programs

1. Supporting Education

HaadThip views education as a critical foundation for sustainable social development. The company carries out projects such as providing scholarships, improving school buildings, and supporting educational equipment for schools lacking resources, covering primary, secondary, and higher education levels. These efforts aim to expand learning opportunities, reduce inequality, and help youth develop skills aligned with labor market needs.

2023	3.69 Million Baht
2024	1.35 Million Baht



2. Supporting Religious and Local Activities

The company values religion, culture, and traditional customs, recognizing them as the roots of community identity and a distinctive part of the southern region. HaadThip continuously supports religious events, local merit-making festivals, and the preservation of traditional culture to strengthen social unity, promote spiritual well-being, and maintain cultural heritage. Each year, HaadThip participates in and supports activities such as Songkran, Chak Phra, Kathin-Pha Pa offerings, Sart Duen Sib (Southern merit day), as well as religious events across Buddhism, Islam, and Christianity, which form the cultural base of local communities.



2023	3.99 Million Baht
2024	4.64 Million Baht

3. Supporting Sports and Receptions

HaadThip promotes good health and human potential by supporting sports activities, sports teams, incentives for athletes, and organizing competitions at both community and national levels, to encourage healthy lifestyles and positive use of leisure time. The company also supports music contests and charity running events, providing platforms for youth to showcase and develop their talents, while raising funds for local hospitals and medical institutions.



2023	11.65 Million Baht
2024	24.50 Million Baht



4. Enhancing Quality of Life

The company prioritizes enhancing quality of life for people in its operating areas, especially for communities in remote areas or those with limited access to basic services. HaadThip supports initiatives to improve community well-being while working closely with local agencies, including provincial and community hospitals, primary care units, village health volunteers, and charitable organizations, to strengthen public health capabilities. Examples include providing medical equipment, emergency supplies, and tools for critical patient care.

In addition, the company plays an active role in disaster situations, such as floods or disease outbreaks, by providing assistance in the form of medical supplies, clean drinking water, survival kits, and coordinating with local network partners to ensure timely and widespread support.

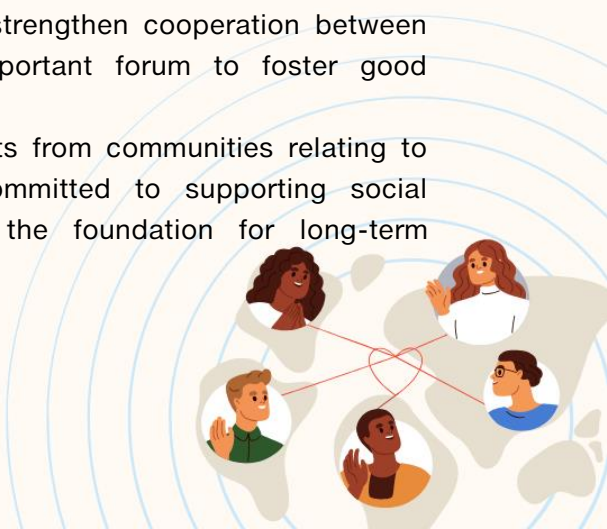
2023	7.51 Million Baht
2024	3.48 Million Baht



Community Impact Survey

In 2024, the company held a total of 18 meetings with community representatives around its production facilities to listen to opinions, exchange information, and build mutual understanding about the company’s operational direction as well as community needs on various issues. These meetings also helped strengthen cooperation between the business and the community, serving as an important forum to foster good relationships and sustainable coexistence.

Over the past year, the company received no complaints from communities relating to social or community disputes. HaadThip remains committed to supporting social activities and preserving local cultural heritage as the foundation for long-term sustainable community development.



Community Performance Highlights

1. Supporting Disaster Affected Communities

In 2024, Thailand faced severe flooding in many provinces, particularly in the North and South, causing widespread damage to communities. HaadThip recognized the hardship faced by people and quickly initiated relief measures through the “Sharing Kindness to Northern Brothers and Sisters” project and the establishment of the “HaadThip Flood Relief Center” in the South. These projects were major collaborations with the Coca-Cola Thailand Foundation through the campaign “Namthip Gives Back”, reflecting the company’s long-standing commitment to sustainable social support.

- **Northern region assistance**

HaadThip delivered **1,500** survival kits, **18,000 bottles** of Namthip drinking water, as well as clothes and essential supplies through the Chiang Rai Provincial Red Cross and local authorities, using HaadThip’s own transport fleet to deliver supplies quickly from the South to affected areas.

- **Southern region assistance**

On 27 November 2024, the South was heavily impacted by major flooding. The company opened the “HaadThip Flood Relief Center”, with a mission to distribute survival kits to employees and affected residents and provide drinking water to community kitchens assisting disaster victims. During this mission, HaadThip distributed **3,335** survival kits and **72,600 bottles/cans** of Namthip drinking water and soft drinks, reaching **more than 500** affected households. The company also mobilized resources such as flat-bottom boats and transport vehicles to ensure timely and effective assistance.



2. “Ruamjai Rao Yoo” (United We Stand) Activity

Reinforcing Social and Environmental Responsibility Values

HaadThip has designated November 12 of every year as “Ruamjai Rao Yoo” Day, in remembrance of the birthday of Second Lieutenant Phairoch Rattakul, former Chief Executive Officer and the initiator of employee-driven social contribution activities. This day embodies HaadThip’s values of social and environmental responsibility and reflects the company’s deep-rooted commitment to the communities of Southern Thailand.

The initiative continues Lt. Phairoch’s commitment of driving HaadThip toward sustainable growth alongside society, while fostering unity, compassion, and a culture of giving among employees. Under the banner of the company’s mission “One with the South”, employees across the organization participated in various community impact activities in 2024, including:

➤ Education and quality of life development:

- Improving landscapes, repairing broken equipment, establishing school vegetable gardens for lunch programs, and hosting recreational learning games for **five schools** in Songkhla and Surat Thani
- Donating educational supplies, sports equipment, and products to **17 schools**

➤ Environmental conservation

- Organizing tree planting and waste collection/sorting in mangrove areas under the supervision of the Marine and Coastal Resources Office 4, in Kadae Subdistrict, Kanchanadit District, Surat Thani

➤ Health and social support

- Donating beverage products and essential supplies to the Yen Sirah Patient House (Songklanagarind Hospital)
- Providing supplies and hosting a lunch for children at Camillian Home for Children with Disabilities
- Organizing blood donation drives, collecting a total of **74,050 cc** of blood for the Thai Red Cross Society and provincial hospitals

In total, **27 community** outreach activities were conducted, **covering 14 southern provinces and Bangkok**.



3. Youth Empowerment through Art and Music

HaadThip is dedicated to empowering youth in Southern Thailand, especially in performing arts and music, by providing platforms for talent showcase, confidence building, and skill development for future careers.

SHOW PROUD 2024

A platform for youth aged 13–23 to showcase talents in singing, dancing, and music, with the goal of developing toward professional artistry. In 2024, the project featured **42 youth groups** and attracted over **10,000 attendees** across four events. It also supported **45 local vendors**, creating community economic value. HaadThip plans to expand the initiative across southern provinces to increase access and youth participation.

Sprite Music Contest 2024,

The Sprite Music Contest, first launched in 2005 and now in its 18th year, is recognized as the largest and longest-running high school band competition in Southern Thailand. The contest is open to youth aged 13–19 from all 14 southern provinces, providing them with a stage to showcase their musical talents and compete for **scholarships totaling THB 100,000**. In 2024, **80 bands** applied to join, with 15 outstanding groups selected for the final round. The event attracted more than 2,500 attendees at Central Hatyai. Over the past 18 years, the contest has supported the musical journey of **over 4,000** young participants, providing them with valuable experience and guidance from renowned educators and national artists offering meaningful inspiration and a path toward professional music careers.



4. HaadThip Fan Run 2567: Running for Health and Medical Opportunities

HaadThip, in cooperation with Songkhla City Municipality and partners, organized the HaadThip Fan Run 2024 under the theme “HaadThip Fan Run Fun Land, the Land of Happiness” to promote exercise, good health in line with Coca-Cola’s policies, and support the public health system in the South.

2024 results: The event attracted **2,500 participants**, raising a total of **1,000,000 baht** from registration fees, donations, and company contributions, all of which were donated to the Rehabilitation Medicine Center at Bang Klam Hospital in Songkhla Province with no deductions. This initiative reflects the company’s intention to be part of improving quality of life and the public health system for the community. HaadThip plans to expand the Fan Run to other provinces along both the Gulf of Thailand and Andaman coasts, giving running enthusiasts and the public a chance to join health-focused activities while raising funds to support local hospitals, building sustainable health and quality of life for society overall.



5. Improving Emergency Water Access in Phatthalung

HaadThip implemented a project to enhance community water supply services “In Times of Disaster” at Ban Hua Pakheaw Arts and Crafts Center and Thiangthamwanaram Monastery in Phatthalung Province both serving as community shelters during emergencies. To address chronic water shortages, the company repaired existing shelter buildings, constructed a new facility at the monastery, and installed **five 2,000-liter water tanks** as emergency reserves for residents. This project provided **over 205 households** with reliable access to clean water, thereby strengthening water security in disaster-prone areas and supporting sustainable community activities.



6. “Tong Kla Songkhla Nakarin” Scholarship Project

HaadThip is committed to expanding educational opportunities for youth across 14 southern provinces who lack financial resources through the “Tong Kla Songkhla Nakarin” Scholarship Project. The company believes education is a key foundation for improving lives and supports scholarships for students with potential but limited means, enabling them to pursue continuous studies from high school through undergraduate levels. The scholarship covers tuition fees and living expenses for seven years, helping ease financial burdens for students and their families while supporting their academic and life skills development.

This program began in 2007 and has provided **11 scholarships** to date, with five graduates and four more currently in progress. The company remains committed to expanding these educational opportunities and supporting youth skill development, career opportunities, and the future of southern communities in a sustainable way.



7. Patient Transport Staff Fund Project

HaadThip consistently pairs its business operations with social value creation. Recognizing the contribution of frontline health workers, particularly **patient transport staff**, who work behind the scenes with dedication and sacrifice, the company initiated the **“Outstanding Patient Transport Staff Fund Project”** in 1994 to reward those who demonstrate perseverance and strong ethics in their duties.

Initially supporting staff at Hatyai Hospital, Songkhla Hospital, and Songklanagarind Hospital, the project has since expanded to cover the southern border provinces of Yala, Pattani, and Narathiwat, which face resource constraints and challenging work conditions. In 2024, the program expanded to Satun, Nakhon Si Thammarat, Surat Thani, Phangnga, and Phuket, reaching **30 hospitals** in total and benefiting **more than 500 staff members**. This project reflects HaadThip’s commitment to ethical business practices and sincere gratitude to those who sacrifice for society, with plans to continue uplifting the quality of life for healthcare personnel in the long term.



Statement of use	<i>Haadthip Public Company Limited, has reported the information cited in this GRI content index for the period 1st January 2024 to 31th December 2024 with reference to the GRI Standards.</i>	
GRI 1 used	GRI 1: Foundation 2021	
	GRI STANDARD & DISCLOSURE	LOCATION
General Disclosures		
GRI 2: General Disclosures 2021	The organization and its reporting practices	
	2-1 Organizational details	SD: 03
	2-2 Entities included in the organization's sustainability reporting	SD: 03
	2-3 Reporting period, frequency and contact point	SD: 03
	2-4 Restatements of information	SD: 03
	Activities and worker	
	2-6 Activities, value chain and other business relationships	SD: 03, 11-12
	2-7 Employees	SD: 100
	2-8 Workers who are not employees	SD: 100
	Governance	
	2-9 Governance structure and composition	AR: 108
	2-10 Nomination and selection of the highest governance body	AR: 95, 120-122
	2-11 Chair of the highest governance body	AR: 109
	2-12 Role of the highest governance body in overseeing the management of impacts	AR: 114-115
	2-13 Delegation of responsibility for managing impacts	AR: 114-115
	2-14 Role of the highest governance body in sustainability reporting	AR: 114-115
	2-15 Conflicts of interest	AR: 127
	2-16 Communication of critical concerns	AR: 129, 268-269
	2-17 Collective knowledge of the highest government body	AR: 110-111

หมายเหตุ

1). AR: Annual Report 2024 (Form 56-1 One Report)

2). SD: Sustainability Report 2024

	GRI STANDARD & DISCLOSURE	LOCATION
	Governance	
	2-18 Evaluation of the performance of the highest governance body	AR: 122-124
	2-19 Remuneration policies	AR: 115
	2-20 Process to determine remuneration	AR: 112-113, 115-116, 125-126
	2-21 Annual total compensation ratio	AR: 116-117
	Strategy, policies and practices	
	2-22 Statement on sustainable development strategy	SD: 02
	2-23 Policy commitments	SD: 08-11
	2-26 Mechanisms for seeking advice and raising concerns	SD: 16-18, 23
	2-27 Compliance with laws and regulations	SD: 21, 24-25, 39, 66, 92-94
	2-28 Membership associations	SD: 19-21, 74
	Stakeholder engagement	
	2-29 Approach to stakeholder engagement	SD: 16-18
	2-30 Collective bargaining agreements	SD: 18, 22-23
Material Topics 2021		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	SD: 13-14
	3-2 List of material topics	SD: 15

	GRI STANDARD & DISCLOSURE	LOCATION
Economic Performance 2016		
GRI 3: Material Topics 2021	3-3 Management of material topics	AR: 06
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	AR: 06-07
	201-2 Financial implications and other risks and opportunities due to climate change	SD: 29, 31
	201-3 Defined benefit plan obligations and other retirement plans	AR: 188
	201-4 Financial assistance received from government	AR: 202, 207-208
Market Presence		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 97
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	SD: 101-102
	202-2 Proportion of senior management hired from the local community	SD: 100, 102
Indirect Economic Impacts		
GRI 3: Material Topics 2021	3-3 Management of material topics	AR: 15-16
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	AR: 21-23
	203-2 Significant indirect economic impacts	SD: 29-32, 57, 125-126
Procurement Practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 13-15
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	SD: 47

	GRI STANDARD & DISCLOSURE	LOCATION
Anti-corruption		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 15
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	SD: 19-21
	205-2 Communication and training about anti-corruption policies and procedures	SD: 21-22
	205-3 Confirmed incidents of corruption and actions taken	SD: 23
Materials		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 59
GRI 301: Materials 2016	301-1 Materials used by weight or volume	SD: 60-61
	301-2 Recycled input materials used	SD: 60-61
	301-3 Reclaimed products and their packaging materials	SD: 61-62
Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 79
GRI 302: Energy 2016	302-1 Energy consumption within the organization	SD: 81-82
	302-3 Energy intensity	SD: 81-82
	302-4 Reduction of energy consumption	SD: 79-80
	302-5 Reductions in energy requirements of products and services	SD: 79-80
Water and Effluents		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 83
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	SD: 84-85
	303-2 Management of water discharge-related impacts	SD: 87-90
	303-3 Water withdrawal	SD: 91
	303-4 Water discharge	SD: 91
	303-5 Water consumption	SD: 91

หมายเหตุ

1). AR: Annual Report 2023 (Form 56-1 One Report)

2). SD: Sustainability Report 2023

	GRI STANDARD & DISCLOSURE	LOCATION
Emission		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 71
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	SD: 76-77
	305-2 Energy indirect (Scope 2) GHG emissions	SD: 76-77
	305-3 Other indirect (Scope 3) GHG emissions	SD: 76-77
	305-4 GHG emissions intensity	SD: 77
	305-5 Reduction of GHG emissions	SD: 74-75
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	SD: 78
Waste		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 66
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	SD: 67-68
	306-2 Management of significant waste-related impacts	SD: 66-68
	306-3 Waste generated	SD: 68-70
	306-4 Waste diverted from disposal	SD: 68-70
	306-5 Waste directed to disposal	SD: 68-70
Supplier Environmental Assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 46
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	SD: 48
	308-2 Negative environmental impacts in the supply chain and actions taken	SD: 50

	GRI STANDARD & DISCLOSURE	LOCATION
Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 97
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	SD: 100
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	SD: 97-99
	401-3 Parental leave	SD: 103
Occupational Health and Safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 112
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	SD: 112-115
	403-2 Hazard identification, risk assessment, and incident investigation	SD: 115
	403-3 Occupational health services	SD: 112-114
	403-4 Worker participation, consultation, and communication on occupational health and safety	SD: 118-119
	403-5 Worker training on occupational health and safety	SD: 118
	403-6 Promotion of worker health	SD: 98, 104, 119
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SD: 114, 117-119
	403-8 Workers covered by an occupational health and safety Management system	SD: 120
	403-9 Work-Related Injuries	SD: 120-121
	403-10 Work-Related Ill Health	SD: 121
Training and Education		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	SD: 107
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	SD: 109
	404-2 Programs for upgrading employee skills and transition assistance programs	SD: 109-111
	404-3 Percentage of employees receiving regular performance and career development reviews	SD: 111

	GRI STANDARD & DISCLOSURE	LOCATION
Diversity and Equal Opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 98, 102
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	SD: 100-101
	405-2 Ratio of basic salary and remuneration of women to men	SD: 100
Non-discrimination		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 98, 102
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	SD: 101
Child Labor		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 38
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	SD: 39-40
Forced or Compulsory Labor		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 38
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	SD: 39-40
Local Communities		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 122
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	SD: 17-18, 127-132
	413-2 Operations with significant actual and potential negative impacts on local communities	SD:

	GRI STANDARD & DISCLOSURE	LOCATION
Supplier Social Assessment		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 46, 39
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	SD: 48
	414-2 Negative social impacts in the supply chain and actions taken	SD: 18, 39-40, 50-52,
Customer Health and Safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 92
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	SD: 93-94
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	SD: 92
Marketing and Labelling		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 92
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labeling	SD: 94
	417-2 Incidents of non-compliance concerning product and service information and labeling	SD: 92
	417-3 Incidents of non-compliance concerning marketing communications	SD: 92
Customer Privacy 2016		
GRI 3: Material Topics 2021	3-3 Management of material topics	SD: 24
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	SD: 25

หมายเหตุ

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

HaadThip Public Company Limited

Hatyai Office : 87/1 Karnjanavanich Rd., T.Banpru Hatyai,
Songkhla 90250 Thailand

Tel : 074-210008-18

Fax : 074-210006-7

Bangkok Office : 36/6 Soi Ramkhamhaeng21 (Navasri), Yaek 5
Phlabphla, Wang Thonglang, Bangkok, Thailand 10310

Tel : 02-391-0169-70, 02-392-9984-5, 02-714-0452-3

Fax : 0-2381-2257



WWW.haadthip.com

SUSTAINABLE AND PROFITABLE GROWTH

เราเติบโต...อย่างยั่งยืน



Sustainability_haadthip