



— (Tree) (Heart) (Plant) (Sun) (People) —

# RICE

is Life



## SUSTAINABILITY REPORT 2021

C.P. INTERTRADE COMPANY LIMITED  
RICE BUSINESS TRANSPORTATION AND SERVICE  
CHAROEN POKPHAND GROUP





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# MESSAGE FROM THE VICE-CHAIRMAN

RICE BUSINESS TRANSPORTATION  
AND SERVICE CHAROEN  
POKPHAND GROUP



MR. PRASIT DAMRONGCHIETANON





## INNOVATIVE ORGANIZATION

“ Innovation development isn't just a matter of policy but should be conscious mind of every employee ”

Our vision is to become an organization that fosters innovation, creating economic, social and environmental benefits for the entire world. C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service are focus on creating a culture of exchanging knowledge along with encouraging employees to create innovations. To step towards sustainable business growth in terms of economy, society, and environment.

## Environmental

“ It is our responsibility to strike the right balance between development and the conservation of our natural resources while respecting the rights of all of our stakeholders ”

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service are constantly seeking ways to share knowledge with and build the capabilities of the communities we impact while also ensuring we do all we can to help ecosystems and biodiversity flourish. This will help ensure that the natural resources, on which our business depends, remain sustainable and abundant.



# SUMMARY OF KEY PERFORMANCE IN 2021

## ECONOMIC GROWTH

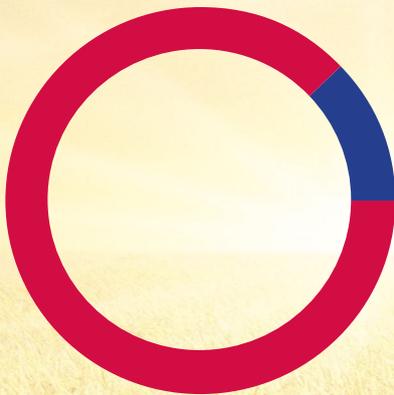


Total income

**38,158** Million baht

(\*Includes Rice, Transport and Servicesbusiness)

### Sales Revenue by Country and Business Line



**Rice business**  
87.99%

**Other**  
12.01%



**Rice business**      **Shipping**  
87.99%                      4.48%

**Port**                      **Other**  
0.16%                      7.37%



## Employee benefits

|         |                       |
|---------|-----------------------|
| Total   | 1,514.81 Million baht |
| Benefit | 1,492.70 Million baht |
| Train   | 22.11 Million baht    |



Tax paid to  
the government  
**14.25**  
Million baht



Support community  
and society  
**26.54**  
Million baht



# HEART



# HEALTH



# HOME





# HEART: LIVING RIGHT



Number of employees  
**1,600**  
people

Employee proportion classified by employment contract



Safety



Employees  
**2.82**

Contractor  
**4.16**

Lost time injury rate  
(Per 1,000,000 working hours)

Employee proportion

Male **57.75%**  Female **42.25%** 

 New hires  
**174** people

Leadership development



**1,314** Number of trainees and sustainability development

Announcement of the use of ethics in Operate the business of the group  
**“Code of Conduct of the Group, our practice”**

Human resource development



**9.09** Training time averages All employees (Hour / person / year)

Evaluate and identify key human rights issues. At the chain level



**4** Issues



# HEALTH: LIVING WELL



Support farmers and Vulnerable groups

4,210 people



Farmers



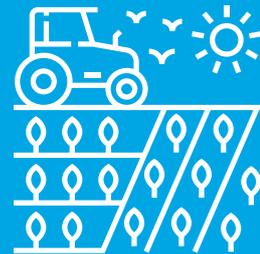
4,210 people



Vulnerable groups



320 people



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



Promoting access to education and knowledge organization

8,085 people



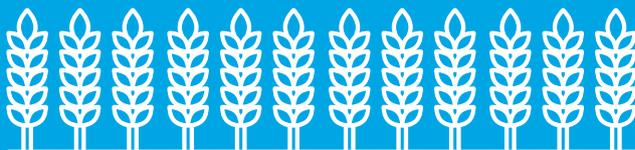
Savings from the Cost Productivity Improvement Program and Innovation

88.60 Million Baht



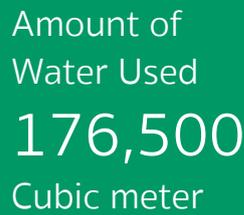
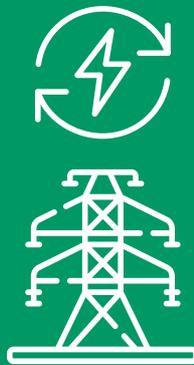
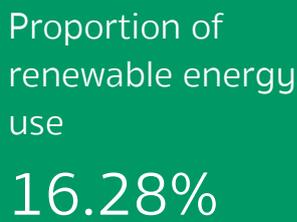
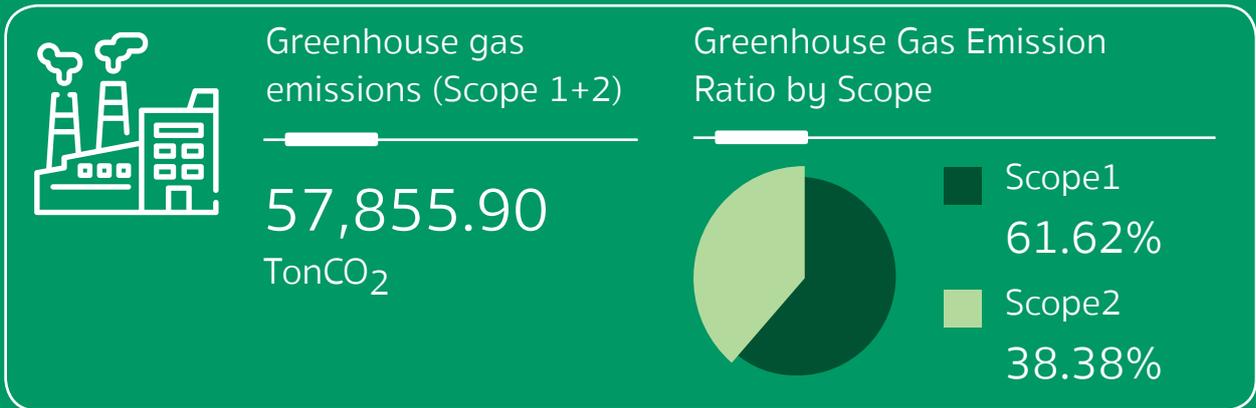
Number of Personnel Research and Development

12 people



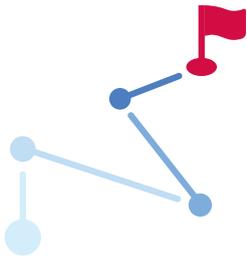


# HOME: LIVING TOGETHER



| OPERATIONAL ECO-EFFICIENCY (Unit per income 1 million baht) |  |                                    |                                |
|---|--|------------------------------------|--------------------------------|
| 20.02<br>Gigajoule<br>Power consumption                     | 1.52<br>TonCO <sub>2</sub><br>Greenhouse gas emissions | 0.93*<br>Cubic meter<br>Water used | 0.02*<br>Ton<br>Waste quantity |

\*Dynamic Transport and Advance Transport have a volume of waste and less water consumption insignificant and therefore not taken into account.



# PERFORMANCE RESULTS OF THE 15 SUSTAINABILITY GOALS 2021

Summary of the performance the year 2021 is as follows:



## Heart: Living Right



### CORPORATE GOVERNANCE

Percentage of Business assessed on CG practices. (Ethisphere)



Goals 100%



Performance 75%



### HUMAN RIGHTS & LABOR PRACTICES

Percentage of Business with Human Rights Impact Assessment.



Goals 100%



Performance 75%



### EDUCATION & INEQUALITY REDUCTION

Support 8,085 children, youths, and adults will gain access to education and necessary skills development



Goals 100,000 people



Performance 8.09%



### LEADERSHIP & HUMAN CAPITAL DEVELOPMENT

Percentage of Employees Engaged in Learning and Initiatives



Goals 100%



Performance 100%



### CYBER SECURITY & DATA PROTECTION

Percentage of Business with certified international standard



Goals 100%



Performance 100%



## Health: Living Well



### HEALTH & WELL-BEING

All products are certified for food safety, GHPs and BRC.



Goals  
50%



Performance  
100%



### SOCIAL IMPACT AND ECONOMIC CONTRIBUTION

Improved employment prospects and quality of life for **4,530** farmers and vulnerable groups.



Goals  
100,000 people



Performance  
4.53%



### OCCUPATIONAL HEALTH & SAFETY

Zero Accident **2.82** no. per 1,000,000 working hours



Goals  
Zero Accident



Performance  
2.82 no. per 1,000,000 working hours



### INNOVATION MANAGEMENT

Saving from innovation projects. Increase efficiency and reduce costs, increasing to **88.60 million baht** from the goal of 100 million baht.



Goals  
100 million baht



Performance  
88.60 million baht



### STAKEHOLDER ENGAGEMENT

**82%** engagement score of multi-stakeholder perception survey



Goals  
80%



Performance  
87%



## Home: Living Together



### CLIMATE RESILIENCE

Amount of greenhouse gas emissions per revenue **increase by 23.35%** in base year 2020.



Goals  
Carbon Neutral



Performance  
Amount of greenhouse gas emissions per revenue increase by 23.35% in base year 2020.



### CIRCULAR ECONOMY

**90%** of all plastic packaging are recyclable, reusable or compostable.



Goals  
100%



Performance  
90%



### WATER STEWARDSHIP

**7.53%** reduction in water withdrawal per unit revenue compared to baseline year 2020.



Goals  
10%



Performance  
7.53%



### ECOSYSTEM AND BIODIVERSITY PROTECTION

Protected and restored terrestrial ecosystems **94,153 rai** from target 800,000 rai.



Goals  
800,000 ไร่



Performance  
94,153 ไร่



### RESPONSIBLE SUPPLY CHAIN MANAGEMENT

Percentage of high-risk raw materials are traceable and high-risk suppliers audited. (Sustainability audit with **24 high-risk supplier** from 34 supplier)



Goals  
100%



Performance  
70.59%



# AWARDS AND RECOGNITIONS

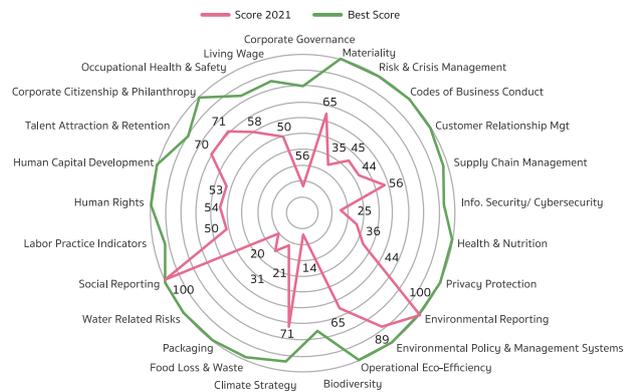
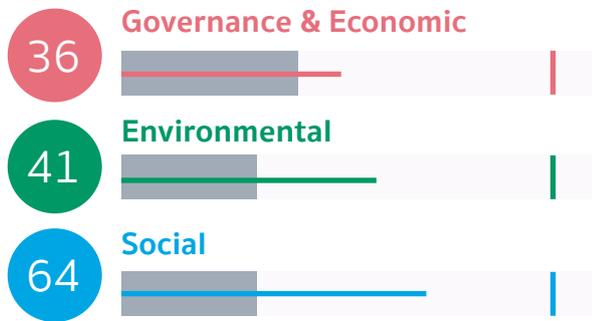
## Dow Jones Sustainability Index (DJSI)

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service join the Dow Jones Sustainability Index membership Industry Leader of the Food & Staples Retailing industry for the first time with a 46- score assessment, with details as follows:

**2021 CSA**  
weights overview

Now a Part of **S&P Global**

**CPI Total Score:**  
**46** Score



CPI Score Best Score Average Score

|                                  | Avg.      |           |
|----------------------------------|-----------|-----------|
| <b>Governance &amp; Economic</b> | <b>36</b> | <b>29</b> |
| Corporate Governance             | 16        | 45        |
| Materiality                      | 65        | 31        |
| Risk & Crisis Management         | 35        | 28        |
| Codes of Business Conduct        | 45        | 37        |
| Customer Relationship Mgt        | 44        | 18        |
| Policy Influence                 | 5         | 18        |
| Supply Chain Management          | 56        | 23        |
| Tax Strategy                     | 7         | 24        |
| Info. Security/ Cybersecurity    | 25        | 20        |
| Health & Nutrition               | 36        | 22        |
| Privacy Protection               | 44        | 24        |

|   | Avg.      |           |
|---|-----------|-----------|
| <b>Environmental</b>                      | <b>41</b> | <b>25</b> |
| Environmental Reporting                   | 100       | 41        |
| Environmental Policy & Management Systems | 89        | 21        |
| Operational Eco-Efficiency                | 65        | 36        |
| Biodiversity                              | 14        | 8         |
| Climate Strategy                          | 71        | 30        |
| Food Loss & Waste                         | 21        | 27        |
| Genetically Modified Organism             | 0         | 24        |
| Packaging                                 | 31        | 24        |
| Sustainable Agricultural Practices        | 4         | 20        |
| Water Related Risks                       | 20        | 13        |

|                                      | Avg.      |           |
|--------------------------------------|-----------|-----------|
| <b>Social</b>                        | <b>64</b> | <b>25</b> |
| Social Reporting                     | 100       | 41        |
| Labor Practice Indicators            | 50        | 30        |
| Human Rights                         | 54        | 19        |
| Human Capital Development            | 53        | 38        |
| Talent Attraction & Retention        | 70        | 16        |
| Corporate Citizenship & Philanthropy | 71        | 34        |
| Occupational Health & Safety         | 58        | 14        |
| Living Wage                          | 50        | 6         |



# CP FOR SUSTAINABILITY AWARDS

Awards to Charoen Pokphand Group Companies for their contribution to the 2030 Sustainability Goals



Mr. Suphachai Chearavanont Chief Executive Officer Charoen Pokphand Group or C.P. Group reveals that CP Group has been very successful in implementing its strategy and sustainability goals in the past year. It has received international awards and has also been invited to contribute to sustainability efforts from world-class organizations, such as being selected as lead status by the United Nations Sustainable Development Cooperation framework (UNGC), which has only 38 companies from around the world. get this status out of over 10,000 companies considered by UNGC. Then it was awarded one of the world’s most ethical companies by the Ethisphere institute and joined the World Business Council for Sustainable Development’s Business Commission to Tackle Inequality (BCTI) of World Business Council on Sustainable Development (WBCSD) and has also received many national awards such as the sustainable business award from the Sustainable Business Awards (Thailand) by the Global Initiative and the low carbon and sustainable business award. from the greenhouse gas management organization, etc.

This is the key factor that makes the CP Group successful in driving sustainability. It is for leaders and employees of all business groups to seriously implement sustainability strategies. until able to achieve the goal satisfactorily for



this success, CP Group would like to thank the executives and employees of all business groups in the group both domestic and International.

For the award plaques that have been given this time it has been designed and manufactured from upcycled eggshells. Certificate part made from trees planted specifically for the production of paper. Every production process takes into account sustainability environmentally friendly.



## THAI CHAMBER OF COMMERCE BUSINESS ETHICS STANDARD TEST AWARD 2021

### “C.P. Intertrade” under the brand “TraChat”

received the badge of the Thai Chamber of Commerce Code of Conduct for the year 2021 as an ethical management organization. According to the code of conduct of the Thai Chamber of Commerce Reinforcing corporate standards for more than 10 years from the Thai Chamber of Commerce and the Thai Chamber of Commerce with an award for outstanding ethics from the Thai Chamber of Commerce in 2010 and 2020, it guarantees the organization’s success in the group of entrepreneurs in the rice business, packaged in bags of Thai brands conducting business with ethics and adhere to the principles of good governance until accepted and passed the criteria for consideration of the board with important mission is to conduct business with integrity to meet the needs of consumers under the supervision of social responsibility.



The event was honored by Mr. Sanan Ang-Ubolkul, Chairman of the Thai Chamber of Commerce, to open the event and to hand over the needles with Mr. Thianchai Jupatanakul, Assistant Managing Director Corporate Social Responsibility Office, C.P. Intertrade Co., Ltd. as a recipient.



## THE BEST OUTSTANDING MODEL FOR SAFETY, OCCUPATIONAL HEALTH AND WORKING ENVIRONMENT AWARD 2021

KhaoTraChat received the award for the model establishment of safety, occupational health and working environment at the national level for the year 2021.

Khao C.P. Co., Ltd. received an award plaque and an award certificate for a model enterprise in safety, occupational health and work environment at the national level for the year 2021 from Mr. Chaiwat Angkachai, Labor Protection and Welfare, Ayutthaya Province.

Mr. Somkoun Meathasan, General Manager of Nakhon Luang Rice Factory, and Mr. Thanakhom Charatsaengsakun, Wang Daeng Rice Factory Manager as a delivery company representative. divided into 2 award



- 1 Wang Daeng Rice Factory received National Award (Platinum Level) 15<sup>th</sup> consecutive year
- 2 Nakhon Luang Rice Factory received National Award (Gold Level) 7<sup>th</sup> consecutive year

Both of which are awards for the safety model establishment. Held continuously every year by the Labor Safety division department of Labor Protection and Welfare.



## Marketeer No.1 BRAND THAILAND 2020-2021



KhaoTraChat receives Marketeer No.1 Brand Thailand 2020-2021 award or award for the number 1 popular brand in the minds of consumers.

### Packaged rice category

It is an award of pride for CP people because success can happen from everyone.

“Thank you consumers appreciation from everyone because that’s a good encouragement to us has developed products and services to be of quality,  
**determined to step into the 1st place**  
to meet the needs of consumers.”



# INTERNATIONAL STANDARD



## LABOR PRACTICE

- TLS 8001 Thai Labor Standards System Excellent Establishment Award for Labor Relations and Labor Welfare by the Department of Labor Protection and Welfare Ministry of Labor
  - Khao C.P. Co., Ltd. (Wang Daeng Rice Factory)
  - Khao C.P. Co., Ltd. (Nakhon Luang Rice Factory)
  - Khao C.P. Co., Ltd. (Buriram Rice Mill)
  - Khao C.P. Co., Ltd. (Kamphaeng Phet rice mill)
  - Khao C.P. Co., Ltd. (Suphanburi Rice Mill)
- Labor Practice Standards (Sedex, BSCI)
  - Khao C.P. Co., Ltd. (Wang Daeng Rice Factory)
  - Khao C.P. Co., Ltd. (Nakhon Luang Rice Factory)



## QUALITY & PRODUCT RESPONSIBILITY

- BRC (British Retail Consortium) : SGS (Thailand)
- ISO9001: 2015 standard by the holistic management (Multisite) in Thailand from Bureau Veritas Thailand and foreign regions from SGS (Thailand).
- GMP (Good Manufacturing Practice) standard from SGS (Thailand)
- HACCP Standard (Hazard Analysis Critical Control Point) from SGS (Thailand)
- FDA standards from the Food and Drug Administration



## SAFETY, OCCUPATIONAL HEALTH AND ENVIRONMENT

### Management system

- Environmental management system standard ISO 14001:2015 : Bureau Veritas Thailand
- Green Industry From the green industry project Ministry of Industry

### Product safety

- Authorized Economic Operator (AEOs) export standards, certified by the customs of each country that it complies with WCO or other equivalent standards for supply chain security.

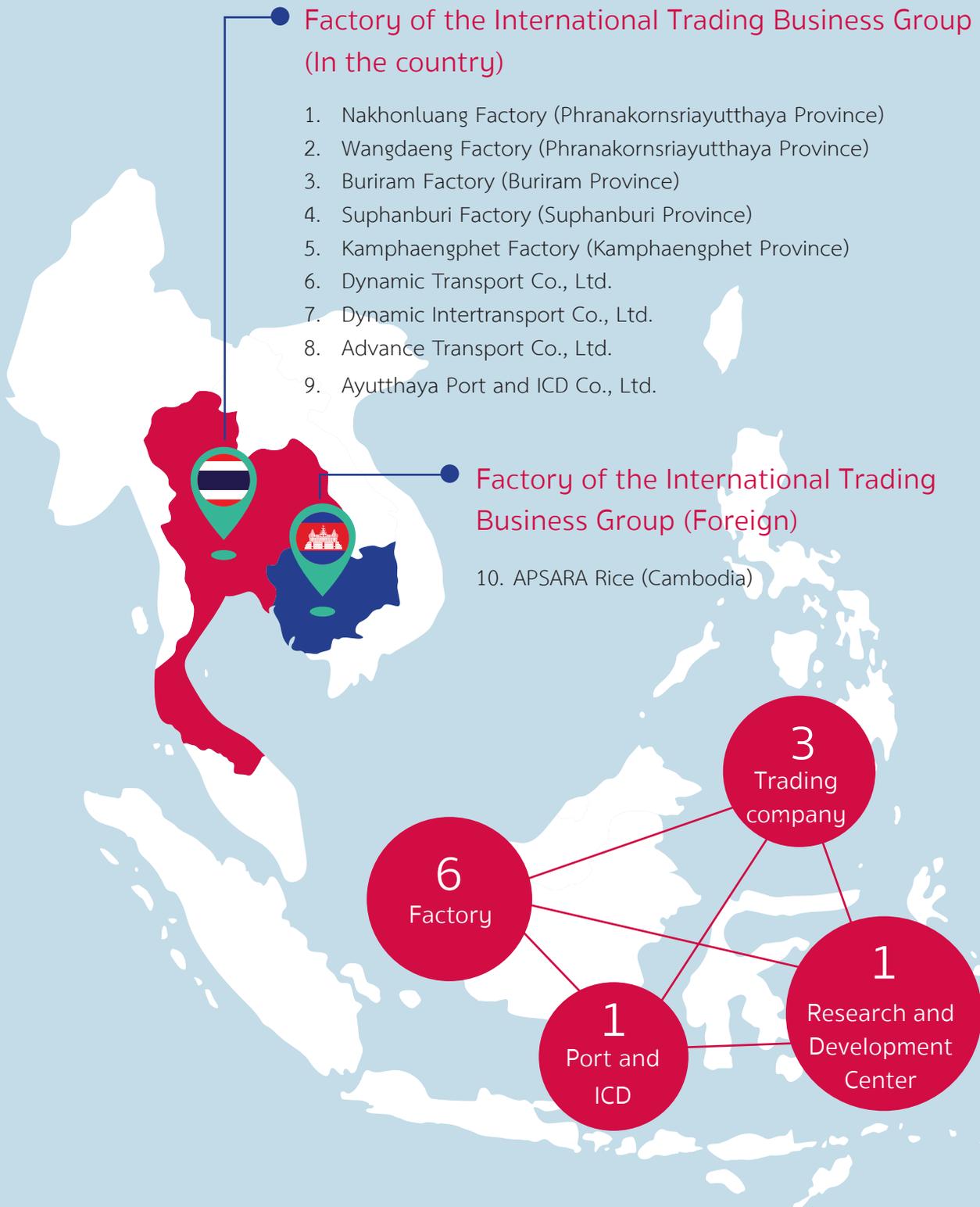


## SUSTAINABILITY

- Carbon Reduction Label
- Corporate Social Responsibility Standards (CSR-DIW), Department of Industrial Works Ministry of Industry
- “Enhancing Capacities of Thai Exporters and Supply Chains on Social Performance for European Market” From the Ministry of Commerce
- Unilever Sustainability Agriculture Code
- KCP Sustainability Agriculture
- Organic / Organic Thai rice



# BUSINESS BASE OF C.P. INTERTRADE CO., LTD. AND COMPANIES IN THE RICE BUSINESS TRANSPORTATION AND SERVICE





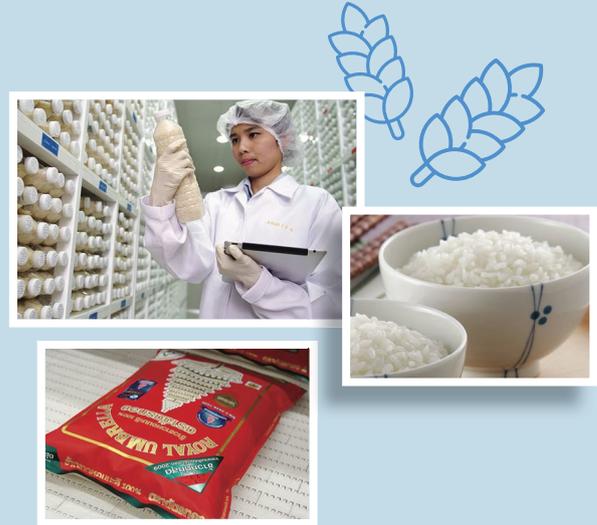
# RICE BUSINESS TRANSPORT AND SERVICE

## CHAROEN POKPHAND GROUP

### Main Company

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

### Main Business



### ECONOMIC DIMENSION



- Corporate Governance
- Human Rights & Labor Practices
- Education & Inequality Reduction
- Leadership & Human Capital Development
- Cyber Security & Data Protection

### SOCIAL DIMENSION



- Health & Well-Being
- Social Impact and Economic Contribution
- Occupational Health & Safety
- Innovation Management
- Stakeholder Engagement

### ENVIRONMENTAL DIMENSION



- Climate Resilience
- Circular Economy
- Water Stewardship
- Ecosystem & Biodiversity Protection
- Responsible Supply Chain Management

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



# SUPPLY CHAIN OF

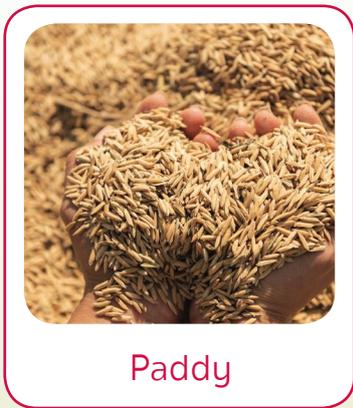
## C.P. INTERTRADE AND COMPANIES IN THE RICE BUSINESS TRANSPORTATION AND SERVICE



Rice  
Purchasing



Processing  
Plant



Paddy



Rice Mill

Rice Processing



Rice



Value Added  
Products

Promote Cultivation



Consolidation  
& Food Stuff

Agricultural  
Product



Domestic Transportation  
& ICD Port



Finish Products



Sales & Marketing



Domestic Market



International Market



International Transportation



# VISION

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



# MISSION

# CP



## Customer & Market Focus

Develop customer groups both at home and abroad.



## People Engagement

Human resource development





## SIX CORE VALUES

### THREE BENEFITS



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

### ACCEPT CHANGE



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

### SPEED WITH QUALITY



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

### SIMPLIFICATION



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

### INNOVATE



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

### INTEGRITY



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



# SUSTAINABILITY MANAGEMENT

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

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



SUSTAINABILITY  
STRATEGY



SUSTAINABILITY  
GOVERNANCE



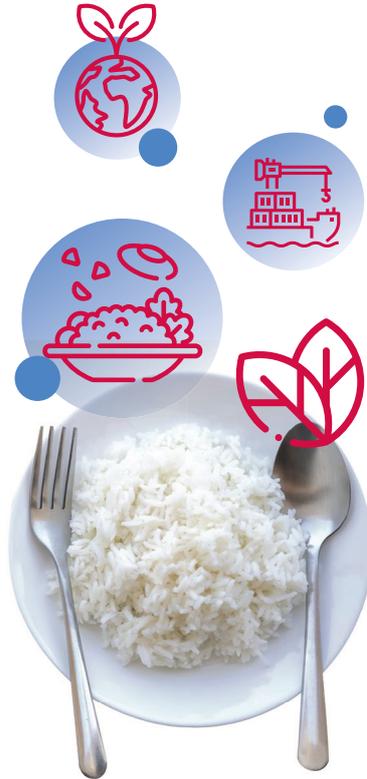
MATERIALITY  
ASSESSMENT



ABOUT  
THIS REPORT



# SUSTAINABILITY STRATEGY FRAMEWORK 2030



C.P. Intertrade Co., Ltd. and companies in the Rice Business Transport and Service Charoen Pokphand Group has formulated a strategy the Charoen Pokphand Group sustainable development goals and indicators 2030 are re-established for all C.P. Group companies around the world to set goals and plans for implementation. It is also used as a direction for business development and operations from January 2021 to December 2030, covering a period of 10 years, comprising 15 key sustainability issues and and sustainable development indicators covers issues that are of interest to stakeholders in the short, medium and long term and responds to the direction of the group’s growth. To create a great change for the nation, the people and the Charoen Pokphand Group in a sustainable way by the Rice Business Transport and Service has established a strategy and sustainability goals as follows:



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

## Three-Benefit Principle



Sufficiency Economy Philosophy



C.P. Excellence Management Approach



The 10 UNGC Principles  
17 UN SDGs & UNGP



Regulations and Standards

### HEART: LIVING RIGHT



CORPORATE GOVERNANCE



HUMAN RIGHTS & LABOR PRACTICES



EDUCATION & INEQUALITY REDUCTION



LEADERSHIP & HUMAN CAPITAL DEVELOPMENT



CYBER SECURITY & DATA PROTECTION\*

### HEALTH: LIVING WELL



HEALTH & WELL-BEING



SOCIAL IMPACT AND ECONOMIC CONTRIBUTION



OCCUPATIONAL HEALTH & SAFETY\*



INNOVATION MANAGEMENT



STAKEHOLDER ENGAGEMENT

### HOME: LIVING TOGETHER



CLIMATE RESILIENCE



CIRCULAR ECONOMY\*



WATER STEWARDSHIP



ECOSYSTEM & BIODIVERSITY PROTECTION



RESPONSIBLE SUPPLY CHAIN MANAGEMENT

# SUPPORTING

## THE SUSTAINABLE DEVELOPMENT GOALS 2021



### Heart Living Right



100%

#### CORPORATE GOVERNANCE

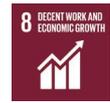
of businesses implement a corporate governance impact scoring assessment



100%

#### HUMAN RIGHTS & LABOR PRACTICES

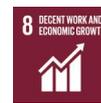
of businesses periodically conduct human rights impact assessment in high risk own operations and tier 1 suppliers



100,000  
people

#### EDUCATION & INEQUALITY REDUCTION

supported through educational support, lifelong learning, and upskilling



100%

#### LEADERSHIP & HUMAN CAPITAL DEVELOPMENT

employees engaged in sustainability training and initiatives



100%

#### CYBER SECURITY & DATA PROTECTION

of businesses certified on international standard of data security and data privacy





# Health Living Well



## HEALTH & WELL-BEING

total sales volume of consumer products and services help promote health and well-being



100,000 farmers

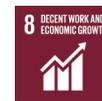
## SOCIAL IMPACT AND ECONOMIC CONTRIBUTION JOBS

supported to generate incomes for small farmers, SMEs and vulnerable groups along our supply chain



## OCCUPATIONAL HEALTH & SAFETY

achieve zero lost time injury frequency rate



100 Million Baht

## INNOVATION MANAGEMENT

cost saving from Productivity Improvement Project and Innovation



80%

## STAKEHOLDER ENGAGEMENT

of multi-stakeholder engagement surveys score positively





# Health Living Well



Net  
Zero

## CLIMATE RESILIENCE

Direct and indirect greenhouse gas emissions (Scope1 and Scope2) Net Zero



100%

## CIRCULAR ECONOMY

achieve zero food waste from organization's activities and use of sustainable packaging



10%

## WATER STEWARDSHIP

reduction in water withdrawals per unit revenue compared to baseline year 2020



800,000  
Rai

## ECOSYSTEM & BIODIVERSITY PROTECTION

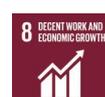
agriculture area of protection and restoration of land ecosystems in the countries where CPI operates passed sustainability standard cover biodiversity issues



100%

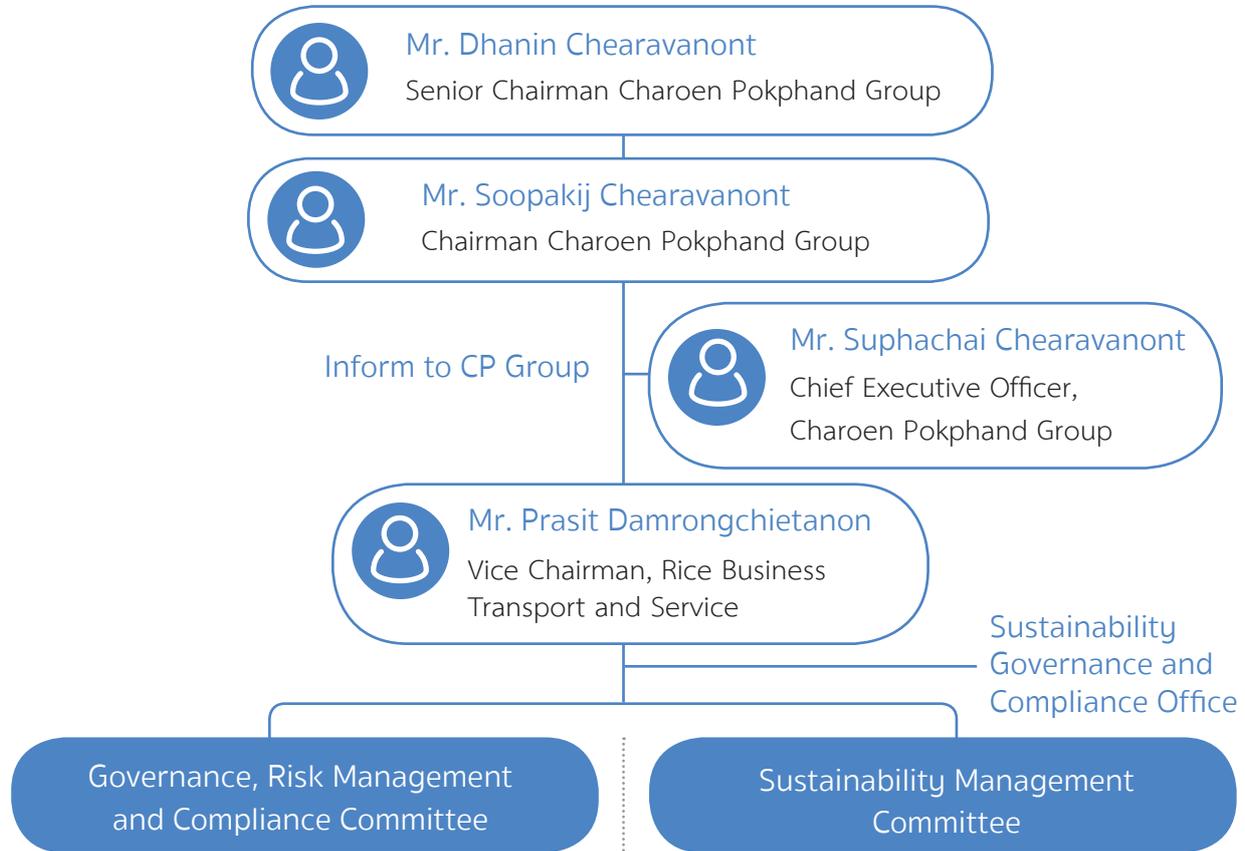
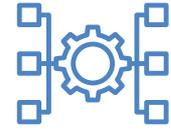
## RESPONSIBLE SUPPLY CHAIN MANAGEMENT

of high-risk raw materials are traceable and high-risk suppliers audited





# SUSTAINABILITY DEVELOPMENT STRUCTURES



### Roles and responsibilities

- Consider and scrutinize policies and guidelines for governance, risk management and compliance with the rules of business group
- Establish strategies and guidelines for the management of governance, risk and compliance with business group rules. They can assess, monitor and control the risks to an appropriate level.
- Supporting the working group on personnel, budget, necessary resources in line with their responsibilities.
- Report to the Corporate Governance Committee.
- Risk monitoring and compliance with the rules of business regularly about the risk management of the business group Including things that need to be improved to comply with the established policies and strategies

### Roles and responsibilities

- Participate in determining directions, making decisions, giving information, opinions and suggestions and coordinate with those involved in the business group In the process of developing sustainability strategy.
- Collaborate with the Sustainability Management, Governance and Corporate Communications Office Charoen Pokphand Group In bringing the strategy to practice, monitoring and measuring performance And prepare the annual sustainability report of the Charoen Pokphand Group
- Jointly report ideas, operational guidelines, and the performance of the Charoen Pokphand Group.



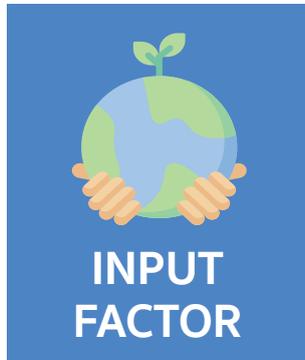
# MATERIALITY ASSESSMENT PROCESS

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





# DEVELOPMENT OF C.P. GROUP 2030 SUSTAINABILITY STRATEGY



Stakeholder Opinions



Risk and Business Opportunities



Importance of Future Global Context

## MATERIALITY ASSESSMENT RESULTS



1

### INDUSTRY FOCUSED

The assessment of key material issues based on factors relating to the Group and other companies in the same core industry.



2

### INTERNAL FOCUS

The assessment of key material issues based on fundamental factors relating to the Group's internal operations.



3

### EXTERNAL FOCUSED

The assessment of key material issues based on issues that are of interest to external stakeholders.



4

### FUTURE FOCUSED

The assessment of key material issues based on issues that are of interest to leading organizations in the industry relating to the Group, and investor's perspectives.



Global Sustainability Trends



Sustainability Framework



Industrial Analysis Results



Analysis of Industry Performances



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



## IDENTIFICATION OF MATERIAL ISSUES FOR CPI AND OUR STAKEHOLDERS



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

stages as shown below:

- The key issues from the sustainability workshop in 2020 jointly between the executives. Including gathering information from partners for consideration, Then there is a review every year
- The results of the 2021 review of significant issues of the C.P. group and business groups are the information for the preparation of this report.
- Comparing the sustainability issues of companies in industries related to C.P. Intertrade and companies in the Rice Business Transportation and Service, including the Sustainable Development Goals (SDGs), the United Nations Global Compact , World Business Council for Sustainable Development (WBCSD), Dow Jones Sustainability Index (DJSI).
- Identify stakeholder groups from partner survey data. Group of stakeholders of the Group and information on groups of stakeholders from the Social Responsibility Standards (CSR) into 14 groups.
- Gather important issues of the companies in the group with sustainability reports and set up a forum to hear opinions with additional stakeholders from the survey questionnaire.

## PRIORITIZATION



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



## VALIDATION AND CREDIBILITY



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

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

## CONTINUOUS IMPROVEMENT



C.P. Intertrade and companies in the Rice Business Transportation and Service is open to feedback and suggestions from all, to continuously improve our future Sustainability Reports to meet the expectations of all stakeholders, through various communication channels.





# SCOPE OF MATERIALITY ASSESSMENT



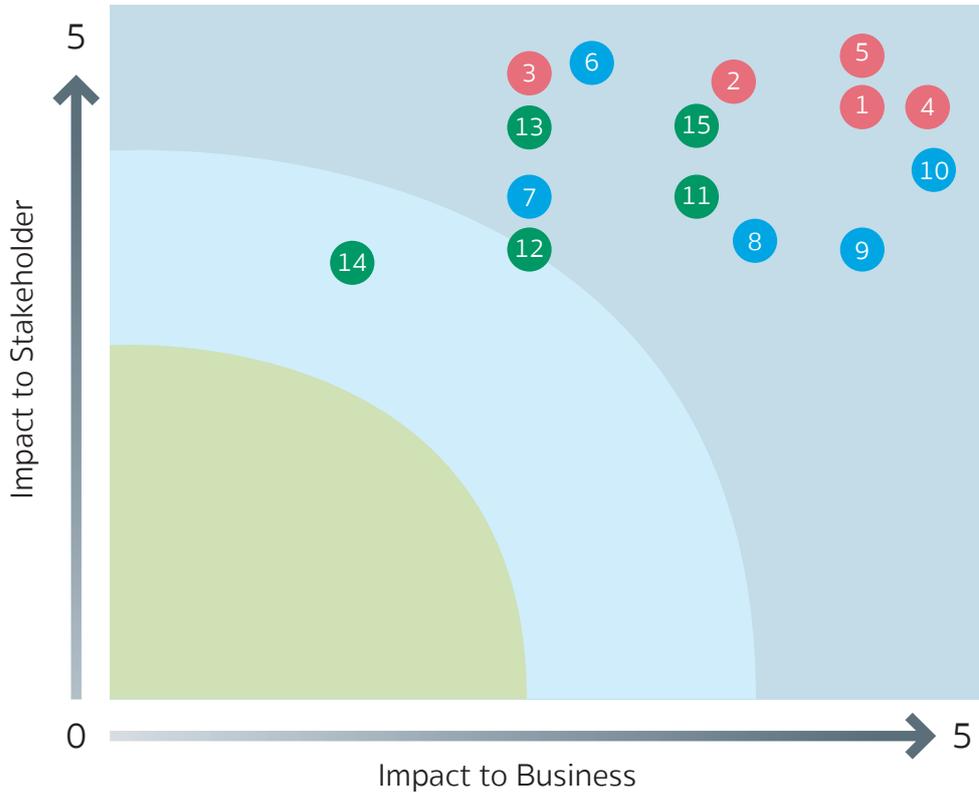
| DIMENSION         | MATERIALITY ASSESSMENT                  | GRI Standard  |
|-------------------|---|---|
| <b>HEART</b><br>  | CORPORATE GOVERNANCE                    | 102-11, 102-12, 102-13, 102-18, 102-22, 102-24, 102-30, 102-35, 102-38, 103-1, 103-2, 103-3, 205-1, 205-2, 205-3, 406-1 |
|                   | HUMAN RIGHTS & LABOR PRACTICES          | 102-41, 103-1, 103-2, 103-3, 401-2, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-9, 403-10, 405-1, 405-2, 412-1 |
|                   | EDUCATION & INEQUALITY REDUCTION        | 103-1, 103-2, 103-3, 203-2  |
|                   | LEADERSHIP & HUMAN CAPITAL DEVELOPMENT  | 103-1, 103-2, 103-3, 401-1, 404-1, 404-2, 404-3   |
|                   | CYBER SECURITY & DATA PROTECTION        | 102-19, 102-20, 103-1, 103-2, 103-3, 418-1  |
| <b>HEALTH</b><br> | HEALTH & WELL-BEING                     | 103-1, 103-2, 103-3, 417-1  |
|                   | SOCIAL IMPACT AND ECONOMIC CONTRIBUTION | 103-1, 103-2, 103-3, 201-1, 413-1   |
|                   | OCCUPATIONAL HEALTH & SAFETY            | 103-1, 103-2, 103-3, 403-9, 403-10  |
|                   | INNOVATION MANAGEMENT                   | 103-1, 103-2, 103-3   |
|                   | STAKEHOLDER ENGAGEMENT                  | 103-1, 103-2, 103-3, 102-40, 102-41, 102-42, 102-43, 102-44   |
| <b>HOME</b><br>   | CLIMATE RESILIENCE                      | 103-1, 103-2, 103-3, 302-1, 302-3, 302-4, 305-1, 305-2, 305-4   |
|                   | CIRCULAR ECONOMY                        | 103-1, 103-2, 103-3, 306-1, 306-2, 306-3, 306-4, 306-5  |
|                   | WATER STEWARDSHIP                       | 103-1, 103-2, 103-3, 303-1, 303-2, 303-3, 303-4, 303-5  |
|                   | ECOSYSTEM & BIODIVERSITY PROTECTION     | 103-1, 103-2, 103-3, 304-1, 304-2   |
|                   | RESPONSIBLE SUPPLY CHAIN MANAGEMENT     | 103-1, 103-2, 103-3, 204-1, 308-1, 414-1  |



| SCOPE                   |                          |                       |         |                       |                          |                    |          |             |                         |                     |
|-------------------------|--------------------------|-----------------------|---------|-----------------------|--------------------------|--------------------|----------|-------------|-------------------------|---------------------|
| WITHIN THE ORGANIZATION | OUTSIDE THE ORGANIZATION |                       |         |                       |                          |                    |          |             |                         |                     |
| Employee                | Consumer/ Customer       | Community and society | Partner | Shareholder /Investor | Mass Media/ Online media | Government Auditor | Supplier | Competitors | Non-profit organization | Creditors and banks |
|                         | ●                        |                       | ●       | ●                     |                          |                    | ●        | ●           |                         | ●                   |
|                         | ●                        | ●                     | ●       | ●                     |                          |                    |          |             |                         |                     |
|                         | ●                        |                       | ●       |                       |                          | ●                  |          |             |                         |                     |
|                         | ●                        |                       |         | ●                     |                          |                    | ●        |             |                         |                     |
|                         | ●                        | ●                     |         |                       |                          | ●                  |          |             |                         |                     |
|                         | ●                        | ●                     |         |                       |                          |                    |          |             |                         |                     |
|                         | ●                        |                       | ●       | ●                     |                          | ●                  |          |             | ●                       |                     |
|                         | ●                        | ●                     | ●       | ●                     |                          | ●                  |          |             |                         |                     |
|                         | ●                        | ●                     | ●       | ●                     |                          | ●                  | ●        |             |                         |                     |
|                         | ●                        | ●                     | ●       | ●                     | ●                        | ●                  | ●        | ●           | ●                       | ●                   |
|                         | ●                        |                       | ●       | ●                     |                          | ●                  | ●        |             |                         |                     |
|                         | ●                        | ●                     | ●       | ●                     |                          | ●                  | ●        |             |                         |                     |
|                         | ●                        |                       | ●       |                       |                          |                    |          |             |                         |                     |
|                         | ●                        |                       | ●       | ●                     |                          |                    | ●        |             |                         |                     |
|                         | ●                        | ●                     | ●       |                       |                          |                    | ●        |             |                         |                     |



# MATERIALITY ASSESSMENT RESULTS



## HEART LIVING RIGHT

- 1. Corporate Governance
- 2. Human Rights & Labor Practices
- 3. Education & Inequality Reduction
- 4. Leadership & Human Capital Development
- 5. Cyber Security & Data Protection



## HEALTH LIVING WELL

- 6. Health & Well-Being
- 7. Social impact and Economic Contribution
- 8. Occupational Health & Safety
- 9. Innovation Management
- 10. Stakeholder Engagement



## HEALTH LIVING TOGETHER

- 11. Climate Resilience
- 12. Circular Economy
- 13. Water Stewardship
- 14. Ecosystem & Biodiversity Protection
- 15. Responsible Supply Chain Management

# ABOUT THIS REPORT



## SUSTAINABILITY REPORT

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transport and Service , C.P. Group has published our Sustainability Report for the Third Sustainability Report 2021 which was published in Nov 2022. The Sustainability Report will be published annually.



## OBJECTIVE OF THIS REPORT

The objective of this report is to communicate the C.P. Intertrade Co., Ltd. and companies in the Rice Business Transport and Service , C.P. Group's commitments to driving our business toward economic, social and environmental sustainability.



## REPORTING SCOPE

This report discloses overall performances of our 8 Business Lines domestically and internationally, from 1<sup>st</sup> January to 31<sup>st</sup> December 2021.



## REPORTING FRAMEWORK

This report has been prepared in accordance with the GRI Standards: Core option.



## THIRD-PARTY ASSURANCE

Accuracy and completeness of our data in this Sustainability Report was verified by TUV NORD (Thailand) Ltd., a reliable and internationally recognized independent assurer. Data validated include GRI 101, GRI 102, GRI 102-16, GRI 102-17, GRI302-1, GRI303-3, GRI 305-1, GRI 305-2, GRI 306-3, GRI 306-4, GRI 306-5, GRI 403-9 and GRI 403-10



## COMMUNICATION ON PROGRESS (COP)

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



## UN SUSTAINABLE

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



## REPORTING BOUNDARY

Human resources data cover 100% of The C.P. Intertrade Co., Ltd. and companies in the Rice Business Transport and Service, C.P. Group Data on energy, water, waste, air quality, and occupational health and safety cover 8 operation across all business line under C.P. Intertrade Co., Ltd. and companies in the Rice Business Transport and Service, C.P. Group.



## CONTACT US

For more information of this Sustainability Report, please Contact :Sustainability Governance and Compliance Office,



AIA Capital Center Building, 28<sup>th</sup> floor. 89 AIA Capital Center, Ratchadapisek Road, Din Daeng, Bangkok 10400



Tel : +66 (0) 2746-7000



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



# COMMUNICATION CHANNELS



C.P. Intertrade Co., Ltd. and companies in the Rice Business Transport and Service attaches importance to stakeholder engagement, always open to opinions, recommendations and suggestions, in order to improve internal process efficiency and to accurately reflect stakeholders’ interest. The Group has various communication channels to facilitate stakeholders in making contact with the Group.

## WEBSITE

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

Scan Me



## OFFICE

### Sustainability Governance and Compliance Office,

 AIA Capital Center Building, 28<sup>th</sup> floor. 89 Ratchadapisek Road, Din Daeng, Bangkok 10400

 Tel: +66 (0) 2646-7200

 E-mail: [sgc.cpi@cptg.co.th](mailto:sgc.cpi@cptg.co.th)



**HEART**  
**LIVING RIGHT**

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

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



CORPORATE  
GOVERNANCE



HUMAN RIGHTS &  
LABOR PRACTICES



EDUCATION &  
INEQUALITY  
REDUCTION



LEADERSHIP &  
HUMAN CAPITAL  
DEVELOPMENT



CYBER SECURITY &  
DATA PROTECTION



# CORPORATE GOVERNANCE

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

## OPPORTUNITIES AND CHALLENGES

The company believes that good corporate governance It is an important factor to enhance competitiveness and lead the company to sustainable growth. It also adds value to trading partners and stakeholders in the long term. Demonstrate the presence of an efficient, transparent, verifiable management system that builds trust among stakeholders in the value chain. All of this requires commitment and cooperation from employees at all levels, with the board and senior management encouraging them. To support the implementation of corporate governance practices The first challenge of the company is to create understanding and communicate to all employees 100% to see the importance of good corporate governance leading to the creation of a culture responsible business operation and practice are based on same norm.

2030 Goal

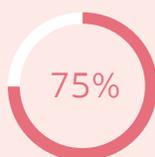


businesses implement a corporate governance impact scoring assessment

KEY OPERATING RESULTS IN 2021



CORPORATE GOVERNANCE



of businesses implement a corporate governance impact scoring assessment.



CORPORATE GOVERNANCE POLICY

There is an announcement system and monitor compliance with the policy.



RISK MANAGEMENT

There is a Csystem (ERM and E&C Risk).



COMPLIANCE

Follow up and report results and take disciplinary action against rules violations.



GRIEVANCES AND WHISTLEBLOWING

There is a process for receiving complaints and Whistle-blowing of the business group.

SUPPORTING THE SDGs

SDG 12



Responsible Consumption and Production

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

SDG 16



Peace, Justice, and Strong Institutions

16.5 Substantially reduce corruption and bribery in all their forms.

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

16.B Promote and enforce non-discriminatory laws and policies for sustainable development

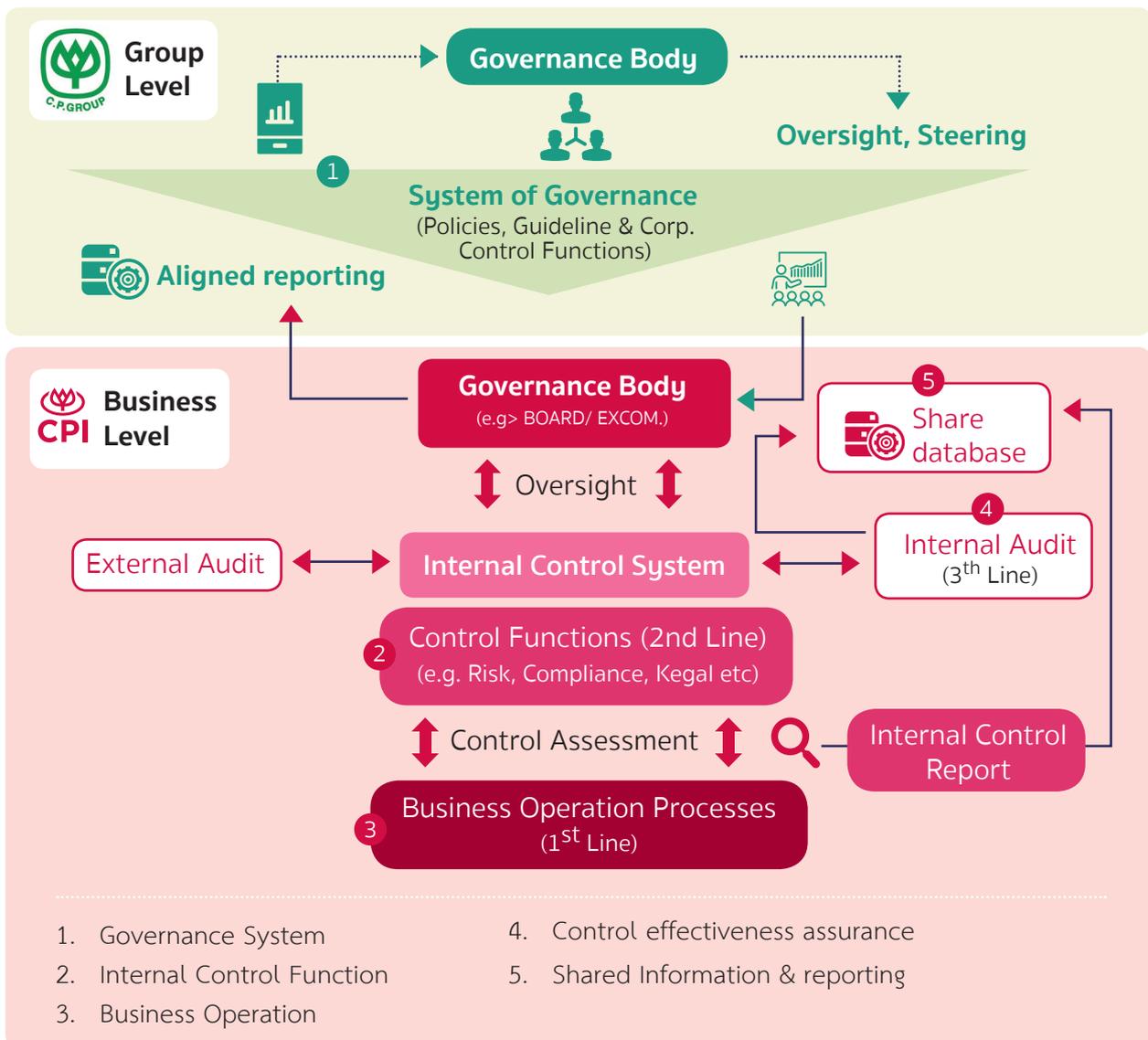
# CORPORATE GOVERNANCE



## MANAGEMENT APPROACH

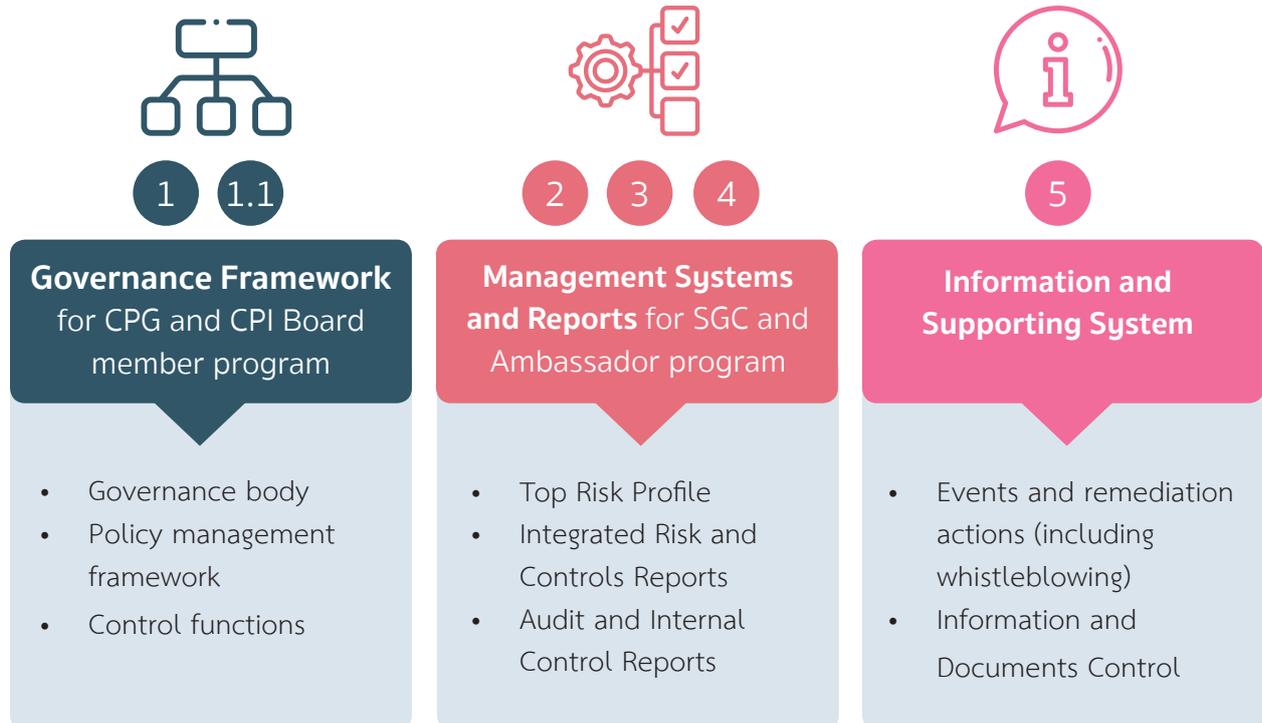
Our business believes that governance good business, risk management and compliance with relevant regulations and laws (Governance, Risk Management and Compliance – GRC) GRC is the cornerstone of the organization’s sustainable success and confidence in management and stakeholders.

## Governance, Risk Management and Compliance Framework



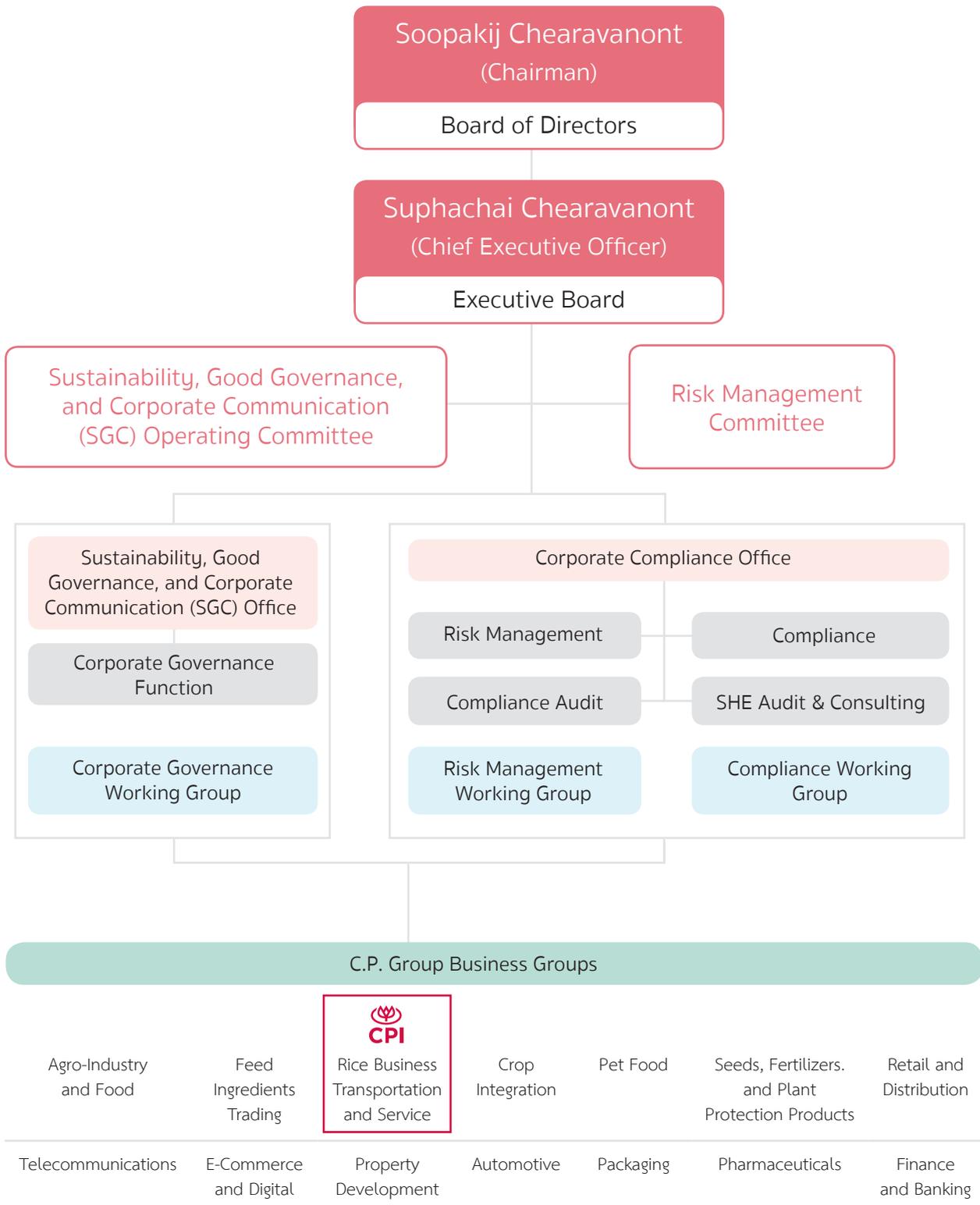
With organizational governance structure policy communication to effective monitoring of performance reports and risk issues, systematically linking information of the entire organization, with the management and the board being the key drivers for good corporate governance and be a good role model for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

## Project Deliverable



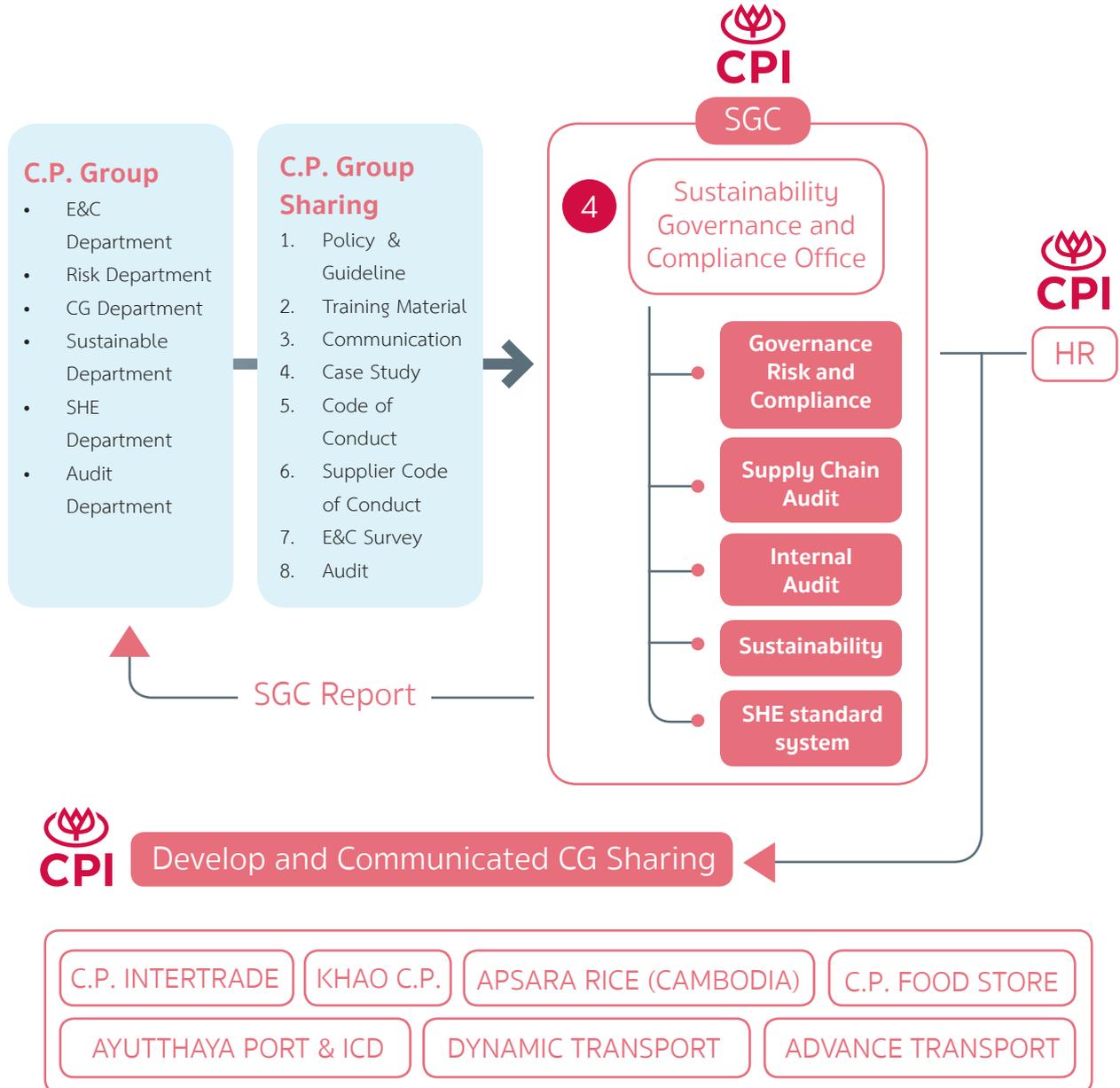


## STEERING COMMITTEE LEVEL



## Corporate Governance Process

between Charoen Pokphand Group and Rice Business Transport and Service

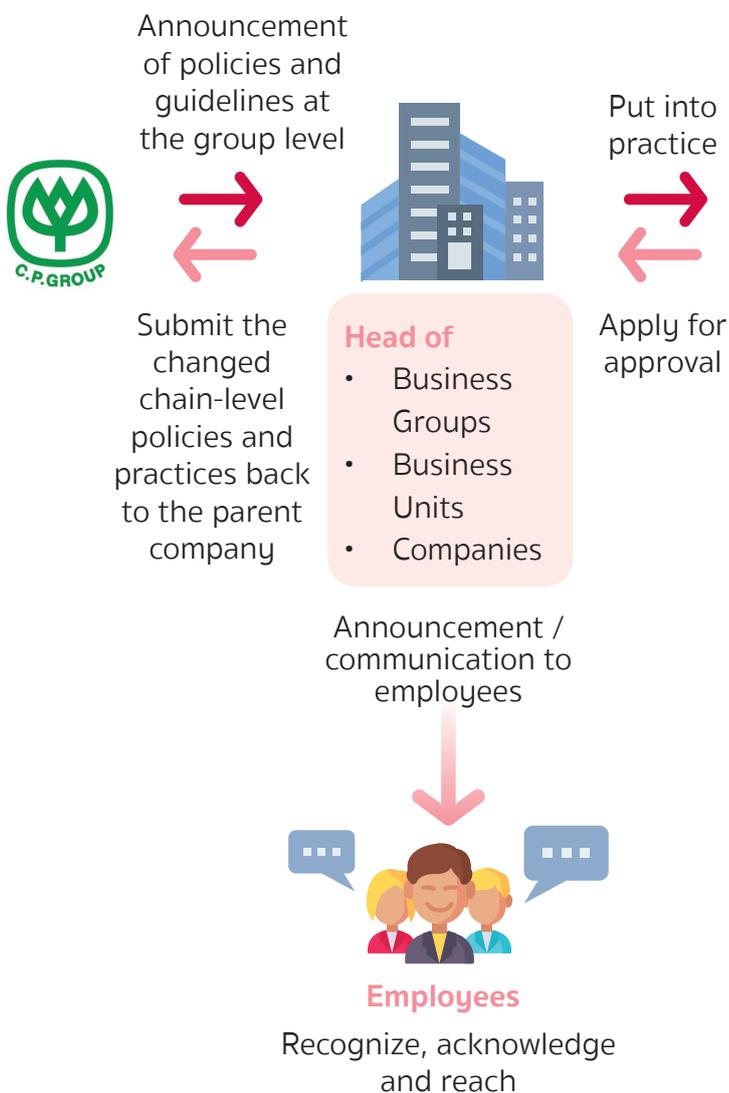


# CPI POLICY DEPLOYMENT AND COMMUNICATION



## MANAGEMENT APPROACH

### POLICY DEPLOYMENT PROCESS



**CG Network / Working Team**

- Develop policies and guidelines by changing the information as specified by the parent company, such as the company name, necessary information and including the company logo.
- After adjustments have been made, return them to governance for review before submitting them for approval.
- Understand the policies and guidelines in order to develop procedures and operating guidelines in line with the group’s policies and practices.
- Presented to the group of persons responsible for corporate governance /top management in requesting approval for the promulgation

In order for the Groups' business operations to be sustainably in line with corporate governance and ethical standards, Rice Business Transportation and Service places great emphasis on building a corporate culture of ethics and compliance. In this respect, various types of activities have been organized to reach out to and create engagement with employees across the group.



### 1. Participation Activities with Top Management from Group Companies

Interviews with executives of group companies on corporate governance operations Success in driving corporate governance culture depends very much on "Tone at the Top." Organization leaders or executives of group companies must support, participate, and serve as good role models. The Group has therefore conducted a series of interviews with group company executives on corporate governance in order to disseminate these to employees so that they can see management's focus on the importance of carrying out business operations and practices in accordance with corporate governance principles. Moreover, this will encourage involvement in promoting corporate governance throughout the organization.



### 2. Learning and Development Activities

A strong corporate culture is achieved through continuous development and advancement. Charoen Pokphand Group therefore places great emphasis on organizing learning and development activities for executives with a focus on the ability to transfer new knowledge in a broad and continuous way. In addition to classroom training, the Group also uses technology to support learning that can be easily accessed from anywhere, such as online training (Micro E-Learning), and learning through Mobile Application, etc. During the COVID-19 pandemic, the Group was able to carry out training activities uninterruptedly and in accordance with the plan.

In 2021, the Group concentrated on promoting training for both senior and mid-level executives with regards to important international issues of interest to stakeholders, namely corporate governance, anti-corruption, human rights and labor practices, as well as cyber security. Training was conducted to include essential content that corresponded to the roles and responsibilities of each management level.



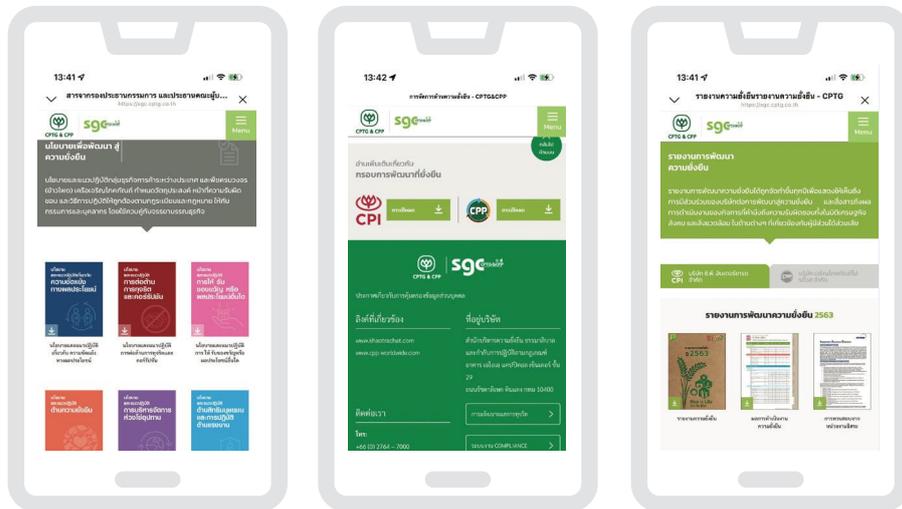
### 3. Motivational Activities

Corporate governance is one of the important key drivers for the Group to achieve its 2030 sustainability goals. Therefore, to thank and encourage employees who were a key force in helping to drive the Group’s corporate governance, the “CG Network Recognition Awards” was held with the Group’s Chairman Mr. Soopakij Chearavanont presiding over the event and presenting certificates of recognition to a total of 72 executives from mid-level and up of both publicly-listed and non-listed companies across all business groups.



### 4. Communication Activities

Rice Business Transportation and Service ensures that its employees regularly receive news and information on the Group’s corporate governance. For this important aspect of communication, the Group has developed various communication platforms and tools as follows:



Increase communication channels through two-way communication by improving access to information in the form of Website : <https://sgc.cptg.co.th/> that allows communication within and outside the organization at all times. The communication of information is the company’s policy. Sustainability Fraud whistleblowing system, etc. All groups of stakeholders have access to information make communication more efficient.

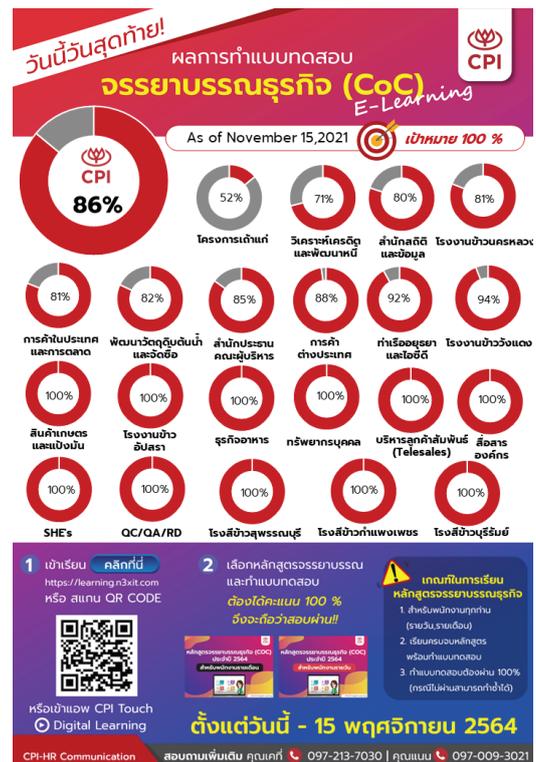
# INSTALLATION IN THE ORGANIZATION

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service C.P. Group recognizes that a corporate culture with good corporate governance helps create a clear understanding of employees. This enables employees to apply their vision, values, and business ethics. Including the policy to practice in daily work to be in accordance with the standards by allowing all employees to learn and test business ethics which consists of 4 categories; Moral, Quality, Personnel and Asset.



In 2021, the company has prepared learning materials and business ethics test in Cambodian language for employees to be aware of and communicate clearly. The Company’s employees, both Thai and Cambodian, have learned the code of conduct and passed the test 100% and received training on the topic of conflicts of interest raise awareness and create transparent operating guidelines.

Senior management of the company It has instilled a culture of corporate governance where vision, opinions and exemplary practices are shared. This is an ongoing process because it involves the way employees interact by organizing a group discussion for executives and employees to discuss and exchange ideas. It emphasizes the practice of to be in accordance with the values of the employees.





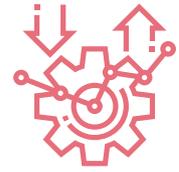
Percentage of company employees Passed the training course “Business Ethics”



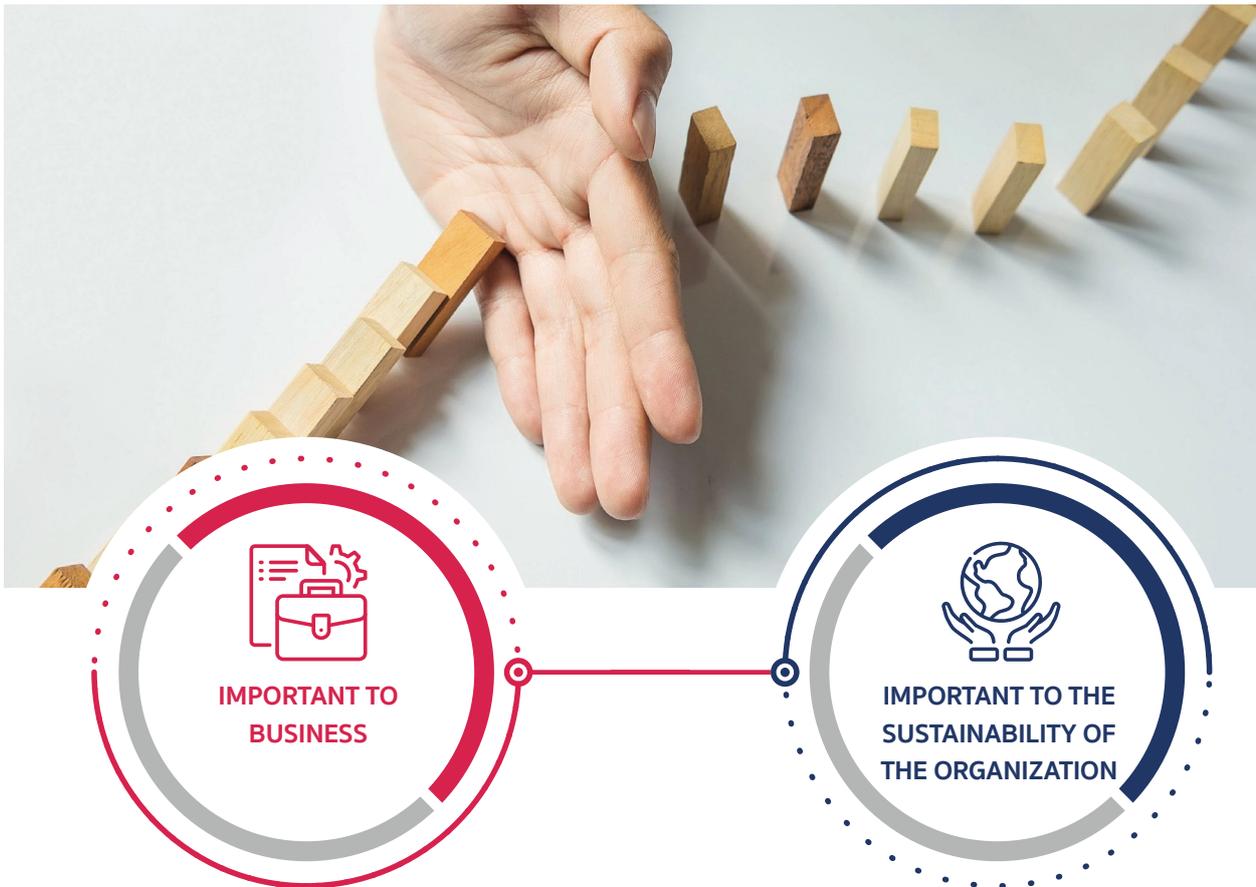
1,314 people  
Number of employees who passed the course



# RISK MANAGEMENT



Risk management is a mission that all departments imperative that action is taken to ensure that business operations are operating in the most desirable way. Risk management is very important and necessary. To prevent and control various risks that may arise from uncertain situations this will affect the success of the organization.



Overall risks in of the Risk business Transportation and Service, the risk management framework is implemented using ERM (Enterprise Risk Management) principles. A working group has been set up to think, analyze and forecast events or risks that may arise including specifying guidelines for managing such risks to an appropriate or acceptable level to help the organization achieve the desired objectives according to the vision and the mission of the organization.

Overall risk of rice business transportation and service, the organization's key stakeholder groups are farmers. which is the source of the business. Therefore, strategies for creating jobs and promoting income for farmers have been formulated. Friends create a better quality of life for 100,000 households by 2030 and promote green farming to lead to the goal of Net zero carbon emissions leading to sustainability for society and the organization in the long time.



## Risk Management Operation Status Performance Indicators according to the standard risk management system C.P. Group



### 1 GOVERNANCE AND CULTURE



- Board/ExCom exercises Risk Oversight
- Risk Governance Structures & Personnel is established
- Related Organizational Roles & Responsibilities is established
- Risk Management Culture is embedded in Core Value
- Risk Management Performance is embedded in Human Resource Development & Appraisal Program

### 2 STRATEGY AND OBJECTIVE SETTING



- Risk Management is aligned with Business Strategies Setting
- Organization's Risk Appetite is defined
- Goals/Targets is set by considering Risk Acceptable Level

### 3 PERFORMANCE



- Risk related to the Organization is identified
- Risk is prioritized by Analyzing Its Impact & Likelihood
- Mitigation/Control Plan is implemented for Unacceptable Risks
- Risk Portfolio is developed

### 4 REVIEW AND REVISION



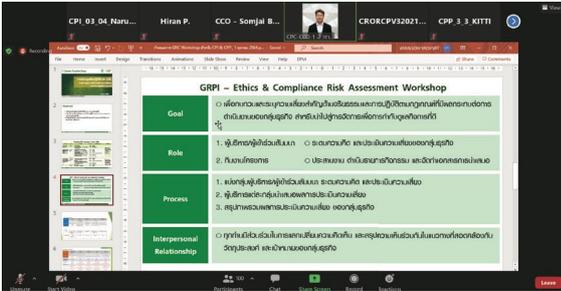
- External & Internal Risk Factors are monitored & reviewed
- Risk Management Performance is periodically reviewed
- Improvement for ERM System is continuously pursued

### 5 INFORMATION, COMMUNICATION AND REPORTING



- Risk Analysis is embedded in decision making process
- Risk Information is communicated and aware of
- Risk Performance & Culture is reported for overall effectiveness

# KEY PERFORMANCE OF RISK MANAGEMENT IN 2021



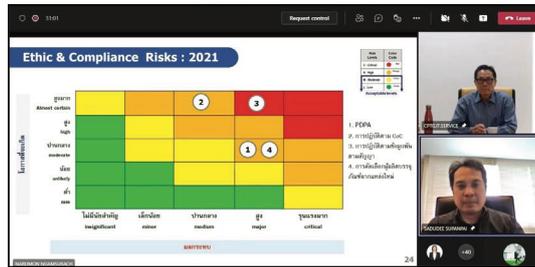
1

## GRC Workshop for Integration Risk Management and Compliance

1<sup>st</sup> October 2021

Online : Microsoft Team

By Compliance Charoen Office and Sustainability Governance and Compliance Office (SGC CPTG&CPP)



2

## Meeting of the board of directors and working group on Governance Risk and Compliance (GRC) Rice business Transportation and Service

15<sup>th</sup> December 2021

Online : Microsoft Team

By Compliance Charoen Office and Sustainability Governance and Compliance Office (SGC CPTG&CPP)



# KEY PERFORMANCE OF RISK MANAGEMENT IN 2021



Risk Control Self Assessment (RCSA) is a continuous process, dynamic and iterative method for ;

- ✔ identifying important operational risks\* and key controls
- ✔ assessing and reporting on the risk control effectiveness for each entity
- ✔ tracking corrective actions
- ✔ implementing both at a unit level and business group (all units) level

## RCSA - Objectives

To engage risk owners and risk experts in the validation and assessment of all in-scope risks in order to form an opinion of whether the existing control environment for these risks is sufficient.



RCSA is a dynamic and iterative method for identifying important risks and key controls for assessing and reporting on their effectiveness for each entity (unit)





### Defining

- 1. ICS report ,management summary – free text
- 2. Overall rating of the organization
- 3. RCSA results

### Workshop Risk & Control

- 1. Number, nature and composition of the workshops are defined
- 2. Scope of RCSA



### Control Improvement

- 1. Test performance report
- 2. Identified of key control deficiencies
- 3. Remediation plans

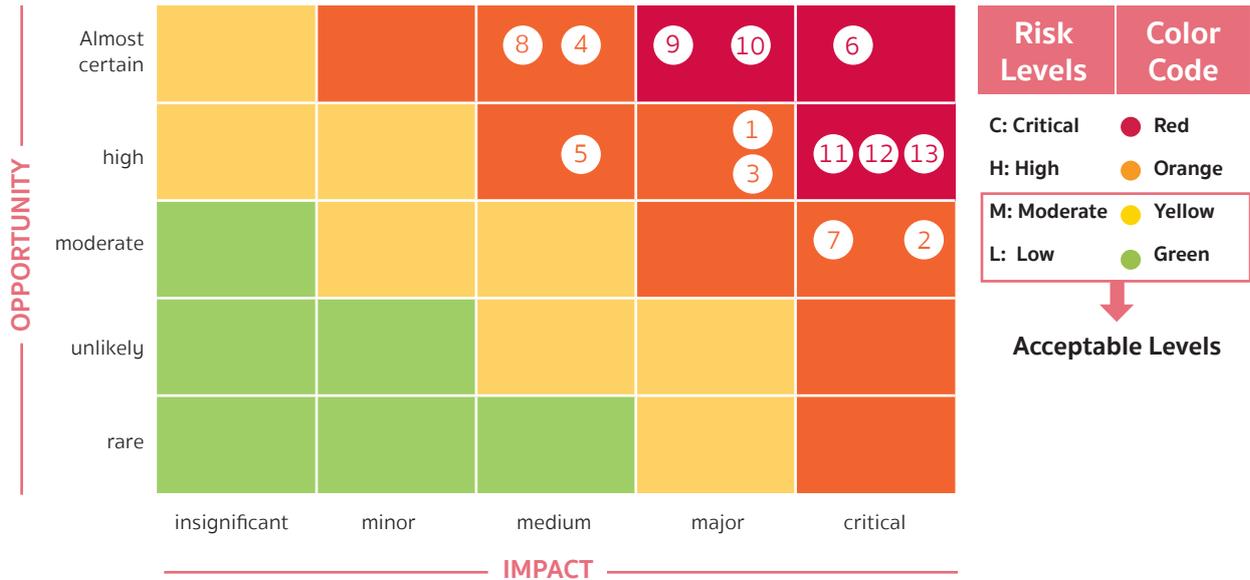
### Control Testing

- 1. Identified key controls for each in-scope risk
- 2. Risk control catalog
- 3. Control assessment plans



## CONSOLIDATED TOP RISKS FOR RICE AND FOOD BUSINESS 2021

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service conducting risk assessment drives through board workshops Governance, Risk and Compliance management system together with senior management in considering significant risks and provide measures to prevent risks arising, there are significant risks as follows:



- 1. Cash Flow
- 2. Dust control
- 3. Raw Material Value
- 4. Legal Compliance
- 5. Social Standard

- 6. Carbon Reduction
- 7. Labor
- 8. Chemical Residual
- 9. Fire in the factory
- 10. Cyber Attacking

- 11. Non-fulfilling in contract obligation
- 12. Human Right Violation
- 13. Brand Damage

| Risk No. | Risk Name                             | Description & Evidence   | Tread   | Mitigating and Actions required  |
|----------|---------------------------------------|--|---|--|
| 1        | Carbon Reduction                      | Management of pollution and Greenhouse gases throughout the supply chain   |    | <ul style="list-style-type: none"> <li>Reduce energy consumption from rice husk in the mill section / increase milling efficiency / Increase mill capacity / Increase delivery efficiency logistics / Used electric forklift</li> <li>Develop an assessment and mitigation plan</li> </ul> |
| 2        | Fire in the factory                   | A massive fire broke out in the factory and stopped operations   |    | <ul style="list-style-type: none"> <li>Install a fire protection system.</li> <li>Develop a fire emergency response plan</li> </ul>  |
| 3        | Cyber Attacking                       | Data processing system violations Resulting in the leak of customer information such as ID, Credit Card No., Tel. No.                |    | <ul style="list-style-type: none"> <li>Develop a cybersecurity program.</li> <li>For protecting personal data and preventing IT hacking</li> </ul>   |
| 4        | Non-fulfilling in contract obligation | Disputes arise from non-performance of obligations agreed in the contract between the Company and the other party                    |    | <ul style="list-style-type: none"> <li>Establish a system of internal control/compliance of all contracts/agreements. including a regular review and follow-up program</li> </ul>  |
| 5        | Human Right Violation                 | Labor practices in the supply chain are not in line with government guidelines and result in human rights violations                 |  | <ul style="list-style-type: none"> <li>Develop a supply chain sustainability project</li> </ul>  |
| 6        | Brand Damage                          | Low quality products, unsafe, may cause damage/harm to customers. resulting in a claim or lawsuit (Product Liability/Product Recall) |  | <ul style="list-style-type: none"> <li>Set up a quality assurance project</li> <li>Provide channels/hotlines to process claims quickly and efficiently</li> </ul>  |

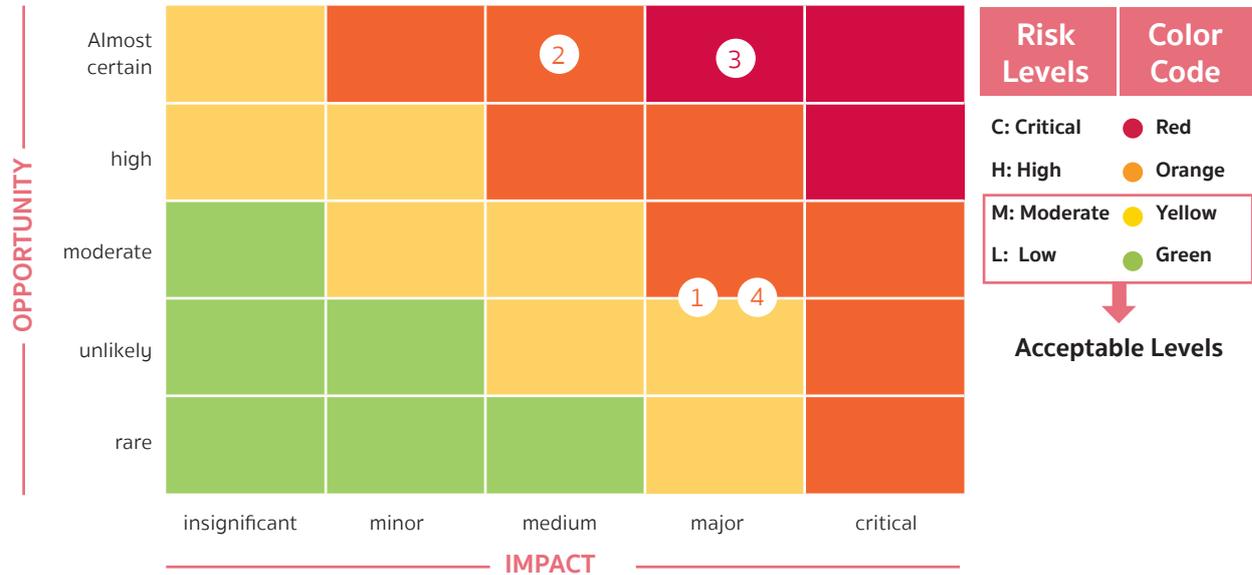


Increased Significantly



Stable

## Ethics & Compliance Risk Profile



1. PDPA

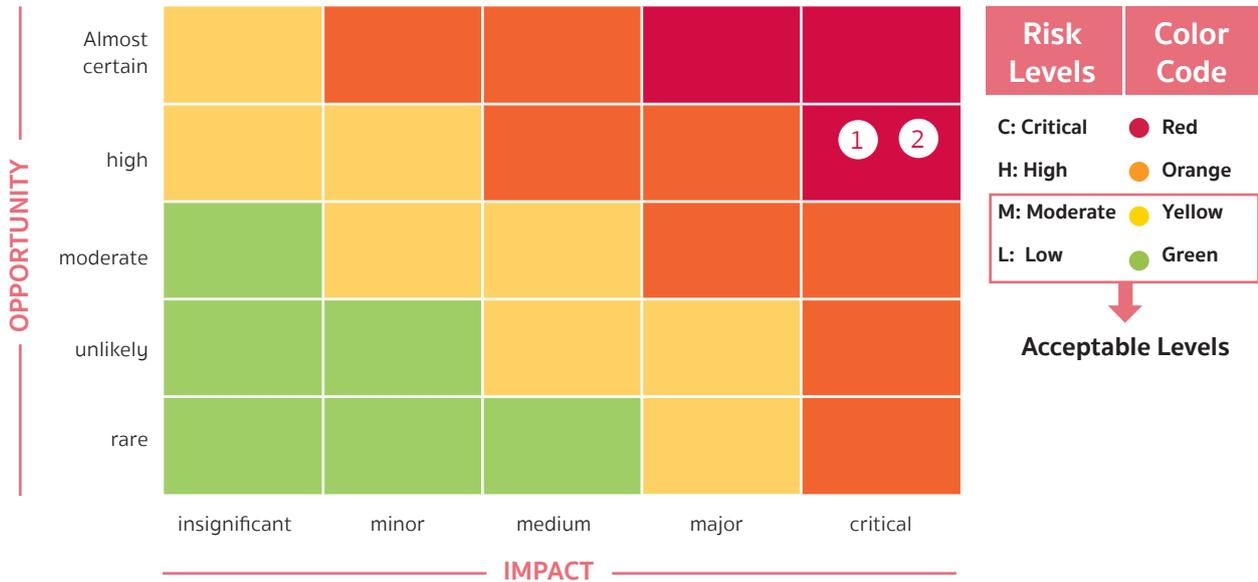
2. Comply with CoC

3. Comply with contractual obligations

4. Select packaging manufacturers from new sources

| Risk No. | Risk Name                                       | Description & Evidence   | Risk Level   | Mitigating and Actions required   |
|----------|---|--|--|---|
| 1        | PDPA  | Operations are maybe inconsistent with the Personal Data Protection Act such as Requiring consent, Keeping information properly  | High      | <ul style="list-style-type: none"> <li>Join the PDPA project with a group to develop the system.</li> <li>Assign working group.</li> <li>Use the Gap assessment results and create policies, guidelines and announcements for business.</li> </ul>  |
| 2        | Comply with CoC                                 | Employees don't comply with the Code of Conduct, Corruption in the agency, employees provide false information about travel expenses. This results in excessive claims for allowances. | High      | <ul style="list-style-type: none"> <li>Assign the person responsible for the audit control.</li> <li>There are rules, procedures, and communication to employees at all levels such as purchasing and evaluating suppliers, contractors, price comparison.</li> <li>Reports are made to the factory management and business groups on an ongoing basis.</li> <li>Internal Audit, External Audit (SGS, C.P. Group Audit).</li> </ul> |
| 3        | Comply with contractual obligations             | Disputes arising from non-performance of obligations agreed in the contract between the Company and the other party.   | Critical  | <ul style="list-style-type: none"> <li>Establish a system of internal control/ compliance of all contracts/agreements, including a regular review and follow-up program.</li> </ul>   |
| 4        | Select packaging manufacturers from new sources | Relocating the packaging production base from Thailand to Cambodia.  | High      | <ul style="list-style-type: none"> <li>Select a packaging manufacturer that meets the standards together with the purchasing department to compare the cost of packaging.</li> </ul>  |

## COVID RISK PROFILE



| Risk No. | Risk Name                       | Description & Evidence   | Risk Level | Mitigating and Actions required  |
|----------|---------------------------------|--|------------|--|
| 1        | Cargo                           | <ul style="list-style-type: none"> <li>Transport finish goods to foreign not because, there is no clear closing - opening the checkpoint affect sales goals</li> </ul>     | Critical   | <ul style="list-style-type: none"> <li>Coordinate to clear international trade documents to enable export and import.</li> </ul>                                   |
| 2        | Lack of packaging in production | <ul style="list-style-type: none"> <li>Supplier does not have employees to work due to quarantine.</li> <li>Closing of transport routes by government agencies.</li> </ul> | Critical   | <ul style="list-style-type: none"> <li>Stock up and plan to order 3 months in advance.</li> <li>Purchasing and preparing to find a supplier to reserve.</li> </ul> |

## COVID-19 MANAGEMENT

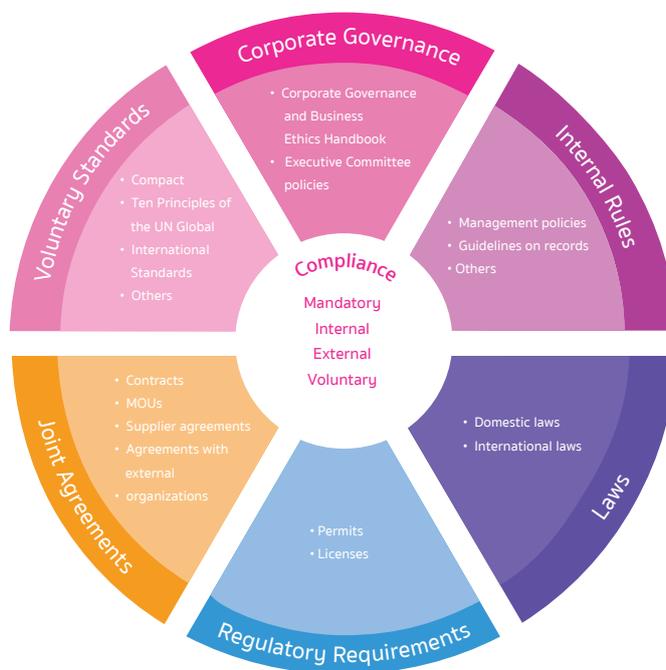
|  |  |   |
|--|--|---|
| Prevent Prepare  | Cope   | Relieve/ Restore  |
| <ul style="list-style-type: none"> <li>Working group </li> <li>Training to educate the media</li> <li>Focus on the operator</li> <li>Focus on the workplace</li> </ul> | <ul style="list-style-type: none"> <li>Define area zones</li> <li>Focus on outsiders</li> <li>Audit</li> <li>Surveillance quarantine</li> <li>Rehearse the plan in case of finding an infected person</li> </ul> | <ul style="list-style-type: none"> <li>Establish a waiting center</li> <li>Remedial measures</li> </ul> |

# COMPLIANCE GOVERNANCE



## MANAGEMENT APPROACH

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



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

## Personal Data Protection Act (PDPA)



To ensure compliance with the rules of CP Intertrade Co., Ltd. and companies in the Rice business Transportation and service, It is recognized and trusted by stakeholders in the world. Regulatory Compliance of Charoen Pokphand Group by applying an internationally accepted approach.

### Develop a training and communication program

based on data from the Ethical and Compliance Risk Assessment and the Employee Compliance Survey.



### HR Due care and enforcement

Integrating ethical or regulatory violations with performance appraisals or promotions in the Group-wide Personnel Management Manual.



### Prepare online Compliance Maturity Self Assessment

to enable business groups to self-assess and effectively improve relevant processes.



### Report major non-compliance

and present the results to the Group's Executive Board.



# ANTI-CORRUPTION



## MANAGEMENT APPROACH

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



In 2021, C.P. Intertrade Co., Ltd. and companies in the Rice business Transportation and service support and encourage employees to participate in the announcement of their business position under transparency and against all forms of corruption On National Anti-Corruption Day on September 6, 2022 organized by the organization Anti-Corruption (Thailand) together with network partners of the public and private sectors civil society and the media under the concept Join the power of volunteers to fight outside cheating online. Then the company in the group organized activities for senior executives to emphasize the importance of complying with anti-corruption policies. Publish a video clip promoting good practice guidelines and case studies have publicity put up publicity labels about policies and business ethics.



# GRIEVANCES AND WHISTLEBLOWING



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

The Company therefore establishes a whistleblower channel and complaint handling process that is clear, honest, transparent and in accordance with international standards. Therefore, it has issued policies and guidelines regarding whistleblowing and complaint handling. The details are as follows

## CPI WHISTLE BLOWING DASHBOARD



7 cases

Total concern report



28%

Percent of reported case were closed within 30 days



E-mail 100%

People used internet to file complains

Top 5 category reported case are



2

Conflict of interest

1

Corruption

1

Internal control

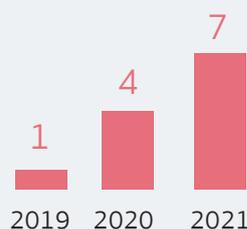
1

Fraud

2

Other

Reported Trends (Cases)



## GRIEVANCES CHANNEL

### LETTER



Sustainability Governance and Compliance Office

AIA Capital Center Building, 28<sup>th</sup> floor.  
89 AIA Capital Center, Ratchadapisek Road,  
Din Daeng, Bangkok 10400



### WEBSITE

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



### APPLICATION

CPTG Connect > Form > +  
“WHISTLEBLOWING”



### E-mail

[sgc.cpi@cptg.co.th](mailto:sgc.cpi@cptg.co.th)

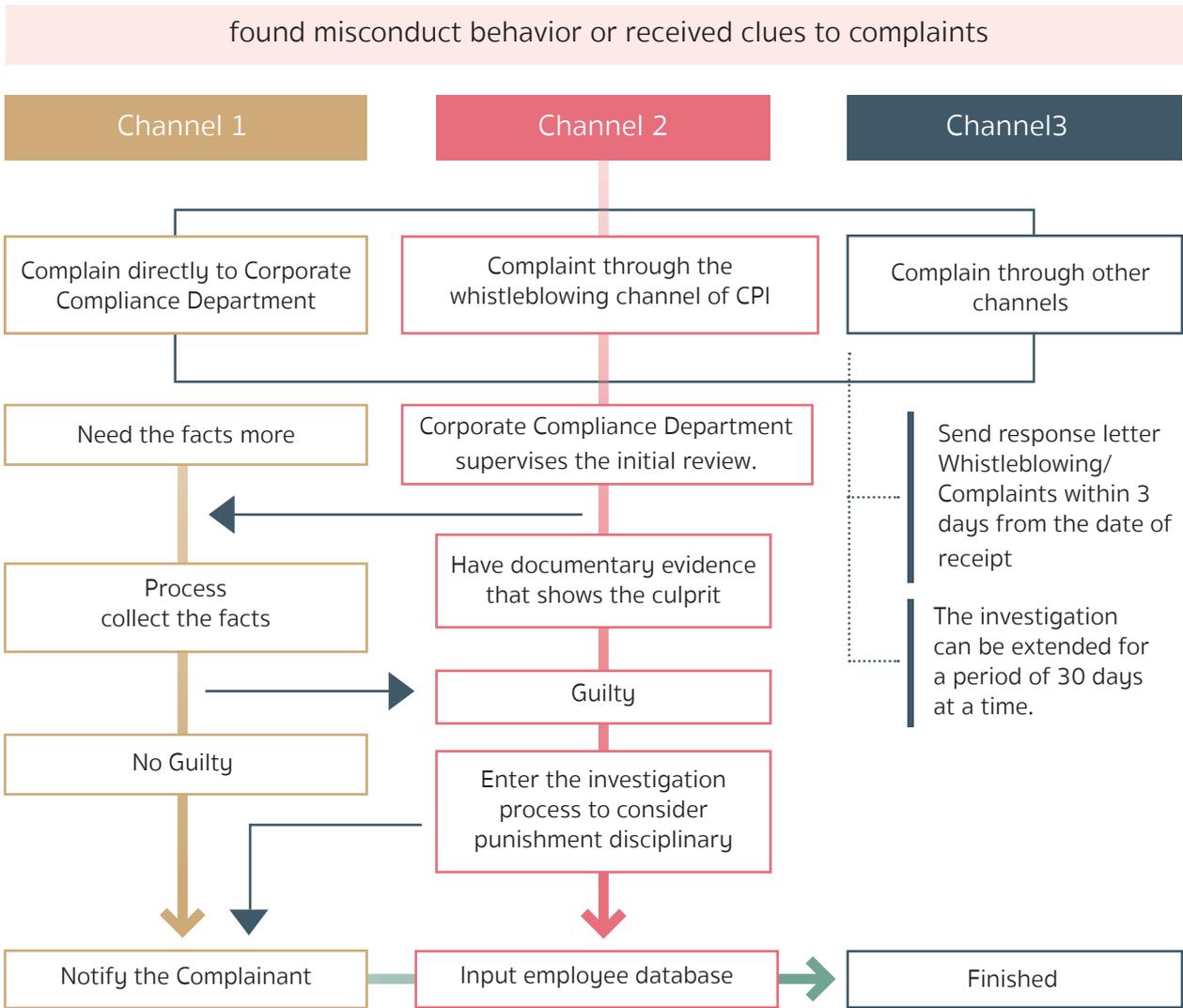
## WHISTLE-BLOWING MANAGEMENT SYSTEM



### WHISTLEBLOWING PROCESS



Start



## Case study

## THE WORLD'S MOST ETHICAL COMPANIES IN 2021

In 2021, C.P. Intertrade Co., Ltd. and companies in the Rice business Participated in the Ethisphere Institute's World Ethical Company Awards Performance Contest by submitting business company performance accounted for 75% of all companies in the business as follows:

- C.P. INTERTRADE CO., LTD.
- C.P. FOOD STORE CO., LTD.
- KHAO C.P. CO., LTD.
- AYUTTHAYA PORT & ICD CO., LTD.
- APSARA RICE (CAMBODIA) CO., LTD.

### Evaluation Criteria

- ✔ Corporate Governance
- ✔ Ethics and Compliance
- ✔ Culture of Ethics
- ✔ Environmental and Societal Impact
- ✔ Third-Party Management
- ✔ Ethical Leadership and Reputation

### Ethisphere Institute



Founded in 2006 and connects with various communities worldwide composed of industry experts on business ethics



The global leader in defining and advancing the standards of ethical business practices



Awards companies with ethical business standards in the “World's Most Ethical Companies®” recognition program.

### CPI ETHISPHERE ASSESSMENT RESULTS

Average 2022 Honoree Overall Ethics Quotient Score

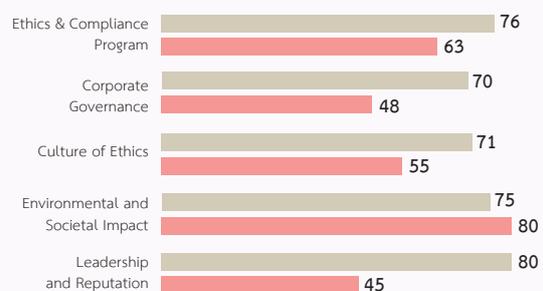
74

C.P. Intertrade Co., Ltd. Overall Ethics Quotient Score

61

#### C.P. Intertrade Co. | 2022 Ethics Quotient Category Scores

■ 2022 WME Honoree Average ■ C.P. Intertrade Co., Ltd. Score



GOOD GOVERNANCE STANDARDS 2021  
From Department of Business Development





# HUMAN RIGHTS AND LABOR PRACTICES

GRI 103-1, 103-2, 103-3, 406-1, 408-1, 409-1, 411-1, 412-1

## OPPORTUNITIES AND CHALLENGES

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service committed to promoting rights basic human by respecting local law, culture traditions and values of treating employees and those affected by the company's business operations, including avoiding involvement in human rights abuses.

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



2030 Goal



businesses periodically conduct human rights impact assessment in high risk own operations and tier 1 suppliers

KEY OPERATING RESULTS IN 2021



Human Rights Issues Assessment



of businesses are assessed on issues human rights from the activities of the organization every 3 years.



Declaration of Commitment to Respect Human Rights

In accordance with the United Nations Guiding Principles on Business and Human Rights.



Women are Executive



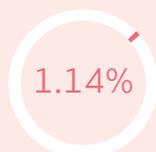
of Senior Executives are Women.



of Middle-level Executives are Women.



Disabled Staff



of All Employees with Disabilities.

SUPPORTING THE SDGs

SDG 3



Good Health and Well-Being

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

SDG 5



Gender Equality

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

SDG 8



Decent Work and Economic Growth

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

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

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

SDG 10



Reduced Inequalities

10.3 Ensure equal opportunity and reduce inequalities of outcome

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

# HUMAN RIGHT MANAGEMENT



## MANAGEMENT APPROACH

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

by supporting trainings, practices, and other control measures.

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

## COMPREHENSIVE HUMAN RIGHTS REVIEW PROCESS



1

### Policy Commitment

- Announce Human Rights and Labor Practices Policy
- Announce Code of Conduct
- In the process of developing specific policies, such as a Migrant Workers Employment Policy



2

### Embedding

- Conduct awareness training on human rights, encompassing employees at all levels
  - Top-level management
  - Mid-level management
  - Employees
- In the process of developing an e-learning curriculum to more efficiently educate employees



5

### Tracking Performance

- Develop human rights indicators
- Monitor progress on human rights at the group and business Level



6

### Communicating Performance

- Report Human Rights Due Diligence progress through the Group's Sustainability Report



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

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



3

### Impact Assessing

- Identify and assess the severity of human rights risks during all current and future activities
- Indicate salient human rights risks in countries where the Group has invested



4

### Integrating and Taking Action

- Integrate human rights into the organization's risk assessment and regular business processes
- Develop and communicate protocols, such as responsible sourcing



7

### Stakeholder Engagement

- Became a member of the United Nations Global Compact (UNGC) Thailand
- Participated in the 2018 Annual National Human Rights Planning meeting



8

### Remediation and Grievance Mechanisms

- In the process of developing a group-level whistleblowing channel



# MEASURES TO HUMAN RIGHTS RISKS MANAGEMENT



## OCCUPATIONAL HEALTH AND SAFETY

| Impacted Group  | Approach  | Results  | Supports SDGs |
|---|---|--|---------------|
| <p>Employees</p> <p>Contractors</p> <p>Suppliers</p> <p>Farmers</p> | <ul style="list-style-type: none"> <li>Occupational Health and Safety Policy</li> <li>Zero Accident Target</li> <li>Organize trainings for executives and employees of all levels to help them understand the importance of good governance throughout the supply chain.</li> <li>Safety assessment project of business group level</li> <li>Automotive management</li> </ul> | <ul style="list-style-type: none"> <li>Management staffs and employees of every organization are aware of the importance and contributions to efforts on safety</li> <li>In 2021 Lost time injury rate                             <ul style="list-style-type: none"> <li>Employees : 2.82 no. per 1,000,000 working hours (3 people)</li> <li>Contractor : 4.16 no. per 1,000,000 working hours (1 people)</li> </ul> </li> </ul> | <br>          |

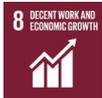


## FORCED LABOR AND FOREIGN WORKERS

|   |   |  |      |
|---|---|--|------|
| <p>Employees</p> <p>Contractors</p> <p>Suppliers</p> <p>Farmers</p> | <ul style="list-style-type: none"> <li>Human rights policy Employment and Labor Management</li> <li>Operate according to labor standards to provide workers with equal protection</li> <li>Assessment of compliance with labor laws, certified by Thai Labor Standards</li> <li>Responsible supply chain management policy and encouraging key business partners to self-assess their sustainability</li> </ul> | <ul style="list-style-type: none"> <li>Established operating and governance standards on foreign workers Ethical Recruitment.</li> <li>There are operations to take care of foreign workers. By becoming an employee of the company 100% and taking care of welfare and well-being better including building knowledge and abilities.</li> </ul> | <br> |
|---|---|--|------|

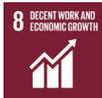


## DISCRIMINATION

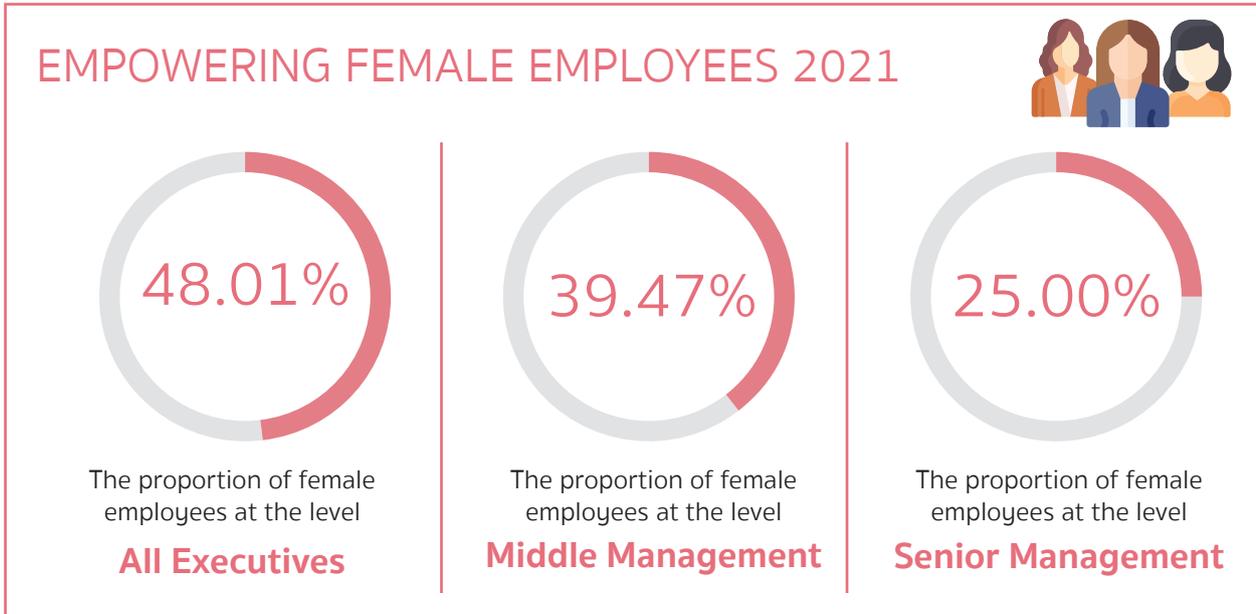
| Impacted Group | Approach  | Results   | Supports SDGs  |
|----------------|---|---|--|
| Employees      | <ul style="list-style-type: none"> <li>Code of Conduct.</li> <li>Training to educate employees about rights, equality and coexistence practices.</li> </ul> | <ul style="list-style-type: none"> <li>Communicated through an e-learning system to every employee in all business groups to raise awareness and verify</li> <li>Employed 15 people with disabilities in the business group               <ul style="list-style-type: none"> <li>Male 10 people</li> <li>Female 5 people</li> </ul> </li> </ul> | <br> |



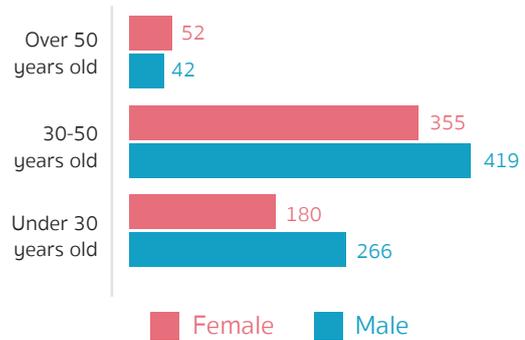
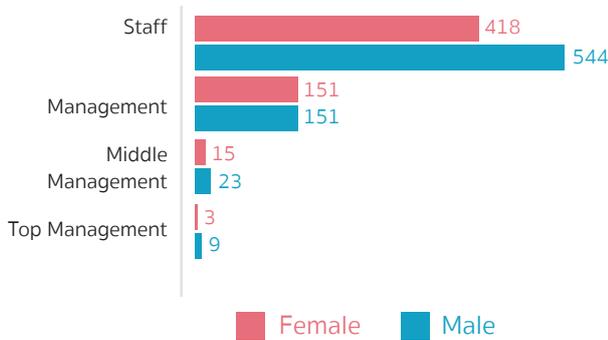
## ENVIRONMENTAL IMPACT

|                   |  |  |   |
|-------------------|--|--|---|
| Local communities | <ul style="list-style-type: none"> <li>Policy and Target on Environmental Management</li> <li>Environmental Plan</li> <li>Raising awareness And environmental knowledge</li> <li>Surveys to identify community opinion and concerns</li> </ul> | <ul style="list-style-type: none"> <li>Performed according to policy and standards</li> <li>Developed action plans to respond to community concerns</li> <li>No environment-related grievances reported</li> </ul> |  |
|-------------------|--|--|---|

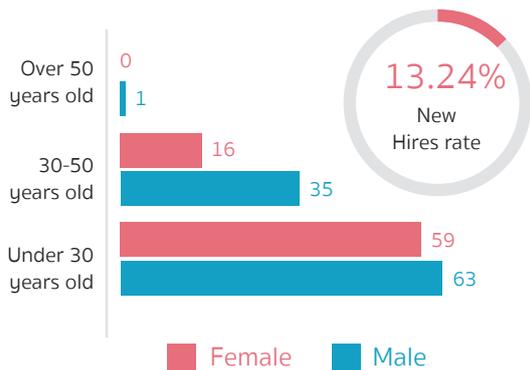
# HUMAN RESOURCES MANAGEMENT DASHBOARD



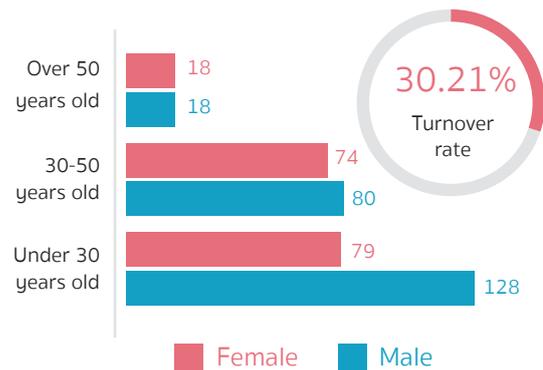
### DIVERSITY OF EMPLOYEES



### NEW HIRES : 174 PEOPLE



### EMPLOYEE TURNOVER: 397 PEOPLE



## CARING FOR EMPLOYEES



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

### 1

#### Building a working society

- Attention to ability and Assign valuable and challenging tasks.
- Make people in the CPI understand their roles, treat colleagues with respect understand the difference Respect and build good relationships with each other in the team.
- Support for the creation of interest-based clubs to create good relationship
- Encourage people in CPI to be considerate, caring, and caring each other both at work and outside of work, including sharing knowledge, experience, etc. to those who need it. appropriately, creating a feeling of belonging to one family.

### 2

#### Mind and soul care

- Promote morality in the mind.
- Promote a mindfulness.
- Promote Gratitude.

### 3

#### Building stability in life

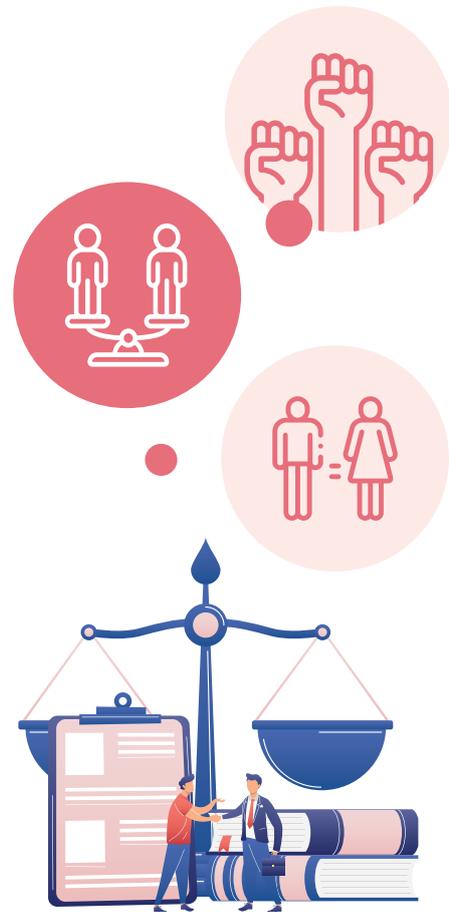
- Encourage employees to have good physical and mental health
- Encourage employees to use “Rationality, Moderation, Immunity, use of knowledge Virtue couple” to create stability in life and family.
- Extending the way of building security in life to the family and community of people in the CPI.

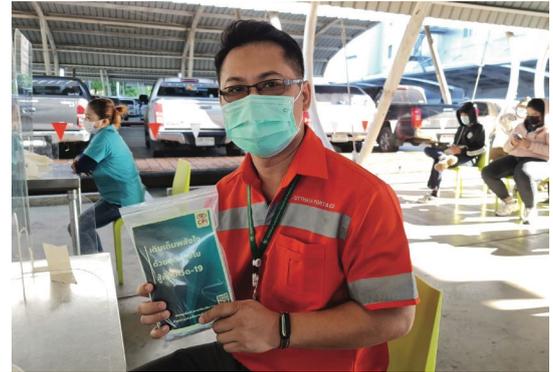


## PROMOTING EQUAL OPPORTUNITIES, INDIVIDUAL DIVERSITY AND WELL-BEING

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

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





### Case study

## CARING FOR PERSONNEL DURING COVID-19



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

- Provide adequate protective equipment such as masks, alcohol gel, face shields, gloves, etc.
- Communicating and raising awareness about the COVID-19 for information to protect yourself and protect family members to reduce the risk of infection.



- Measures for supervisors to closely monitor and inquire about the health of the team.
- Screening measures before entering the office building area, such as temperature checking, etc.
- Measures for working from home by the company providing support for various technologies such as a computer or an online meeting program MS Team to facilitate the ability to work from home effectively.
- Measures to refrain from traveling to risky areas including refraining from traveling by public transport.
- Distancing measures, whereby the Company has determined appropriate distances in office spaces, elevators, canteens, staff shuttles, etc.
- Internal communication with employees at all times to create an understanding of the situation and showing concern.

## Case study

## KHAOTRACHAT RAISES STANDARDS AS A MODEL OF BUSINESS ESTABLISHMENTS TIGHTEN “Bubble and Seal”

TO CLOSE THE RISK POINT TO PREVENT COVID-19



The epidemic situation of COVID-19 at present, there is still a heavy epidemic and it has a wide impact on the people, entrepreneurs, both small and large businesses, causing many agencies to adjust or find measures to support change and prevent it in order to survive this crisis.

Mr. Thammavit Srikrikrit Senior Executive Vice President Production and engineering, Mr. Anusorn Pintu, Safety Manager of Khao CP Company Limited (KhaoTraChat Factory) joined to share experiences. Prototype of business establishments according to preventive and control measures In specific areas (Bubble and Seal) close the risk point to prevent COVID-19 at the seminar via Facebook Live “Joining forces through the Covid-19 crisis in the workplace” from the Ministry of Industry and the Ministry of Public Health revealed that “Currently, the KhaoTraChat factory, Nakhon

Luang District, Ayutthaya Province, has a production process and improves rice quality. Ready to pack into bags including a storage area for finished goods for preparing to export both domestically and internationally. This is considered a core process if found that an employee is infected will affect production greatly. Therefore, we have always thought of preventive measures. The employees working in one such area will bring the employees to live in the dormitory in the factory not to go home in order to prevent getting infected from home and two, bring the staff to the hotel in the city of Ayutthaya and stay at the staff’s dormitory. There is a shuttle service take care of food to prevent infection Both of which are in accordance with the prevention and control standards in specific areas “Bubble and Seal” of the Department of Disease Control.



Community Isolation can accommodate 60 people



Video of Bubble&Seal  
Measures Rice Factory  
tiered seal



# LEADERSHIP AND HUMAN CAPITAL DEVELOPMENT

GRI 102-41, 102-43, 102-44, 103-1, 103-2,  
103-3, 401-1, 401-2, 404-1, 404-2, 404-3,  
405-1

## OPPORTUNITIES AND CHALLENGES

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

## 2030 GOAL

100%

employees engaged in sustainability training and initiatives.

## KEY OPERATING RESULTS IN 2021



## Leader and staff

100%

Trained to develop knowledge and understanding in sustainability and business ethics



## Employee training hours

9.09 Hours/Person/Year



## Employee training costs

22.11 Million Baht /Year

## SUPPORTING THE SDGs

## SDG 4

## Quality Education



**4.4** Increase the number of youth and adults who have relevant financial skills.

**4.7** Ensure that all learners acquire the knowledge and skills needed to promote sustainable development and global citizenship.

## SDG 5

## Gender Equality



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

## SDG 17

## Partnership for the Goals



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

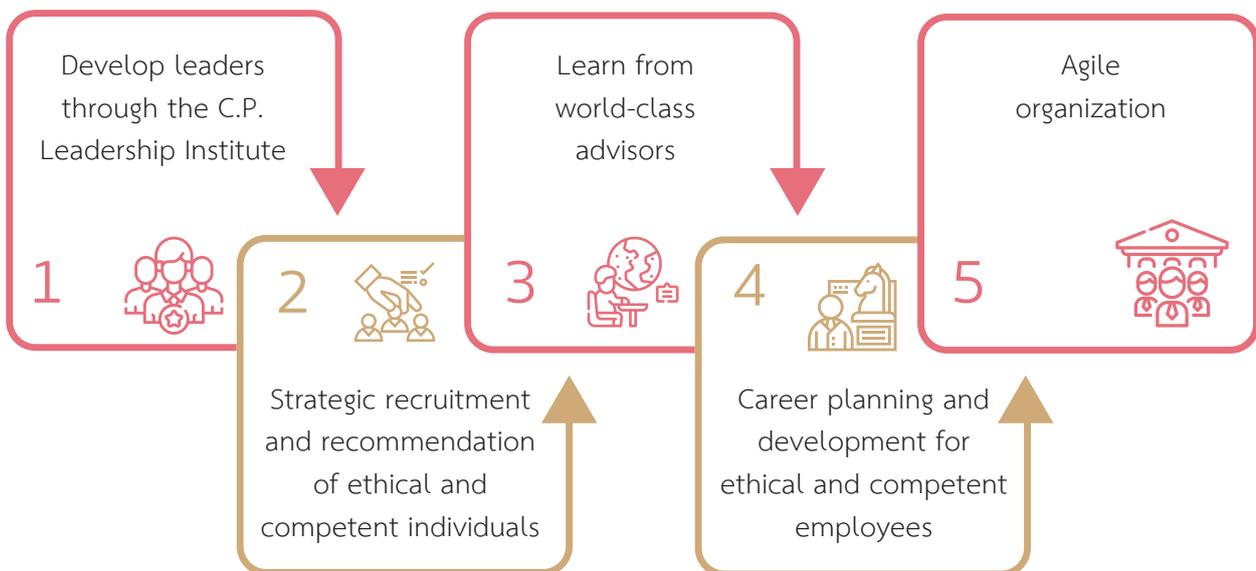
# HUMAN RESOURCES MANAGEMENT

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

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



## C.P. Group WORK FORCE 4.0



# LEADERSHIP DEVELOPMENT TRAINING

## Development through Leadership Development Courses

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



### FLP

CP Future Leaders  
Development  
Program



### PLP

CP Potential Leaders  
Development  
Program



### LDP

CP Leaders  
Development  
Program



### SLP

CP Senior Leaders  
Development  
Program

| Operational Program  |  | Strategic Program  |   |
|--|--|--|---|
| Course Overview  |  |  |   |
| The first training course for the Group's 'Young Talents' in Thailand and overseas, which aims to build well-equipped leaders according to the Group's leadership model. | A leadership development course for employees with proven leadership potentials focuses on business development and integrated management within the scope of their responsibilities, aiming to generate profit and revenue for the sustainable business growth. | A development course for leaders at the operational level is designed to help them manage strategic operational projects. It focuses on reforming processes for efficiency and quality, stimulating cross functional actions, and maximizing resources used. | The course focuses on enhancing and sustainably developing C.P. Group through the formulation of strategic projects that execute C.P. Group's vision. |
| Participant Qualifications   |  |  |   |
| New graduates and young talents from business groups   | Graduates of the FLP Program and employees from business groups  | Managing directors and mid-level executives  | Top-level executives  |
| Project Supporters   |  |  |   |
| CEO and CEO-1  | CEO and CEO-1  | CEO and CEO-1  | CEO and Group Chairman  |

# APPLYING TECHNOLOGY TO ENHANCE EFFICIENCY IN HUMAN RESOURCES MANAGEMENT

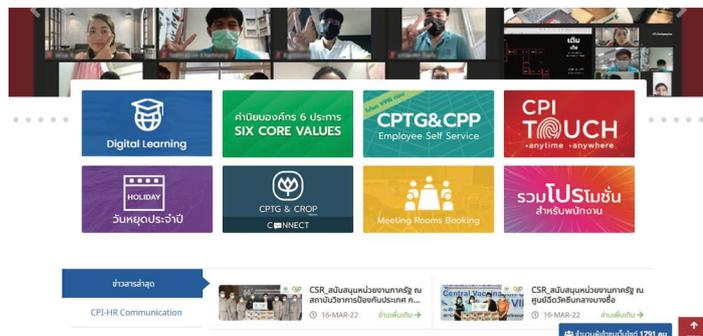


## Project Background:

With a large number of employees, precise and accurate management of human resources data is crucial. C.P. Intertrade has applied technology to create efficient human resources management.

## Approach:

C.P. Intertrade develops the CPTG & CROP Connect system for efficient management of our human resources. The key modes of operation include communication, knowledge sharing and management. It also linked with all relevant systems and accessible worldwide on both computers and smartphones.



## KEY MODES



### Communications

Search for contacts and get in touch through chatrooms or calls and online meetings; follow news and announcements



### Knowledge Sharing

Online library that allows access to learning at all times with a platform to exchange topics of mutual interests.



### Management and Connection to Other Systems

Record working time from anywhere in the world and connect to the systems of each department and related websites.



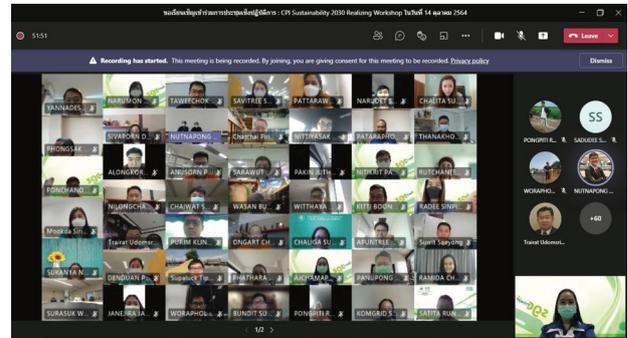
**100%** of C.P. Intertrade 's employees have access to the system



**8 Portal** compiled in the system

Case study

# SUSTAINABILITY WORKSHOP PROGRAM



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

As a result of the Executive Committee meeting Charoen Pokphand Group (CPG EXCOM) held the CPG 2030 Sustainability Strategy Workshop on Saturday, July 18, 2020. It was honored by

Mr. Supachai Chearavanont and senior executives from all business groups of Charoen Pokphand Group. have jointly considered and endorsing the Group’s Sustainability Strategy and Goals to 2030, by defining the Group’s Sustainability Strategy to 2030 to drive the sustainability work of the international trade business group. achieve success in accordance with the strategy and Charoen Pokphand Group’s Sustainability Goals The company therefore held a meeting and doing a workshop to set the sustainability goals of the business group with the chairman of the business group, executives and the sustainability management working group Join us in setting goals towards sustainability in 2030 on October 14, 2021 via Microsoft Team



Case study

# LEADERSHIP PROGRAM TAKE OFF 2021



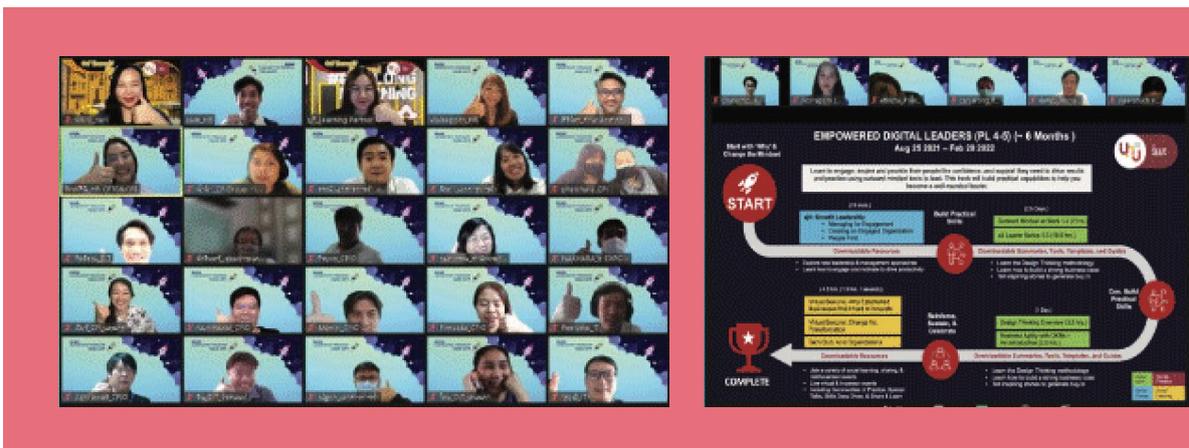
Open the scene again the Leadership Program aims to enhance leadership for employees at all levels to have the opportunity to learn and develop capacity in management (Performance) and people management (People) in order to be a leader. Can lead the organization to reach the goals and achieve the objectives set by the organization.

This year, the Human Resources Office jointly developed the program and training formats with leading organizations In terms of learning like SEAC through an efficient platform, Your Next U, an online learning platform. That collects world-class courses taught by experts in the form of a self-study online class and virtual classrooms that can interact with teachers and classmates as if studying together as well as participating in

group activities focusing on learning in the form of exchanging experiences from people with specific expertise.

On August 24-25, 2021, the Human Resources Office organized the 2021 Leadership Program Take Off to prepare clarify the purpose and details to the leaders from the C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service who have been nominated to participate in this year’s project.

The 2021 Leadership Program has now started. From now on, leaders join the project for a period of 6 months to learn and develop their management capabilities and people management to develop the organization towards success in the future.







# EDUCATION & INEQUALITY REDUCTION

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

## OPPORTUNITIES AND CHALLENGES

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

## 2030 GOAL

**100,000 people**  
supported through educational support,  
lifelong learning, and upskilling.

## KEY OPERATING RESULTS IN 2021



**8,085 people**  
Children, youth and adults

Are encouraged to access education and  
develop essential skills.



**52 schools**

Are encouraged to educate and support  
sustainability



**107 people**

Number of scholarships sponsored by  
companies in the business group

## SUPPORTING THE SDGs

## SDG 4

Quality Education



**4.4** Eliminate gender disparities in  
education

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

## SDG 8

Decent Work and  
Economic Growth



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

## SDG 9

Industry, Innovation  
and Infrastructure



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

# EDUCATION MANAGEMENT



## MANAGEMENT APPROACH

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

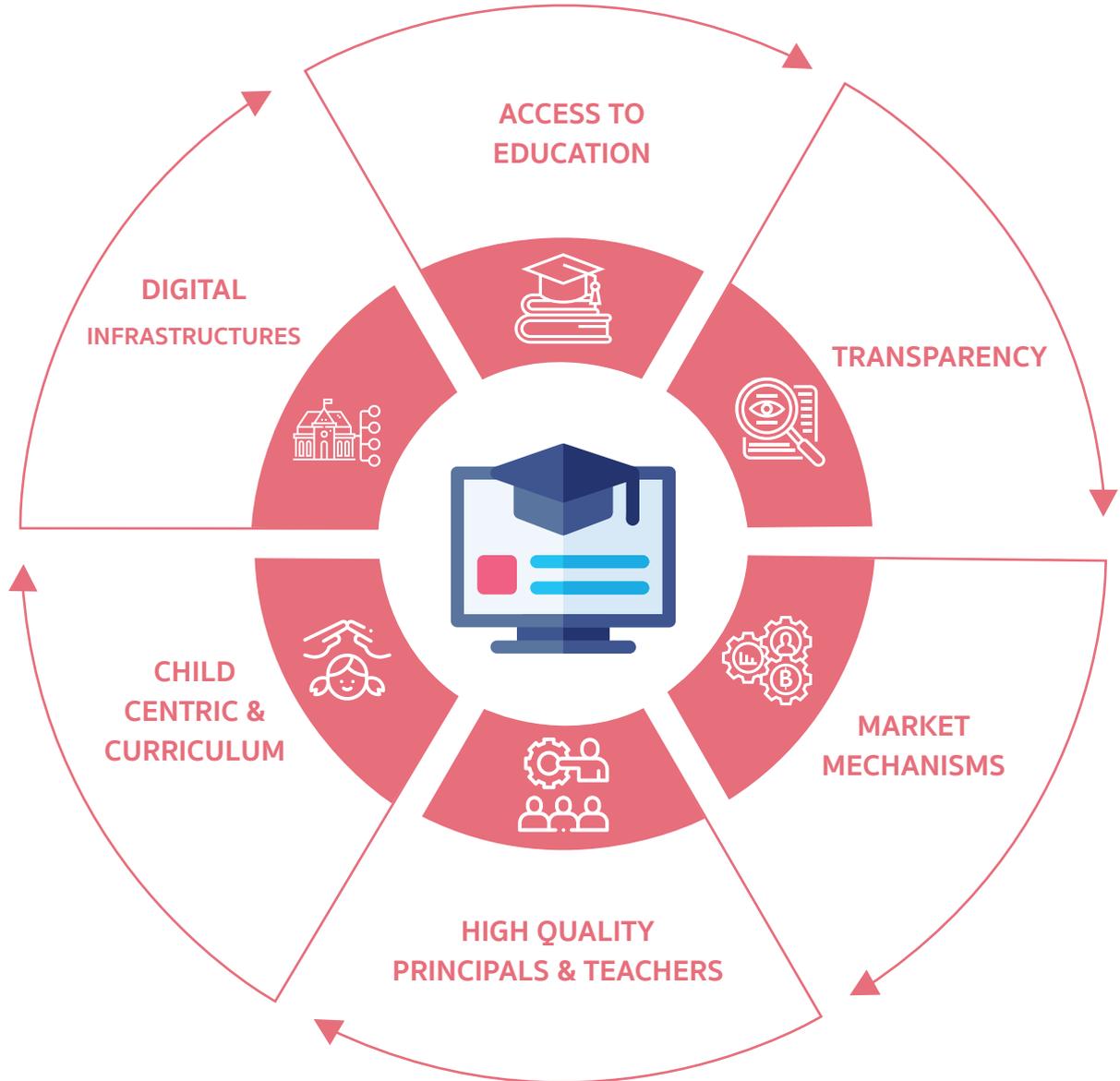
The company has been building and supporting education through major projects at the national level, including constant support of the Academic Olympiad for 17 years. The Youth Development for Sustainability Project whose goal is to be a model organization for youth to have opportunities to learn and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



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



# FRAMEWORK EDUCATION





## Case study

## NATIONAL CHILDREN'S DAY



C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service organizes National Children's Day activities regularly. We recognize the importance of children and youth who will be important forces for the country's future development. and has organized activities continuously for 14 years In this year 2021, activities under the concept of "Safety and Hygiene" are organized to make Thai children aware of the importance of health care and having good hygiene, far away from disease, having a healthy body, bright mind, ready for openness to creativity and a vital force for the development of the country. through various activities The details are as follows.

## Objective

- To make youths realize the importance of health care and good hygiene
- To create engagement between the organization and the community
- To raise awareness and focus on children and youth which will be the future of the country
- To enhance the development of children and youth to show their knowledge and abilities in various skills



21  
schools



3,819  
engaged in  
the event



## Case study

## YOUNG AGRICULTURE FOR SUSTAINABILITY

Charoen Pokphand Group operates its business under the determination of 3 benefits, which is to create benefits for the nation, the people and the organization, with the idea for social development along with building business growth. Young Agriculture for Sustainability Project Born from the idea of transferring agricultural knowledge to Thai children who have agriculture as the economic foundation of the country. By targeting youth around the establishment (factory, farm, farm pro) organize training to educate and create demonstration plots for real practice.

Implemented the project for the 3rd year in a row, Sustainable Development Goals of HEART Group, Education and Reduction of Inequality in Rice Business Transportation and Services and Map 1 Developing Education of the Office of Social Activities Integrated Crop business, rice business, Transportation and Service, targeting 100,000 people by 2030.



### Objective

1. To produce safe food stocks, support the lunch project enhancing food according to the principles of nutrition rotation in school.
2. To insert agricultural knowledge through learning-based activities and integrated training.
3. To build on the output of the school, the knowledge can be transferred to the school network and the community.
4. To join forces with executives and employees of CSR SPIRIT, volunteering to do activities with the community to contribute to society according to the 3 benefits.

### AREAS FOR IMPLEMENTING THE YOUNG AGRICULTURAL PROJECT FOR SUSTAINABILITY

1. Wat Lamut School  
PhraNakhonSiAyutthaya Province
2. Wat Ban Dab School  
PhraNakhonSiAyutthaya Province
3. Wat Preedaram School  
PhraNakhonSiAyutthaya Province
4. Wat Thong School  
PhraNakhonSiAyutthaya Province
5. Wat Wat Samakan  
PhraNakhonSiAyutthaya Province
6. Pattana Paknam School  
Suphan Buri Province



# CYBER SECURITY AND DATA PROTECTION

GRI 103-1, 103-2, 103-3, 410-1

## OPPORTUNITIES AND CHALLENGES

C.P. Intertrade Co., Ltd. and companies in Rice Business Transportation and Service commitment to operations includes technologies, processes, and practices designed to protect networks, devices, programs and data from attacks or intentional unauthorized access. To protect business assets from all threats of cyberattacks, including securing personal information of employees and customers. The goal is to have the business group be certified in accordance with international cybersecurity and data protection standards.

2030 GOAL



businesses certified on international standard of data security and data privacy

KEY OPERATING RESULTS IN 2021



Cybersecurity Training



of all employees have been trained or raise cybersecurity awareness.



Risk Assessment Cyber Security



the company's access channels have been assessed for cybersecurity risks.

SUPPORTING THE SDGs

SDG 4

Quality Education



4.4

Increase the number of youth and adults who have relevant financial skills.

SDG 16

Peace, Justice, and Strong Institutions



16.10

Ensure public access to information and protect fundamental freedoms in accordance with national legislation and international agreements.

# CYBER SECURITY & DATA PROTECTION



## Management Approach

Over the past few years, there have been a growing number of common international data security breach incidents, including: Theft of customers’ commercial and personal information which event These can affect your reputation, image and credibility of the organization, CPI announced the Data Security Management Policy. To secure information technology and Cyber Threat Risk Management It consists of 3 components as follows:



**Department and Employees**



**Plan and Procedures**



**Technology**

## PROTECTION OF PERSONAL INFORMATION

The company operates a policofy on personal data protection covering all customers. Employees of the organization and partners in every step the operation. including covering customers who use the company’s services.

### Control the Implementations of Personal Data

Build **trust** in managing personal data

Create cross functional **collaboration** in workplace

Comply with privacy **regulations**

Reduce the **risk** of non-compliance

CPI announced the Personal Data Protection Policy and Guidelines covers the entire customer. corporate employees and partners, including Covering customers who use the company’s services which has communication with the owner of information as follows



Purpose of collection



Collection period



Type of person or Department which may be disclosed



Information or ways to contact the company



Rights of personal data subject



Report the consequences of not giving personal data

In this case, the customer can exercise the right to request about the information collected as follows:



Request withdrawal of consent



Access your personal information



Forfeit a copy



Search the collection Disclosure



Whistleblowing



Request to transfer their personal data to other Data Controller

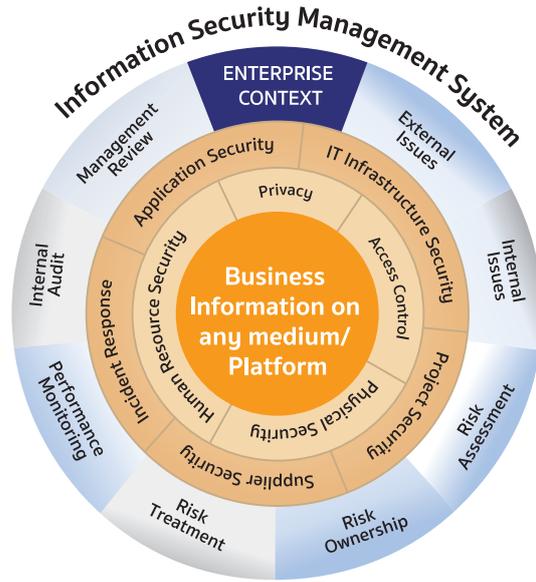


Request to update the information



Request deletion, destruction or suspension of data

In recent times, there have been incidents of data security breaches. On a global scale, there have been a growing number of incidents such as theft of commercial and customer personal information. These events may affect the reputation, image and credibility of the organization. secure information technology and cyber threat risk management following the iso 27001 international standard is the international standard for information security management systems (ISMS). This standard provides a model for risk assessment. Security design and implementation Including the management of the security of keeping both digital data and documents safe.



**ISO 27001 DELIVERS ROI**

- 50% of ISO/IEC 27001 certified organizations found the process of certification to be simple and 52% found it to be cost effective
- 45% of certified organization saw an increase in internal customer satisfaction
- 82% of certified organizations noted an increase in the quality of information security processes and procedures and 48% a reduction in the level of risk

**Learning Channel and Communication**

**CORPERTE CHANNEL**

EMAIL / CPTG CONNECT / WEB PORTAL

A collection of icons representing various corporate communication channels: a person with a megaphone for 'ร้านค้าปลีก หอกลออนไลน์' (Retail store online), a smartphone for 'สแกนเนอร์ หอกลให้รัก' (Scanner to love), a stack of money for 'หอกลให้จ่ายเงิน ค่าธรรมเนียมพัสดุ' (Pay for shipping fees), a person at a computer for 'ข่าข่าข่าข่า' (News), a chat bubble for 'สนทนา' (Chat), and a document for 'อ้างว่าช่วย' (Claiming to help).

**E-Learning**

A graphic for E-Learning featuring a laptop and a smartphone with the text 'E-LEARNING' and 'ONLINE'. Below it is a screenshot of a learning management system interface with a search bar, a list of courses, and a 'แจ้งปัญหาการใช้งาน' (Report problem) button.

# Information Security : Personnel Management Inform

Human Resources Office, C.P. Intertrade Co., Ltd. and companies in the rice business transport and service Considering the importance of Personal Data Management (PDPA) of employees at all levels to comply with international standards and protect personal information from unrelated parties, including requesting information, collecting information forwarding of information and destruction by the Human Resources Office has prepared media and public relations. Including learning and taking quizzes online personal information.



1. ไม่ใช้หรือบอกรหัสผ่านการใช้งานแก่บุคคลอื่น



2. ไม่เปิดอีเมลหรือไฟล์จากบุคคลที่ไม่รู้จัก



3. ไม่โพสต์ หรือ แชร์ ข้อมูลสำคัญของบริษัทผ่านแอปพลิเคชันสาธารณะ เช่น เฟสบุ๊ก หรือ ไลน์



4. ไม่ใช้ Free WIFI ในการทำงานบริษัท



5. หากพบความผิดปกติที่คุณสงสัย โปรดรายงานการโจมตีดังกล่าว



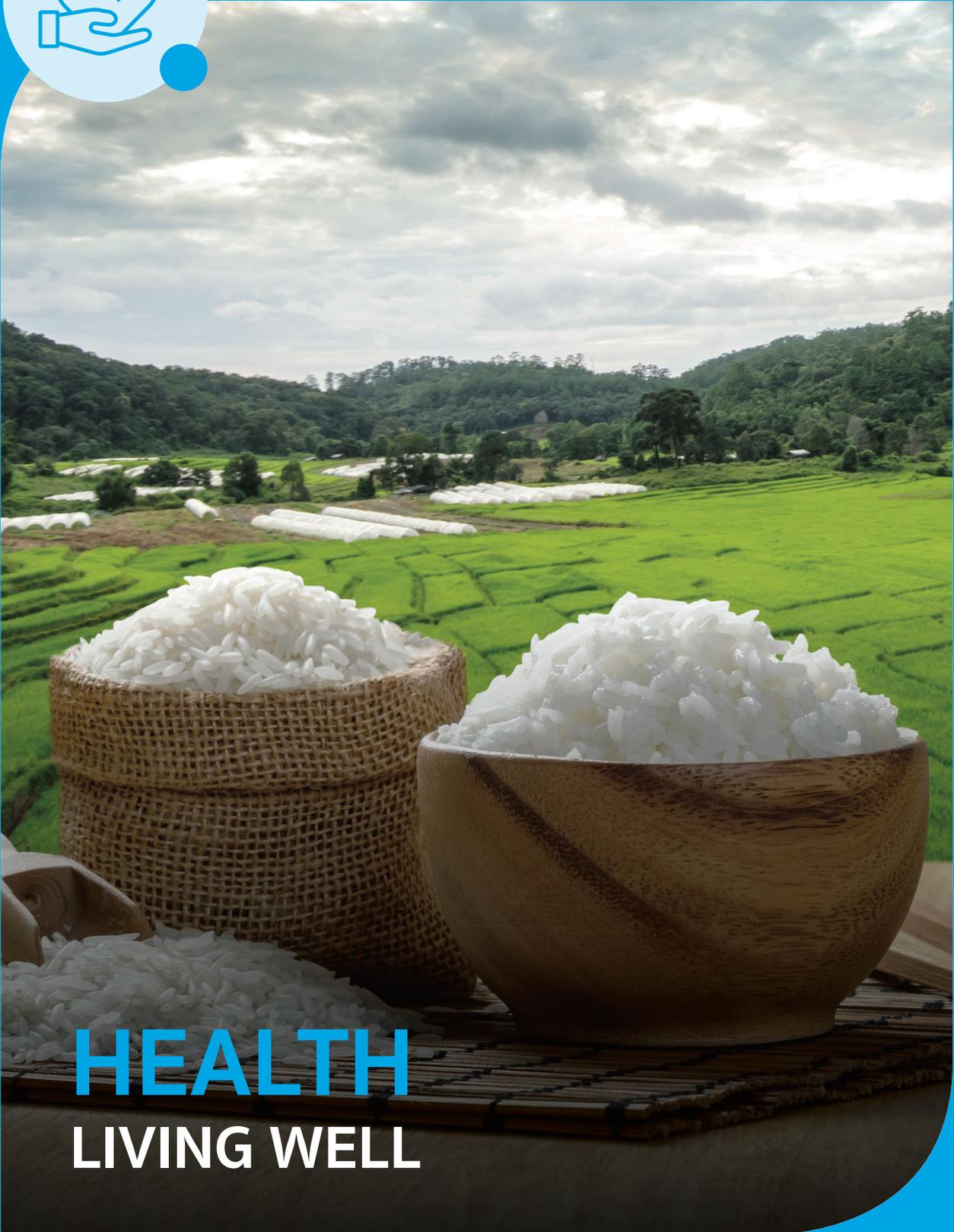
**PDPA**  
Personal Data Protection Act  
**พระราชบัญญัติคุ้มครองข้อมูลส่วนบุคคล**

## Case study

## SECURITY ASSESSMENT

## KPIs for Corporate Sustainability Assessment





**HEALTH**  
**LIVING WELL**

C.P. Intertrade Co., Ltd. and companies in the Rice business Transportation and Service Charoen Pokphand Group recognizes the importance of social sustainability by conducting business under the concept of employee and social development in connection with the economic dimension of the organization by giving rights and opportunities to fair treatment and benefits encourage employees to see the value of their work. and honesty to the organization There is a communication channel with stakeholders be transparent can check. There is a management system that creates participation from all parties. Build the surrounding society to be a quality society. Recognized by society and the community in entrepreneurship cultivated in the activities of people in the organization to reach the brand and corporate products to achieve the vision of being a leading company in the integrated rice business and agro-industrial under the framework of vision, mission and policy, the following social sustainability goals are follows:



HEALTH &  
WELL-BEING



SOCIAL IMPACT  
AND ECONOMIC  
CONTRIBUTION



OCCUPATIONAL  
HEALTH & SAFETY



INNOVATION  
MANAGEMENT



INNOVATION  
MANAGEMENT



# HEALTH AND WELL-BEING

GRI 103-1, 103-2, 103-3, 416-1

## OPPORTUNITIES AND CHALLENGES

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



2030 Goal



Total sales volume of consumer products and services help promote health and well-being.

KEY OPERATING RESULTS IN 2021



Food Safety Products



of all products

SUPPORTING THE SDGs

SDG 2

Zero Hunger



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

2.2 End all forms of malnutrition

SDG 3

Health and Well-being



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

3.B Support research, development, and access to affordable essential medicines and vaccines

## PRODUCT DEVELOPMENT FOR HEALTH



### Health Product Research and Development Center

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

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

# MANAGEMENT GUIDELINES AND MANAGEMENT OF HEALTH PRODUCT INNOVATION



## MANAGEMENT APPROACH

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

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



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

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

- ISO 9001:2015
- GMP
- HACCP
- BRC



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

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

## POPULAR “KHAO TRACHAT” PRODUCTS



The company strives for and intend to produce to achieve consistent quality as the saying goes

“ KhaoTraChat, standard in every bag the same all over the world.”

Until we are accepted and trusted by millions of consumers.

**#KhaoTraChat, the number 1 rice in my heart we all**

### Jasmine Rice, The number 1 rice

About deliciousness, fragrant, soft, sticky because we use the technology to store the freshness of rice. With 15 °C cooling technology, it's like eating just harvested rice. Delicious all year round, no need to wait for the season.

### Chat Som brand: Fragrant rice, special recipe, The number 1 rice

About cooking in the pot, the price is worth it, will cook it as steamed rice or make a menu of chicken rice, red pork rice, pork leg rice and fried rice. It's delicious to make any dish.

### RD43 rice : Chat Light brand, The number 1 rice

Less sugar, healthy but still delicious, soft, suitable for everyone in the family people who like soft rice but also care about health want to control sugar and weight. Quality is guaranteed with the brand «RD 43» certified authentic by the Rice Department.

## Case study

## Khao Chat Light,

a sample of rice that has been certified by the GAP quality rice production system and the Q rice product standard and the authentic rice certification mark from the Rice Department



Mr. Nutthakit Khongthip, Director-General of the Rice Department presided over the opening ceremony of the seminar to increase the efficiency of the system of rice inspection and certification and to deliver policies and guidelines for driving rice inspectors of the Rice Department to kick off, releasing the procession of rice inspectors, inspecting, monitoring, controlling, supervising seed business establishments control paddy.

Department of Rice by the Rice and Product Standards Inspection division responsible for developing the system of inspection and certification of rice standards. To build confidence in the rice production system throughout the production chain, to strengthen the capacity for quality rice production. Since the conversion level management to rice products to improve the quality of life of farmers consumers are consuming

safe, quality and satisfying rice both at home and abroad which provides inspection and certification of rice standards in various scopes throughout the production chain, including;

1. Rice seed production system (GAP Seed)
2. Quality Rice Production System (GAP Grain)
3. Organic Rice Production System (Organic Thailand)
4. GMP system for rice mill
5. Q rice products and the authentic rice certification mark and control the rice seed business establishment in accordance with the specified laws

At the event, the Rice Department presented Chat Light “Delicious, Soft, Less Sugar” rice as an example of rice that has passed quality rice production standards from the Rice Department.



## Case study



## “Krua Pan Im”, CP for Good Deeds to fight of Covid-19 by health products

### KhaoTraChat X Krua Mae Poon

Sharing deliciousness, filling the stomach to the residents of the Din Daeng community



KhaoTraChat joins hands with partner restaurants The number 1 rice box restaurant that must be trusted in food taste because of the freshness, deliciousness and cleanliness of the shop is Krua Mae Poon Khao Box. Ready to pass on deliciousness with a corporate communication team and CSR social activities team from KhaoTraChat let's come together to deliver warm, hot, ready-to-eat rice boxes to the people under the project along with filming a video scoop to promote the restaurant's menu of fried catfish with Chili King Krua Mae Poon.



“ We would like to cheer up for restaurant operators and people to go through this crisis together. ”



# SOCIAL IMPACT AND ECONOMIC CONTRIBUTION

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

## OPPORTUNITIES AND CHALLENGES

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

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

## 2030 Goal

# 100,000 people

Supported to generate incomes for small farmers, SMEs and vulnerable groups along our supply chain.

## KEY OPERATING RESULTS IN 2021



## Farmers

4,210 People

receiving career promotion and income.



## Vulnerable group

320 People

who received promotion of occupation and quality of life.



## Support community and society

26,537,652 Baht

## SUPPORTING THE SDGs

## SDG 1

No Poverty



1.2 Reduce poverty by at least 50%

1.4 Equal rights to ownership, basic services, technology, and economic resources

## SDG 4

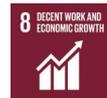
Quality Education



4.4 Increase the number of people with the necessary financial skills

## SDG 8

Decent Work and Economic Growth



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

## SDG 10

Reduced Inequalities



10.1 Reduce income inequality

## Key Performances 2021

### NUMBER OF BENEFICIARIES (PERSONS)



4,210

farmers supported



320

members of vulnerable groups supported

### SOCIAL ACTIVITIES



716,500.00 Baht

Charitable Donations



5,240,740 Baht

Community Investment



26,537,652 Baht

Support community and society



14,253,106 Baht

Tax paid to the government

CSR SPIRIT



4,503 Hours

# KEY PERFORMANCES 2021

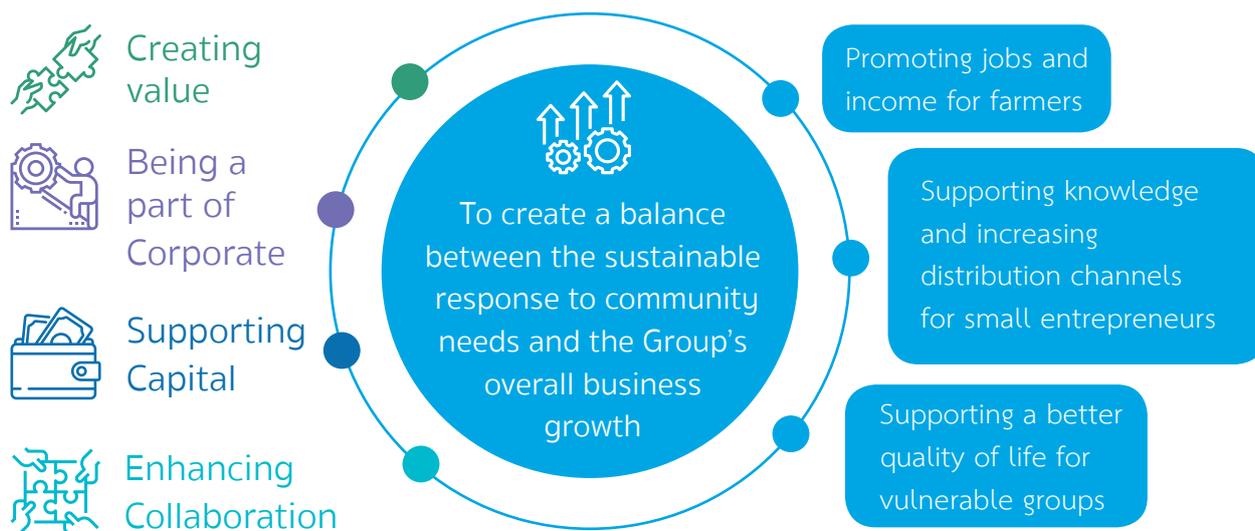
## SOCIAL VALUE



### MANAGEMENT APPROACH

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service Group's Social Value Creation Strategy has been developed based on the core values that represent our identity, namely gratitude and honesty, the Three-Benefit Principle, the C.P. Excellence Management Approach, and the Sustainable Development Goals according to the 2030 Strategy. Besides these internal factors, the Group has also taken into account community concerns and the United Nation's Sustainable Development Goals in order to balance between meeting the community's and society's needs and the Group's business growth.

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service Group's Social Value Creation Strategy actively focuses on three keys issues, namely promoting jobs and income for farmers, supporting knowledge and increasing distribution channels for small entrepreneurs, and supporting a better quality of life for vulnerable groups. Furthermore, the CP for Sustainability Project has also been implemented to drive the strategy and encourage the engagement of executives and employees worldwide in harmonizing social activities.



# SUPPORTING FARMERS

## (for a Better Quality of Life)

### MANAGEMENT APPROACH

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

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



Marketing and sales channel support for farmers



Supporting contract farmers



Four-in-One innovative projects for modern and sustainable agriculture



Knowledge, technology, and skill development & Employment of local farmers



Promoting farmers' access to funding



Social Enterprise (SE) Development



Direct purchase of agricultural raw materials from farmers

### PERFORMANCE TO SUPPORT FARMERS TO GROW RICE DURING THE YEAR 2021



**4,210** Persons

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



**94,153** Rai  
Promoted Farmland



**Jasmine rice** 6 provinces (Sisaket, Yasothon, Buriram, Surin, Roi Et, Phayao)

**RD 43 Rice** 3 provinces (Suphan Buri, Nakhon Sawan, Phitsanulok)

**RD 79 Rice** 7 provinces (Suphan Buri, Chainat, Nakhon Sawan, Phichit, Phitsanulok, Sukhothai, Kamphaeng Phet)

**Sticky Rice** 2 provinces (Phayao, Chiang Rai)

Case study

# PROMOTE FARMERS TO CULTIVATE TO THE GUIDELINES SUSTAINABILITY AGRICULTURE CODE 2017 OF UNILEVER

C.P. Intertrade Co., Ltd. and companies in the Rice business Transportation and Service together with government agencies, we are working on a project to develop traceability through sustainable rice standards in the Pracharat Rice Project with purpose to encourage partner farmers to have knowledge and ability to cultivate rice properly according to food safety principles. There is an effective management system based on social and environmental responsibility.

In addition, this project is another important project that helps Thai farmers to have a better quality of life, livelihood, have a better income and build pride in the farmer’s career, the important foundation of the country’s economy. There are 3 areas of operation which are as follows:

1. Sustainability product with operations in Carbon footprint of product and Water Footprint Product
2. Sustainability Agriculture It is the implementation of the requirements of the main Responsible and Sustainable Sourcing partners. It operates in accordance with the requirements of Unilever and operates according to the Global Sustainable Agriculture Standards: Sustainable Agriculture Initiative Platform, Global G.A.P., Sustainable Rice Platform.
3. Sustainability Development Goals for organization



As well as to promote agriculture according to Unilever customers, we operate in accordance with the Unilever Sustainable Agriculture Code, which is a standard that promotes the quality of life of farmers and product quality before being delivered to consumers by focusing on 12 issues as follows:

- |   |  |  |
|---|--|--|
| 1. Crop and pasture nutrient (fertilization) management | 5. Biodiversity and ecosystem services | 10. Value chain                                      |
| 2. Pest, disease and weed management                    | 6. Energy and GHG (carbon) emissions   | 11. Continuous improvement                           |
| 3. Soil management                                      | 7. Waste management                    | 12. Unilever’s responsible sourcing policy for farms |
| 4. Water management                                     | 8. Social                              |  |
|   | 9. Animal husbandry                    |  |



Case study

# KHAOTRACHAT AND MODEL FARMERS

## Demonstration of farming and harvesting of rice fields, experimenting with RD 43 rice cultivation



Center for learning about farming and Coarse Rice BanTalo rice field of Mr. Busman Jitrong, a model farmer Padang Besar Subdistrict, Sadao District, Songkhla Province

KhaoTraChat by Ms. Meena Wangji, Senior Vice President together with a model farmer, Mr. Busman Jitrong, in Sadao District, Songkhla Province, has opened his own farming area. To be a learning center on farming and making hand-held rice to students various departments and those who are interested have come to study and learn rice cultivation method.

Ms. Mina said, “I feel admirable for Mr. Musman with the intention to conserve this land because it is an inheritance that the generation of great-grandparents have built it and also share the knowledge to others.” They also gave the rice seed RD 43, which is the real seed from the Rice Department to Mr. Busman to be used as a demonstration in the experimental rice cultivation plots and to be used for planting for household consumption within the community.

In addition, branded rice also sent the company’s specialized academics come to take care about every step of the rice production process, quality control and has improved the place for making rice to be more beautiful and hygienic.



RD 43 Chat Light Rice is a medium-low glycemic index (GI) rice, fragrant, soft, delicious, easy to eat, suitable for people who love health.



## Case study

## CHAT LIGHT RICE RESPONDING TO THE HEALTH LOVER'S PROBLEM, CONTINUING TO LEAD THE MARKET FOR PRODUCTION GRAIN OF THE FUTURE



In today's, health has become a trend that the consumer market is paying attention and when it comes to healthy rice I believe that everyone should be familiar with the RD 43 rice variety from Mr. Apichart Lawanprasert, Director of the National Institute of Rice Science, Department of Rice, reveals an interesting overview of the aforementioned rice varieties. "Healthy rice RD 43 is a medium-low glycemic index rice that has been selected from crossbreeding between Suphanburi 1 rice varieties and fragrant rice in Suphanburi In the past performance, farmers have been recruited from large-scale farming projects that produce rice according to GAP (Good Agricultural Practices) standards to assure farmers that their produce can be sold at a reasonable price according to the market-leading production policy.

Mr. Trairat Udomsriyothin, Deputy Managing Director Upstream Raw material development work, said that the company has organized a project to promote rice planting RD 43 together with the Rice Department. and link marketing

together with the Department of Internal Trade. Through cooperatives and network of farmers, more than 2,500 members in the area of Doem Bang Nang Buat District, Suphan Buri Province, Phrom Phiram District, Phitsanulok Province and other areas total promoted area of 50,000 rai. In 2019 (two production seasons), the project will help build confidence among farmers. Healthy rice growers "Rice Chat Light" by which the company Will buy 100% of the produce from the members of the project with a minimum price insurance of 12,000 baht per ton (15% humidity) from all member farmers. ensuring that the products that come out have a certain market to support it with a dedicated team of experts who care and give advice throughout the production process. and laser land leveling system technology to adjust the level of the rice field to help increase production efficiency damage reduction enabling member farmers to increase productivity and also to reduce costs as well It is also certified by the Rice Department. about real rice seeds used in the planting process. This is the strength of Chat Light Rice, because we plant it ourselves this makes us different from other brands of rice. In addition to helping to help improve the quality of life of Thai farmers to have a better life, have a career, have a stable income and also create confidence for consumers that they will be able to eat quality rice that meets standards and can be traced back to every step of production.

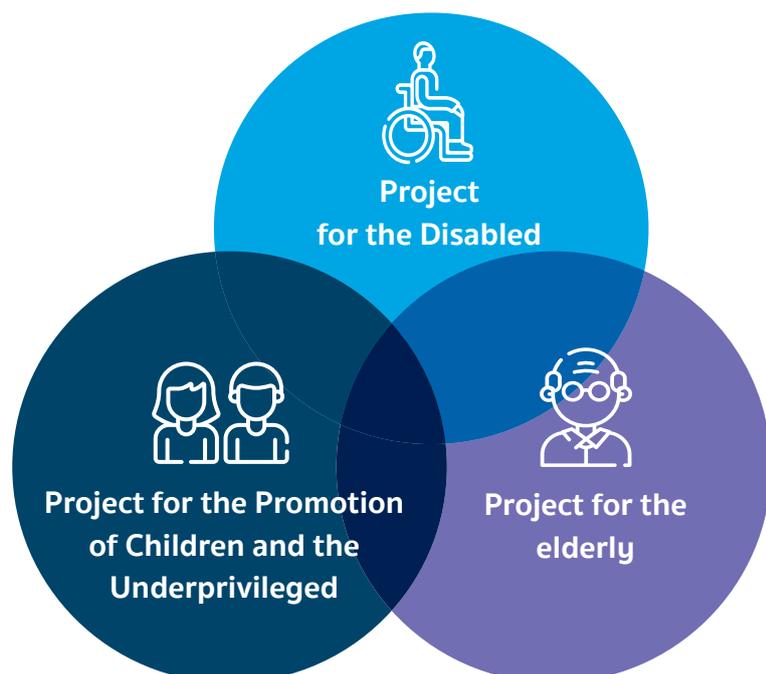
# SUPPORT FOR VULNERABLE GROUPS

## MANAGEMENT APPROACH

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

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

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



Case study

PROMOTE THE ELDERLY  
 “PROJECT TO CREATE HAPPINESS  
 FOR THE ELDERLY”



Because the country is entering an aging society. The Office of Social Activities (CSR) joins the Office of Social Development and Human Security, Phra Nakhon Si Ayutthaya Province and Nakhon Luang Rice Factory CP Fertilizer Factory go to the area to donate consumer products to the elderly target group to help reduce the cost of buying basic consumables with the team volunteer health check-up.



32 elderly people at the following locations

Creating happiness for the elderly, Mueang District, Phra Nakhon Si Ayutthaya Province.

Creating happiness for the elderly, Tha Ruea District, Phra Nakhon Si Ayutthaya Province.

Creating happiness for the elderly, Bang Pa-in District, Phra Nakhon Si Ayutthaya Province.





Case study

# PROMOTING CHILDREN AND THE UNDERPRIVILEGED “THIS KINDNESS PROJECT FROM BROTHERS TO SISTERS”

Project objectives this kindness from brother to sister, it operates under the 3 benefits of Charoen Pokphand Group, which is to provide opportunities for well-behaved children but lack of capital get educational opportunities and create morale for having awareness of the project education. This is part of promoting quality of life create opportunities for equality in education and sharing between communities and organizations in coexistence and lead to sustainability.



Case study

## SOCIAL ACTIVITIES PROJECT

### DISASTER RELIEF AND RESTORATION (FLOODING)

Go to the area to give survival bags together with the Thai Army Housewives Association and product support to the following departments:

- Ministry of Social Development and Human Security
- Ministry of Health
- National Housing Authority Bangkok
- Office of the Ministry of Defense
- Metropolitan Police Investigation Division 7
- 1<sup>st</sup> Army Area Headquarters





## DONATE BLOOD

Due to the current situation, blood donations are limited by the spread of COVID-19 in order to join the campaign for blood donations to reduce blood shortage problems in the situation of the COVID-19 epidemic.



## GIVE ALMS “KATHIN CEREMONY”

To inherit Buddhism, arrange for all areas where there are establishments to organize traditional activities with the community to create good relations and be the public benefit to the community together.



## Case study

## VOLUNTEER

## “WE DO GOOD DEEDS WITH THE HEART”

📍 At Nakhon Luang castle, Phra Nakhon Si Ayutthaya Province

With gratitude His Majesty King Bhumibol Adulyadej Bhumibol Adulyadej the Great, Rice business, Transportation and Services together with the government with volunteers in the area joining forces as one mind, doing good deeds, doing good deeds for society according to the royal His Majesty King Bhumibol Adulyadej Srisin Maha Vajiralongkorn Phra Wachiraklao Chao Yuhua.

Mr. Thammavit Srikrikrit, Senior Vice President with executives and employees volunteering CSR SPIRIT from branded rice Corn seed, CP, Fertilizer, CP Moodin, together with 200 volunteers who received an honor from Mr. Wichan Noito, Nakhon Luang District Chief,

Metropolitan Police Station Superintendent. people volunteered and people in the area let's come together to make merit for the public at Prasat Nakhon Luang, Phra Nakhon Si Ayutthaya Province. This is a tourist attraction that has been registered as an ancient site built in the reign of King Prasat Thong. It is an important historical site for tourism.

By Charoen Pokphand Group, every Friday at the end of the month Let employees work together to benefit society. Paying back to the land according to the 3 benefits.

## Case study

## FIGHT AGAINST COVID-19

## TO SUPPORT THE WORK OF MEDICAL PERSONNEL



The epidemic situation of the coronavirus (COVID-19) that affects both the health of the people and the slowdown of the economy. Which is an emergency disaster situation according to the initiative of the Senior President, Mr.Thanin Charavanont, in pay tribute to the land of the integrated crops business group, rice, transportation and services of Charoen Pokphand Group. Therefore, we would like to go through the crisis that the country needs to help. have carried out the project join together to fight the dangers of COVID19” to support the relief work of medical personnel and help the people who are suffering from such situations.

- Join the fight against COVID 19 at provincial hospitals and public health nationwide, village health volunteers (VHVs), public health volunteers (VHVs) in Bangkok, 40 vaccination centers around Bangkok, medical club network hospitals Countryside, Field Hospital, and Temple.
- Pan Im Kitchen (50 days delivery of rice boxes)
- CP Punpow “Andrographis paniculate”

Support branded rice products healthy drinks and alcohol gel for medical personnel and the work of officials who must be at the fore in controlling the spread of COVID 19

|  |                       |
|--|-----------------------|
| Hospitals  | 91 Hospitals          |
| Provincial Public Health handed over to Village Health Volunteers (VHV) and Public Health Volunteers (VHV) in Bangkok. | 26 Place              |
| Vaccination center (Together with the Social Security Office)  | 40 Area over Bangkok  |
| Field hospital   | 10 Place              |
| Temple (Gathering)   | 15 Temple             |
| Distribution of rice boxes “Krua Pan Im” 50 days (2 points: Din Daeng Flat Community and Buddha Panya Temple)          | 100,000 Box           |
| Helping restaurant partners to have cash flow  | 7 Stores              |
| Give Andrographis paniculata with The Patriarch to distribute  | 2,000 Box             |
| Employees received vaccinations  | 344 Person            |
| <b>Sales through the CSR network</b>   | <b>9,300,596 Baht</b> |







# OCCUPATIONAL HEALTH AND SAFETY

GRI 103-1, 103-2, 103-3, 403-9, 403-10

## OPPORTUNITIES AND CHALLENGES

The Company attaches importance to Safety Occupational Health and Environment, It is no less important than product quality. Therefore, every process must be safe. Do not affect the health of employees and does not affect the environment. Therefore, there is a process for hazard identification and risk assessment of all activities performed, including when there are new activities or new machines hazards must be identified and assess the risks first every time before starting work In order to know the dangers that will occur along with finding ways to improve and prevent.



**SAFETY  
FIRST**



## 2030 Goal

## Zero Accident

Achieve zero lost time injury frequency rate.

## KEY OPERATING RESULTS IN 2021



## Safety Awards

Outstanding workplace safety  
Occupational health and work environment.



## Lost time injury rate

Employee **2.82**

no. per 1,000,000 working hours (3 people)

Contractor **4.16**

no. per 1,000,000 working hours (1 people)

## SUPPORTING THE SDGs

## SDG 3

Good Health and Well-Being

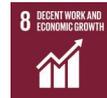


## 3.4

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

## SDG 8

Decent Work and Economic Growth



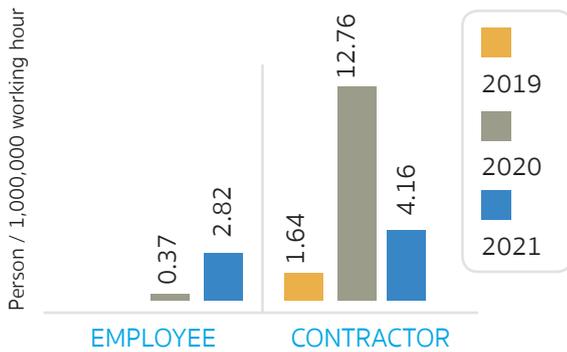
## 8.8

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

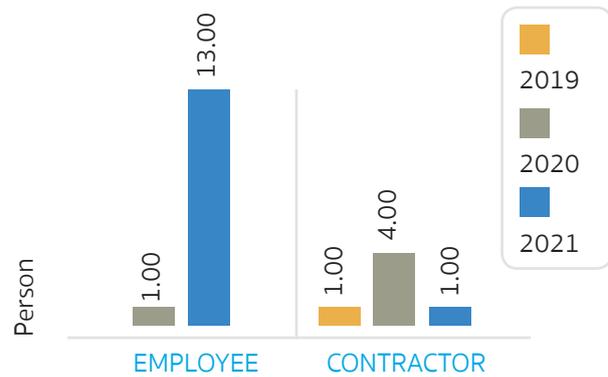


# OCCUPATIONAL HEALTH & SAFETY MANAGEMENT DASHBOARD

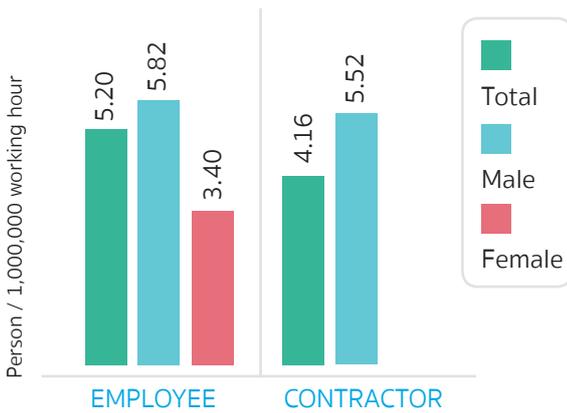
Lost-Time Injury Frequency Rate (LTIFR)



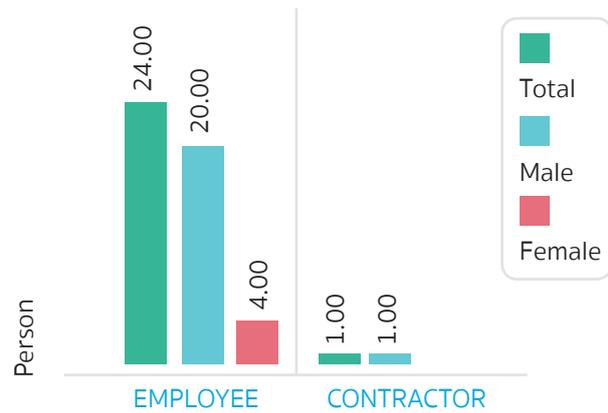
Number of injuries (off work)



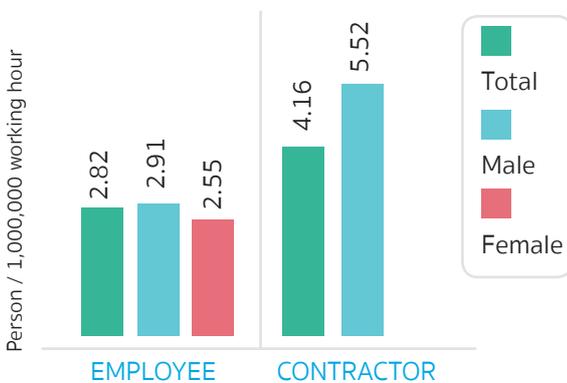
Rate of recordable work-related injury



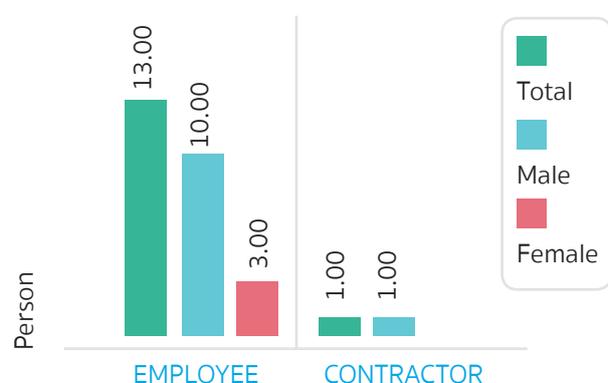
Number of recordable work-related injury



Lost-time injury frequency rate (LTIFR)



Number of injuries (off work)



\*\*\*REPORT INFORMATION AND OPERATIONS AND OCCUPATIONAL HEALTH

- KHAO C.P. CO., LTD. (5 Factory)
- AYUTTHAYA PORT & ICD CO., LTD.
- APSARA RICE (CAMBODIA) CO., LTD.
- DYNAMIC TRANSPORT CO., LTD.
- DYNAMIC INTERTRANSPORT CO., LTD.

# OCCUPATIONAL HEALTH, SAFETY AND WORK ENVIRONMENT MANAGEMENT

## MANAGEMENT APPROACH

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

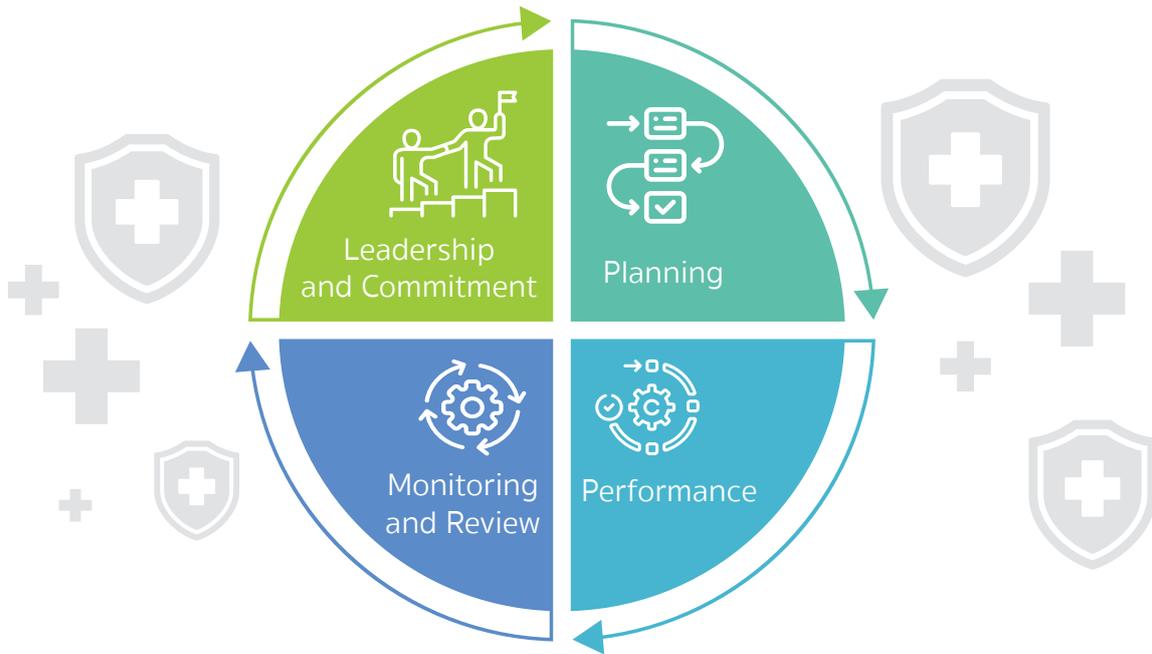


1. Comply with laws related to safety, occupational health and work environment at the national, local level, customer and agency requirements and comply with international standards.
2. The Company pays attention to the prevention of occupational injuries and illnesses. The Company assesses the risks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

## ZERO ACCIDENT OPERATIONS STRATEGY

- Executive Commitment
- Structure, roles, and responsibilities

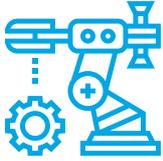
- Risk and change management
- Compliance with relevant laws and requirements
- Plans, objectives, and targets



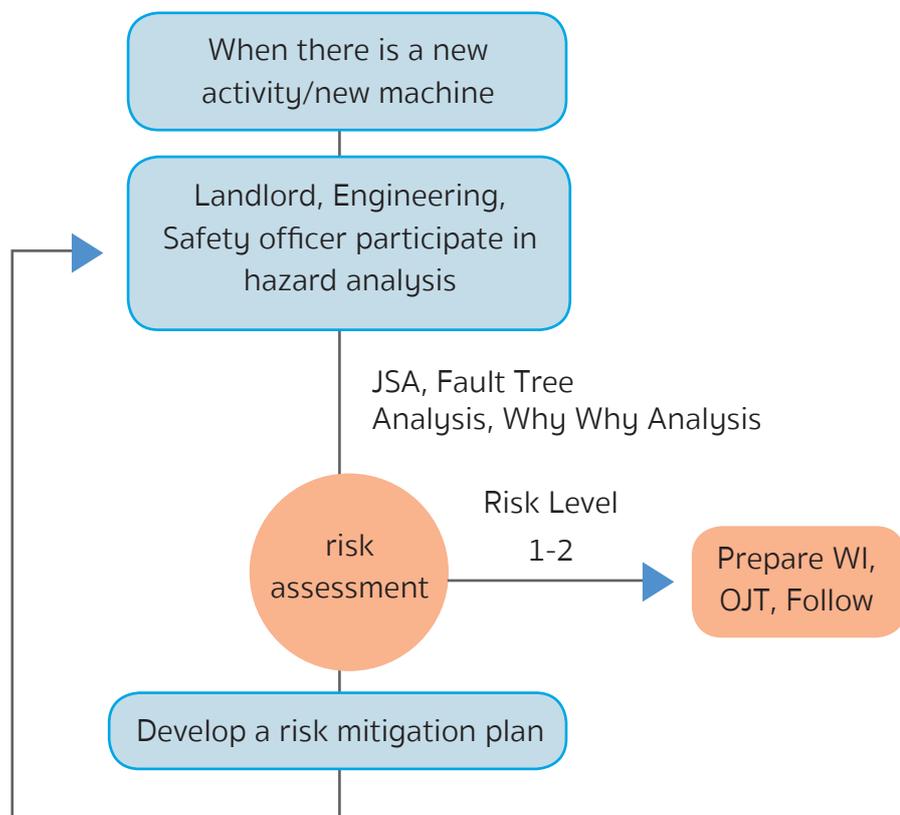
- Incident reporting and investigation
- Monitoring, review, assessing, and reporting

- Safety system design and testing
- Training, on-the-job training, and strengthening safety culture
- Communication, consultation, and engagement
- Control of implementation, audit and maintenance
- Procurement
- Occupational health and quality of life, work related vehicle safety, and hazardous work
- Emergency and crisis management

## HAZARD IDENTIFICATION PROCESS AND ASSESS THE RISKS



The Company attaches importance to Safety Occupational Health and Environment, It is no less important than product quality. Therefore, every process must be safe. Do not affect the health of employees and does not affect the environment Therefore, there is a process for hazard identification and risk assessment of all activities performed, including when there are new activities or new machines hazards must be identified and assess the risks first every time before starting work In order to know the dangers that will occur along with finding ways to improve and prevent.



1. All executives are required to carry out hazard identification and risk assessment in all activities.
2. Together with supervisors, safety officers and engineering staff analysis of hazards using JSA tools , Fault Tree Analysis, Why Why Analysis.
3. Together with supervisors, safety officers and cotton engineering staff risk assessment according to the prescribed criteria.
4. Assessing risks at level 1-2, establishing safe working procedures (W) training to educate employees and an annual review (OJT) supervisor checks the compliance of safety procedures every day.
5. Assessing risks at level 3-4, prepare plans to improve and reduce risks at level 1-2.

## EXAMPLES OF HIGH-RISK ACTIVITIES

| High risk activities  | Risk Assessment Issues   | Solution  |
|---|--|---|
| <p>Working with Hot and Fire work</p>  | <ul style="list-style-type: none"> <li>• Job Safety Analysis</li> <li>• Permission to do work with heat and sparks</li> <li>• Clearing a No-Fuel Area in Radius</li> <li>• Using and preparing fire extinguishers</li> </ul> | <ul style="list-style-type: none"> <li>• Inspection and rehearsal of understanding from job analysis for safety</li> <li>• Using a splash protection device and the preparation of fire extinguishers ready to use</li> </ul> |
| <p>Working at height</p>               | <ul style="list-style-type: none"> <li>• Job Safety Analysis</li> <li>• Permission to work at heights</li> <li>• Use of equipment for working at heights</li> </ul>  | <ul style="list-style-type: none"> <li>• Inspection and rehearsal of understanding from job analysis for safety</li> <li>• Use of fall protection equipment</li> </ul>  |
| <p>Working in confined spaces</p>    | <ul style="list-style-type: none"> <li>• Job Safety Analysis</li> <li>• Permission to do work in confined spaces</li> <li>• Air and Toxic Gas Measurement</li> <li>• Use of equipment to make confined work</li> </ul>       | <ul style="list-style-type: none"> <li>• Inspection and rehearsal of understanding from job analysis for safety</li> <li>• Reporting of Oxygen and Toxic Gas Measurements</li> </ul>  |

Case study

# BUILDING EMPLOYEE SAFETY AWARENESS THROUGH “CARING TALK” ACTIVITIES



## Case study

### RAISING MANAGEMENT STANDARDS AND ASSESSMENT OF

#### SAFETY OCCUPATIONAL HEALTH, ENVIRONMENT AND SOCIAL RESPONSIBILITY MANAGEMENT

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service, Charoen Pokphand Group is a business group that operates business with an emphasis on creating sustainability for the organization. Focusing on driving the organization to achieve the strategy goals that have been set resources within the organization, whether it is personnel, knowledge, innovation, management system or standards that have been set. It is an element that creates rapid progress in the business operation of the business group.

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

#### OBJECTIVES FOCUS ON RESULTS:

1

Safety is an integral part of the business, creating attitudes, exchanging knowledge, and uniting the power of executives at all levels.

2

To ensure compliance with the rules, laws, policies and SHE standards of the business.

The results of the assessment of the security system of the business group



7 Sites

Number of sites that passed the audits (Thailand and Cambodia)



36 People

Managers participated

## SAFETY, HEALTH AND ENVIRONMENT (SHE) PERFORMANCE AUDIT FRAMEWORK



**3** Expand the scope of inspection to cover outsource agencies, including contractors and customers entering the agency.

**4** Check high-risk that could lead to serious accidents and other accidents and to be supervised to make improvements to fix the detected problems in terms of management, governance and risk issues with the ultimate goal to reduce accidents business interruption and the loss of life of valuable corporate personnel.

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

In 2021, C.P. Intertrade carried out audits in 7 departments, where 36 managers participated as part of the Audit Committee



## Case study

# FLEET SAFETY MANAGEMENT



## MANAGEMENT APPROACH

In the current situation, transportation is a key factor in business success as a result, the transportation business continues to have a tendency to expand continuously and cross-border shipping to support business delivery and serving various industrial groups inside and outside Charoen Pokphand Group. Therefore, it is determined to develop the business of providing transportation services to domestic business operators and abroad professionally under the vision: “Developing quality, safe, on-time delivery services with modern technology develop to the world”. Rice business Transport and Service Charoen Pokphand Group, There is a freight forwarding business which consists of Dynamic Transport Co., Ltd. and Dynamic Intertransport Co., Ltd., which have many vehicles. And there are employees who are constantly rotating to work. The company is committed to doing business with ethics. Comply with regulations and laws with good governance safety consideration employee welfare and related persons responsible for customers, partners, and surrounding society with guidelines for improving safety as follows:



## SERVICE PERSONNEL DEVELOPMENT



Service personnel or drivers are important and valuable resources, so the company attaches great importance to being able to work effectively. by systematically selecting transport service personnel It starts with a physical performance test attitude interview driving skills training and testing once the evaluation standards are passed, the transportation operations can be performed.

## TECHNOLOGY



The company focuses on the use of modern technology in the business to increase the convenience and speed of operations and build confidence for customers by bringing a vehicle tracking system via satellite or GPS to be installed to track every transport vehicle for the benefit of many aspects such as setting routes, measuring distances, controlling transportation routes operational control as well as analyzing various data. In addition, technology is also used in maintenance work. with a maintenance control program make every car efficient and ready to serve. Currently, maintenance programs are being developed to be coupled with the GPS system in order to use the information for maximum benefit management.

## SAFETY



The company has set a goal to reduce the damage caused by accidents. There are supporting measures to achieve success, such as controlling the use of safety vehicles. Installing the system to prevent accidents campaign activities to reduce accidents and arranging a resting place for drivers Starting from encouraging personnel to see the benefits of preventing accidents create a safe driving behavior attitude This allows the company to reduce the damage caused by accidents and personnel have the ability to perform more tasks.



## KEY PERFORMANCE YEAR 2021



100% of the company's transport vehicles are equipped with GPS systems and car cameras. through tracking by the central control center



No deaths of the transport drivers



# INNOVATION MANAGEMENT

GRI 103-1, 103-2, 103-3

## OPPORTUNITIES AND CHALLENGES

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



2030 Goal

# 100 Million Baht

Cost saving from the project to reduce costs, increase efficiency and innovation.

KEY OPERATING RESULTS IN 2021



Economical results from the project to reduce costs and increase efficiency

88.60 Million Baht



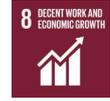
The number of innovators who have invented innovative projects, reduced costs and increase efficiency



SUPPORTING THE SDGs

SDG 8

Decent Work and Economic Growth



8.2 Achieve higher levels of economic productivity through diversification and innovation

SDG 9

Industry, Innovation and Infrastructure



9.5 Increase research and technological capabilities of industrial sectors

9.B Support domestic technology development and industrial diversification

SDG 17

Partnership for the Goals



17.17 Support effective partnerships

# INNOVATION MANAGEMENT

## MANAGEMENT APPROACH

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

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

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

### RESEARCH & DEVELOPMENT INVESTMENTS



**12** persons  
Number of R&D



**1** center  
R&D Center



**12.58** million THB  
R&D Spending



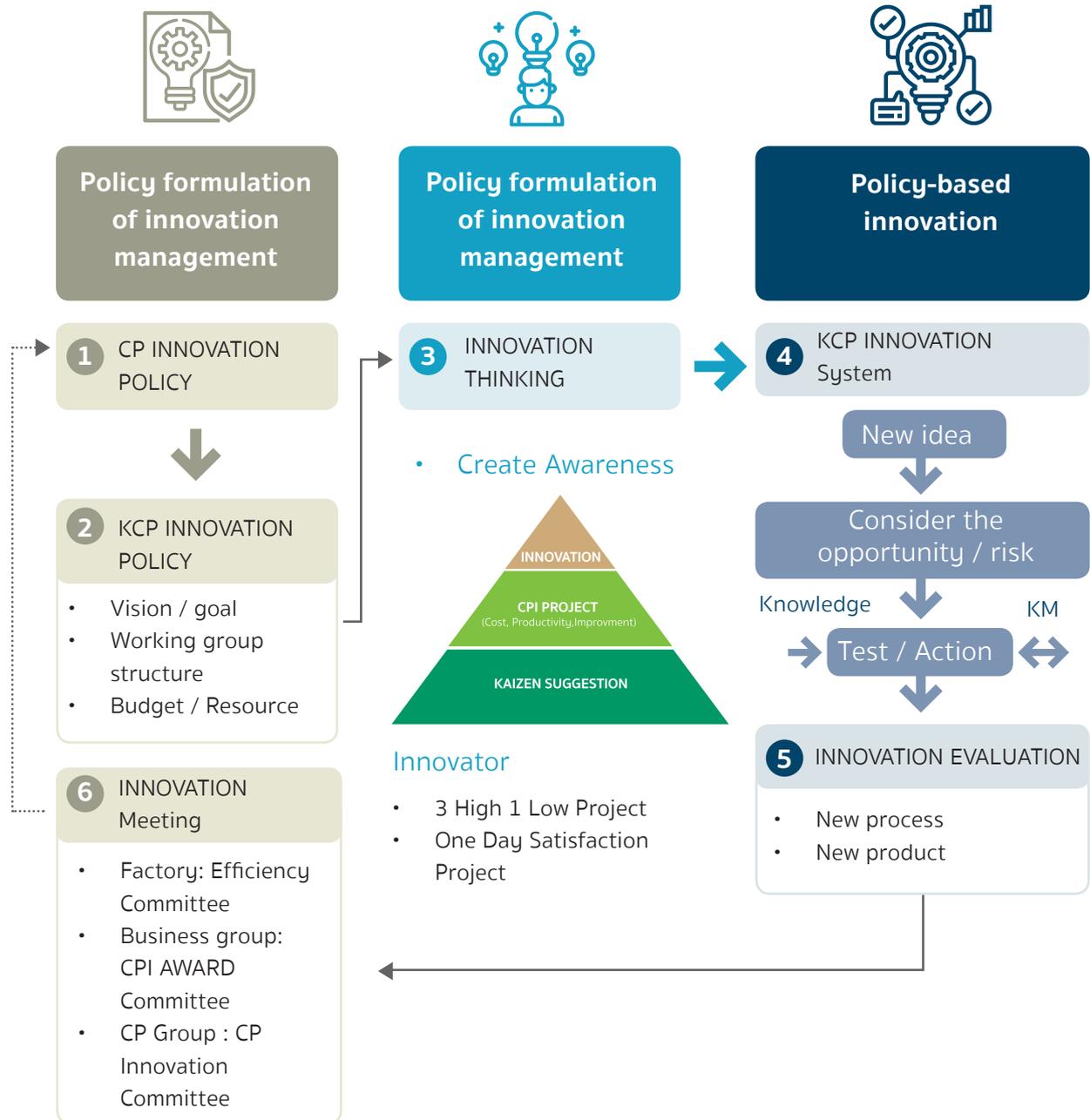
**2** Issues  
Patents and Petty  
Patents



**129** persons  
C.P. Group ‘Innovators’



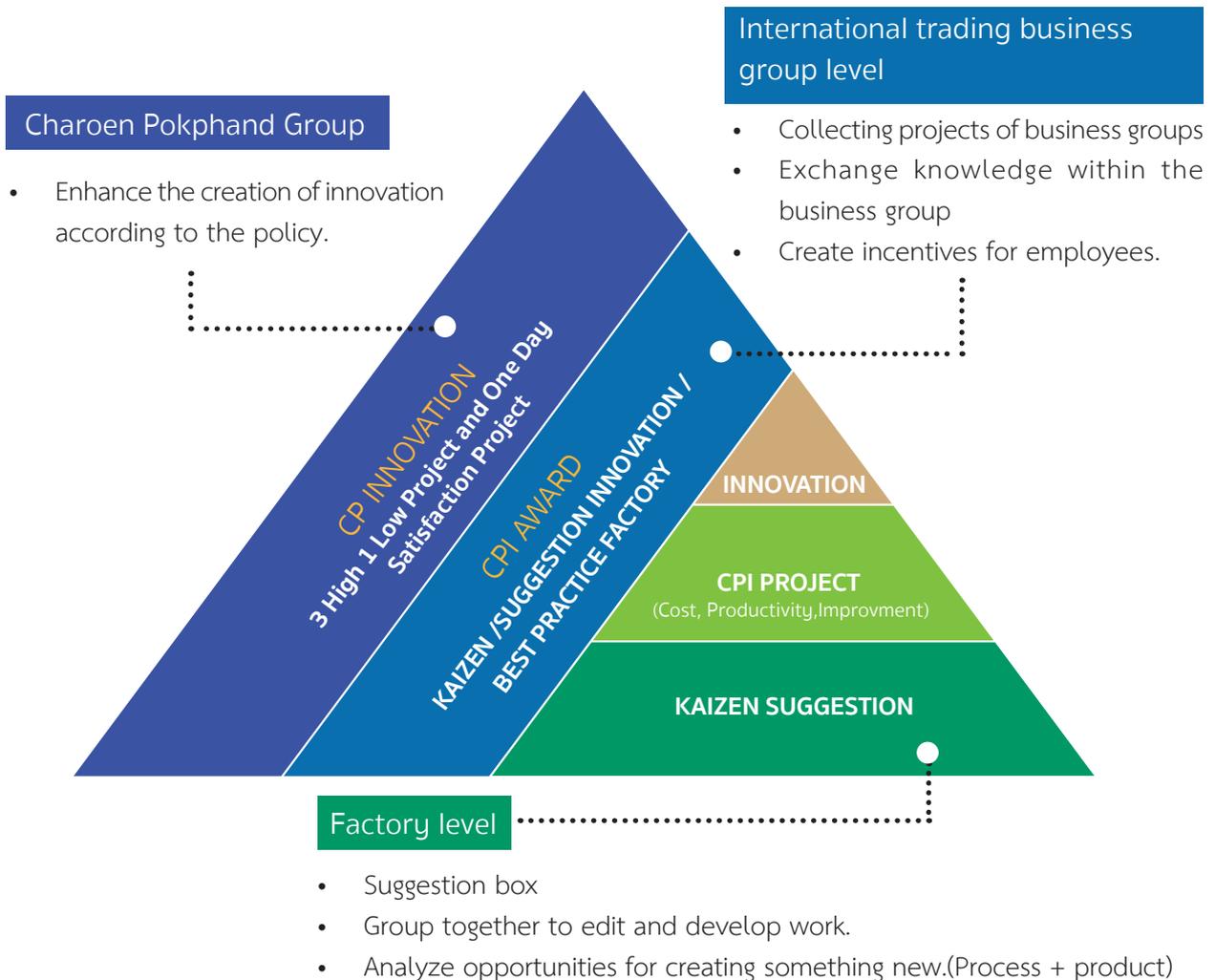
**88.60** million THB  
Savings from the  
Cost Productivity  
Improvement Program  
and Innovation



# CREATING AN INNOVATIVE ORGANIZATION

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

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



**Case study**

**ONE DAY SATISFACTION PROJECT**

From the goal of bringing values to action through a One Day Satisfaction Project by initiation Improve their own creativity which gives employees an attitude of accepting change. Satisfied with the present success in just one day and always looking for ways to work in the present. By creating new things, making difficult things easy or do it quickly and with quality to create benefits for oneself outside company or society. However, the business group has encouraged employees to invent projects in 3 forms as follows:

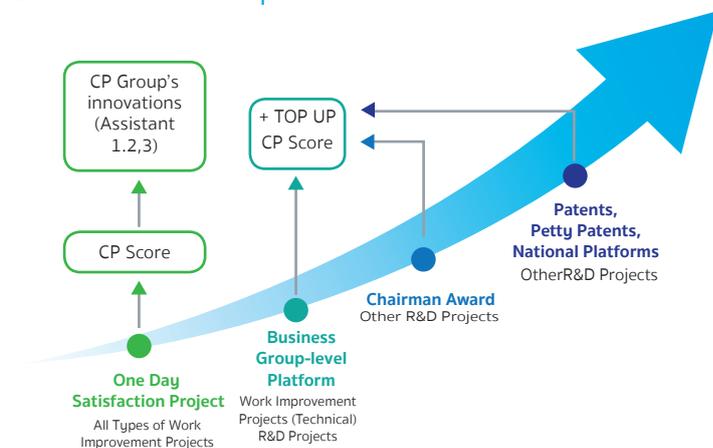
|   |   |  |
|---|---|--|
|  <p><b>Kaizen Suggestion</b></p> |  <p><b>CPI Project</b></p> |  <p><b>Innovation</b></p> |
|---|---|--|

This concept has helped employees develop a more concrete understanding of the Group’s values, and a core part of this Project involves encouraging employees to participate more actively in projects. Afterwards, participating employees receive scores that go towards the criteria for recognizing them as a Group ‘Innovator.’

The One Day Satisfaction Project is now in its third year, and as of year-end 2021, a total of 242 employees participated in 727 work improvement projects. The participating employees also collected scores to become ‘Innovators,’ resulting in a total of 129 ‘Innovators’ from all levels. Likewise, it has enabled employees to adopt a good perspective on improving their own work through new ideas and methods. This is the idea of putting values into practice, which is one of the essential foundations for becoming an innovative organization.

|   |   |  |  |
|---|---|--|--|
| <p>Project</p> <p><b>727</b></p> <p>project</p> | <p>‘Innovator’ Supporters</p> <p><b>97</b> persons</p> <p>&gt; 10 Score</p> | <p>Innovator 1</p> <p><b>30</b> persons</p> <p>&gt; 50 Score</p> | <p>Innovator 2</p> <p><b>2</b> persons</p> <p>&gt; 135 Score</p> |
|---|---|--|--|

**Employee Scoring System to Become C.P. Group’s Innovators**



The employee scoring system to become C.P.Group’s innovators connects basic work improvement projects to innovation projects.

It also links together innovations at the business-group level to lay a foundation and encourage employees to innovate and continue to improve the efficiency of them assigned work. This is one way of expressing the Group’s values. Innovation or patented works will earn the employees more points, allowing them to continuously improve or innovate.

## Case study

# INNOVATIVE RICE STORAGE WITH A TEMPERATURE OF 15 °C



KhaoTraChat opens a great strategy “Keep the freshness of rice at 15 oC” Fragrant, Soft, Sticky all year round, ready to take you to prove the new jasmine rice “KhaoTraChat” #HomThaluMask at the KhaoTraChat Factory, NakhonLuang District, Ayutthaya Province.

It also highlights the use of new technology for storing jasmine rice at 15 °C, making it fragrant, soft, sticky all year round before being packed in metalized bags. That helps maintain quality and freshness until the consumer’s hands. Most importantly, they can be purchased through department stores, Lotus, Makro, 7-Eleven, leading department stores, local department stores, and dealer stores across the country.

The reason why everyone waits for ‘new jasmine rice’ even if it only has a chance once a year Probably

because of the unique fragrance. The softness of the rice grains and the excellent texture. Especially the new jasmine rice at the beginning of the season that will be harvested within 3-4 months of the harvesting season of the year of planting. Which is in the 4th quarter of every year, it is considered the best quality jasmine rice. It is also used as a selling point for the brand. Targeting consumers who love the aromatic, soft, sticky taste of new jasmine rice.

With modern technology of branded rice Ready to break the trend against the trend, launching ‘15 °C rice’, a new jasmine rice that uses cold storage technology for rice. Control the temperature at 15 °C to lock the shelf life of the rice. before being packed in metalized bags that helps maintain quality and freshness keep the fragrance, soft, sticky until the consumer’s hand. as if newly harvested. And there is also a quality inspection process that is analyzed by specialists in rice quality in particular. To check the freshness of rice with indicator solution. or formula for measuring freshness of rice and measure the softness of rice with a Rapid Viscosity Analyzer (RVA) as a numerical value with accuracy. It also measures the aroma of rice in order to reach the needs of consumers. This is the first time that tiered rice has been used with this technology.

In addition to using technology to help maintain the quality of new jasmine rice, Mr.Thammavit Srikrikrit, Senior Executive Vice President, Manufacturing and Engineering said : It also describes the way the company works in joining forces with member farmers. Under the project to develop a sustainable rice planting system “We want to educate about how to cultivate jasmine rice properly using highly pure rice seeds passed the GAP system certification of the Rice Department, the upstream raw material development team is dispatched to the consulting area all the time production process

and buy back the produce from the member farmers at the market price to help member farmers earn more and create sustainability in the Thai agricultural system Under the quality control standards of the brand rice factory every brand goes through a meticulous quality check process.

Mr. Puntharik Tatiyapaiboon, Assistant Managing Director said about the marketing strategy this time that rice storage technology at 15 degrees Celsius, the process of checking the freshness and softness of rice. It is a selling point of new jasmine rice, tiered brand. which there is no brand in the market that has been mentioned before “TraChat understands the needs of the consumer market that consumers want fragrant, soft, sticky rice all year round. We are confident that the 15 °C cooling technology will help keep the freshness of our new jasmine rice year no matter when you eat it, it’s still soft and sticky like rice at the beginning of the season.





# STAKEHOLDER ENGAGEMENT

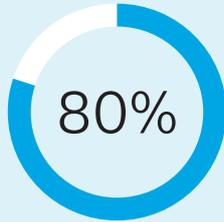
GRI 102-21, 102-40, 102-42, 102-43, 102-44, 413-1

## OPPORTUNITIES AND CHALLENGES

Comprehensive stakeholder engagement is at the heart and is incorporated into the strategic development of all companies in C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service to balance corporate operations and stakeholder expectations. Stakeholders. As well as building good relationships with stakeholders by considering the needs of the stakeholders to respond in a manageable way that is important to both the business and the stakeholders.



2030 Goal



Multi-stakeholder engagement surveys score positively.

KEY OPERATING RESULTS IN 2021



All companies

Stakeholder groups are defined and looking for needs and expectations.



Engagement with key stakeholders from the survey



of engagement score of multi-stakeholder perception survey

SUPPORTING THE SDGs

SDG 16

Peace, Justice, and Strong Institutions



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

SDG 17

Partnerships for the Goals



17.6 Enhance the global partnership for sustainable development

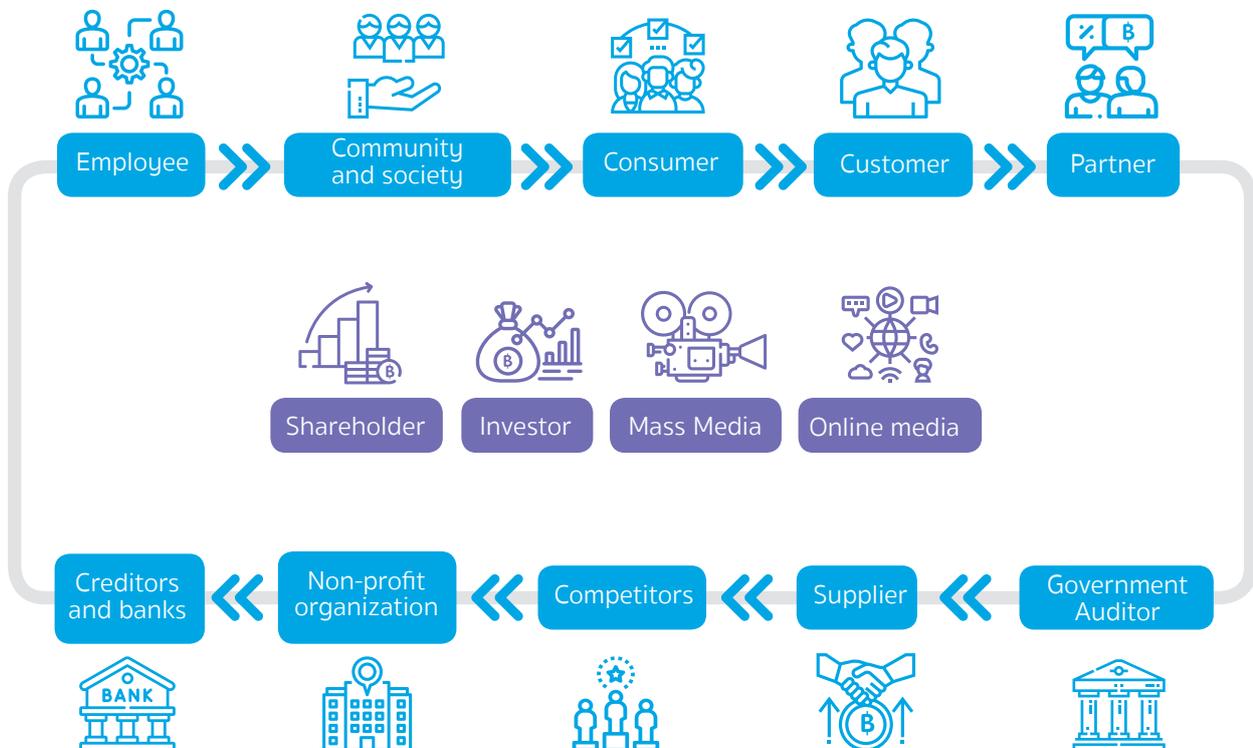
17.7 Encourage and promote effective partnerships

# STAKEHOLDER PERCEPTION

## SURVEY 2021

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service centers on maintaining a balance between crediting value and building relationship and trust between all stakeholder groups and the organization. The Group places importance in listening to, engaging and cooperating with all stakeholders while combining and analyzing these issues with relevant external issues to drive positive changes. Furthermore, we have collaborated with world-class partners to enhance our management capacity, apply of appropriate practices, and share of knowledge and resources that create benefit throughout the value chain.

In 2021, C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service has conducted the Stakeholder Perception Survey on sustainability management on all business groups for the first time. The survey results were used to review the organization’s strategy and operations to better align with stakeholders’ interest and expectations as well as increase opportunities for cooperation to create sustainable values.



Stakeholder Perception Survey of Business Groups under C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service 2021 Survey conducted during February - April 2022 with the following survey objectives:

- To assess the quality of intercompany engagement with stakeholders
- To use the survey results to develop strategies for building engagement with the company's stakeholders to be more in line with expectations



### Target

Engagement with key stakeholders from the survey



This quantitative survey was designed to measure three key criteria to be computed as a stakeholder engagement score of C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service, consisting of:



SUSTAINABILITY  
PERFORMANCE



CORPORATE  
COMMUNICATION



OVERALL  
PERCEPTION

## QUESTIONNAIRE

### Section 1

#### SUSTAINABILITY PERFORMANCE

- 1.1 Importance of sustainability material Issues to stakeholders
- 1.2 Sustainability development performance in stakeholders' opinion

### Section 2

#### CORPORATE COMMUNICATION

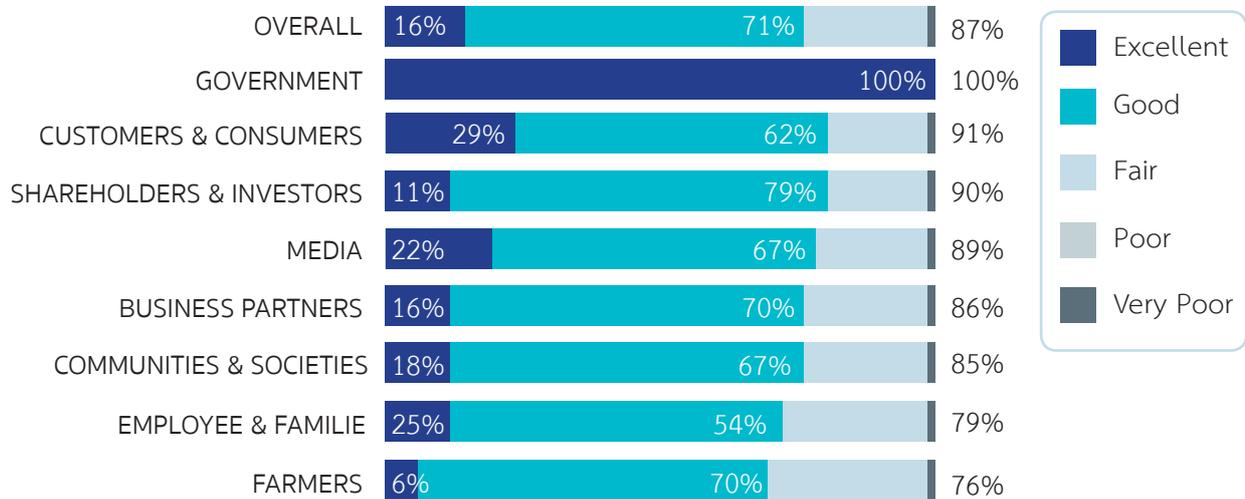
- 2.1 Communication
- 2.2 Listening
- 2.3 Responding

### Section 3

#### OVERALL PERCEPTION

- 3.1 Satisfaction on overall business performances
- 3.2 Level of company's overall sustainability performances

## SURVEY RESULT 2021



### Key Summary :

Top Three Score:



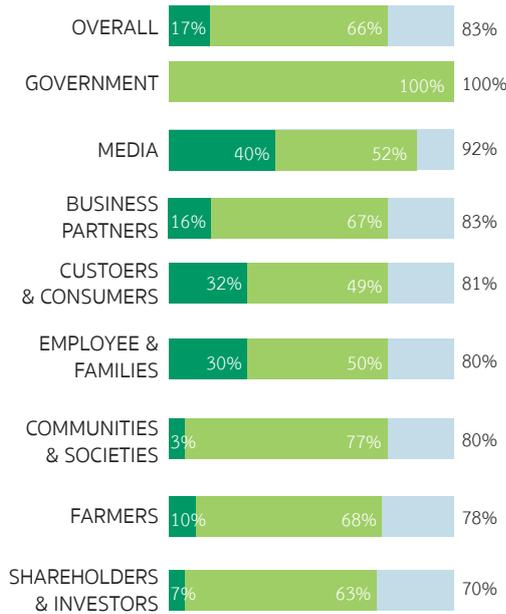
Bottom Three Score:



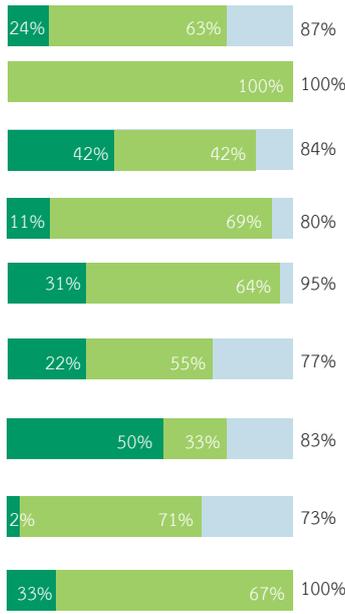
Regarding to Charoen Pokphand Group’s 2030 Sustainability Goal for Stakeholder Engagement is targeted at 80%. From the survey in 2021, the stakeholder engagement result is above the target at 87%. This bar graph demonstrates scores from 14 stakeholder groups which the two groups, Employee & Families and Farmers have scored below the target. The scores reflect the sample size of these three groups that are relatively low compared to the others. With this result, C.P. Intertrade is planning to enhance engagement and plan to increase the sample size in 2022 proportionately.



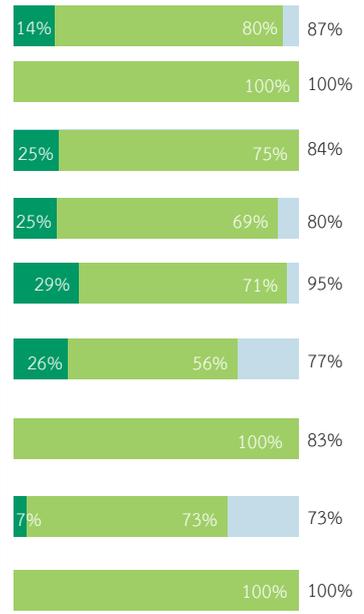
**SUSTAINABILITY PERFORMANCE**



**CORPORATE COMMUNICATION**



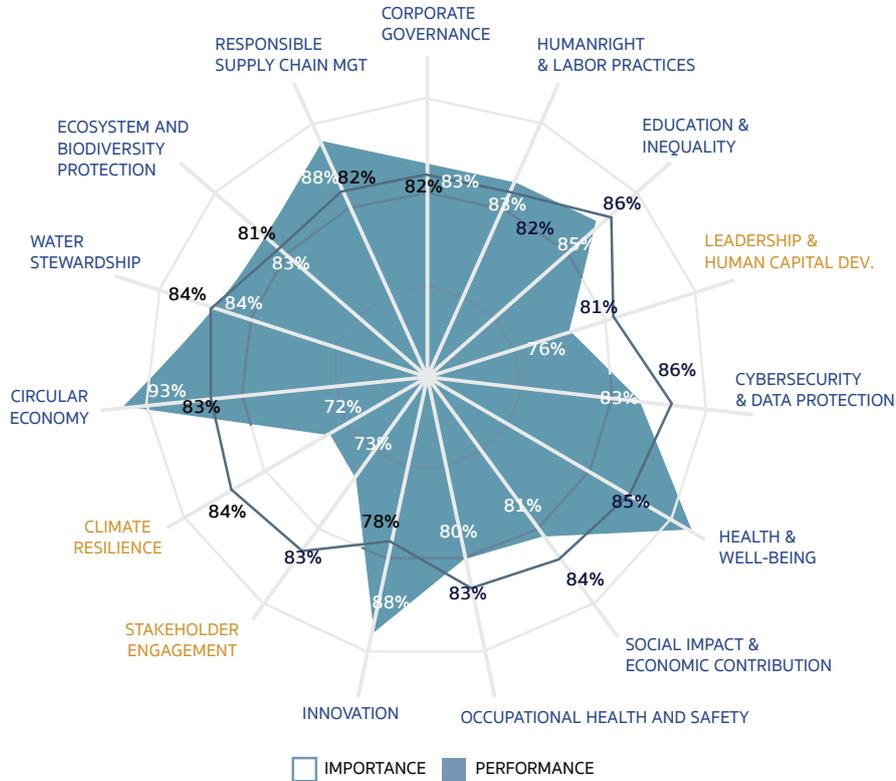
**OVERALL PERCEPTION**



**Key Summary :**

- Sustainability Performance** Government, Media and Business Partners scored more than target score at 100%, 92% and 83% respectively and Shareholders & Investors scored below target at 70%.
- Corporate Communication** Government, Shareholders & Investors and Customers & Consumers scored more than target score at 100%, 100% and 95% respectively and Farmer scored below target at 73%.
- Overall Perception** Government, Media, Customers & Consumers, Communities & Societies and Shareholders & Investors all scored more than target score at 100%, Farmer scored below target at 71%.

# MATERIALITY ISSUES SCORE BY STAKEHOLDERS



## Key Summary :

Based on a survey of stakeholders’ perceptions of their interest in sustainability issues including the effectiveness of the company’s operations In each point of view stakeholders found that issues with gaps between importance with the highest operational efficiency, the first three are:



However, it is an opportunity to take the results into consideration in reviewing operational strategies: including communicating the results of operations on issues that most stakeholders commented on operational efficiency less than expectation.

In 2021, C.P. Intertrade Co., Ltd. and companies in the Rice business Transportation and Service has commenced the formulation of the 2030

Sustainability Strategy. An in-depth stakeholder engagement survey has been conducted by an external consultant. The scope of the survey covered C.P. Group’s core businesses both in Thailand and overseas. The survey employed methods such as in-depth interviews, discussions with the target audience, and quantitative opinion surveys in order to accurately learn about the needs and key concerns of each stakeholder groups. This has been carried out in addition to

the customary process to gather information on stakeholder needs and expectations by the designated authority.

The process of preparing the Sustainability Report for the year 2021 of CP Intertrade Co., Ltd. and companies in the Rice business Transportation and Service, we create stakeholder engagement at the business level by reviewing the issue of hearing from stakeholders from the year 2021 through various mechanisms to examine the issues of sustainable development of the organization and listen the opinions, suggestions and expectations of different groups so that we

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

| Our Stakeholders        | Digital Communication or Reports | Meetings, Discussions, Activities, Collaborative Projects | Complaints or Suggestions Channels | Academic Service and Counselling Center | Satisfaction Survey |
|-------------------------|----------------------------------|---|------------------------------------|---|---------------------|
| Employee                | ●                                | ●   | ●                                  | ●                                       | ●                   |
| Customer                | ●                                | ●   | ●                                  | ●                                       | ●                   |
| Consumer                | ●                                | ●   | ●                                  | ●                                       | ●                   |
| Partner                 | ●                                | ●   | ●                                  | ●                                       |                     |
| Community and society   | ●                                | ●   | ●                                  | ●                                       | ●                   |
| Government Auditor      | ●                                | ●   | ●                                  |   |                     |
| Shareholder             | ●                                | ●   | ●                                  |   |                     |
| Investor                | ●                                | ●   | ●                                  |   |                     |
| Supplier                | ●                                | ●   | ●                                  | ●                                       |                     |
| Mass media              | ●                                | ●   | ●                                  |   |                     |
| Online media            | ●                                | ●   | ●                                  |   |                     |
| Non-profit organization | ●                                | ●   | ●                                  |   |                     |
| Competitors             | ●                                | ●   | ●                                  |   |                     |
| Creditors and banks     | ●                                | ●   | ●                                  |   |                     |

● At least once a year

● Monthly

● At all time

# STAKEHOLDER ENGAGEMENT FRAMEWORK

| Stakeholder Group  | Method of Engagement   | Issues of Interest  |
|--|--|---|
| <p>Employee</p>                 | <ul style="list-style-type: none"> <li>• Intranet, CPTG &amp; CROP Connect Mobile Applications</li> <li>• E-mail and Social Media</li> <li>• Meetings with executives</li> <li>• Activities of the Welfare Committee and Safety Committee</li> <li>• Satisfaction and engagement surveys</li> <li>• Feedback and grievance channels</li> </ul> | <ul style="list-style-type: none"> <li>• Compensation, benefits, and remuneration</li> <li>• Career progression</li> <li>• Work environment</li> <li>• Occupational health and safety</li> </ul>  |
| <p>Community and society</p>  | <ul style="list-style-type: none"> <li>• Sustainability Report</li> <li>• Opinion survey and listening to recommendations</li> <li>• Grievance channel</li> <li>• Dialogues and regular visits</li> <li>• Activities to promote quality livelihoods</li> </ul>   | <ul style="list-style-type: none"> <li>• Business impacts on societies, communities, and the environment</li> <li>• Engagement in promoting community</li> <li>• Livelihoods</li> <li>• Fair complaints process</li> <li>• Transparent and efficient communications on performance</li> </ul> |
| <p>Consumer/ Customer</p>     | <ul style="list-style-type: none"> <li>• Consumer center</li> <li>• Feedback and grievance channels</li> <li>• Customer surveys and interviews</li> <li>• Meetings and site visits</li> <li>• Websites, E-Mail and Social Media</li> </ul>   | <ul style="list-style-type: none"> <li>• Good product quality and suitable price</li> <li>• Food Safety</li> <li>• Product traceability</li> <li>• Post-sale information about products and services</li> <li>• Personal data privacy</li> </ul>  |



| Materiality Issues   | Response   | Benefits Received by Stakeholders   | Page   |
|--|--|---|--|
| <ul style="list-style-type: none"> <li>Corporate governance</li> <li>Human rights &amp; labor practices</li> <li>Leadership &amp; human capital development</li> </ul>         | <ul style="list-style-type: none"> <li>Treat employees with respect for human rights principles</li> <li>Continuously develop employees' capability</li> <li>Retain good and talented employees</li> <li>Develop a human resources management system</li> <li>Comply with Thai labor standards</li> <li>Enact the Safety, Occupational Health and Workplace Policy and Guidelines</li> </ul> | <ul style="list-style-type: none"> <li>Employees receive appropriate training</li> <li>Leadership training and development</li> <li>Grievances and whistle-blowing management</li> <li>Assessments on safety, occupational health and work place environment</li> </ul> | <ul style="list-style-type: none"> <li>54-57</li> <li>86-93</li> <li>70-72</li> <li>132-141</li> </ul>       |
| <ul style="list-style-type: none"> <li>Social impact</li> <li>Climate change management</li> <li>Water stewardship</li> <li>Ecosystem &amp; biodiversity protection</li> </ul> | <ul style="list-style-type: none"> <li>Control efficiency of the pollution prevention system</li> <li>Support to increase the quality of life and generate income for the community</li> <li>Leverage the Company's competitive advantages as tools to create positive impacts and mitigate negative impacts on societies</li> </ul>   | <ul style="list-style-type: none"> <li>Initiatives that create values for society</li> <li>Climate change management</li> <li>Water stewardship</li> <li>Ecosystem and biodiversity protection</li> </ul>   | <ul style="list-style-type: none"> <li>116-131</li> <li>172-183</li> <li>194-201</li> <li>202-209</li> </ul> |
| <ul style="list-style-type: none"> <li>Health &amp; well-being</li> <li>Ecosystem &amp; biodiversity protection</li> </ul>   | <ul style="list-style-type: none"> <li>Develop products and services that meet quality and safety standards</li> <li>Help consumers understand products and services through product labeling, and protect customer data privacy</li> <li>Develop a product traceability system</li> </ul>   | <ul style="list-style-type: none"> <li>Commitment to quality production processes</li> <li>Product labels, website, and direct consumer hotline</li> <li>Raw material sourcing and traceability</li> </ul>  | <ul style="list-style-type: none"> <li>108-115</li> <li>108-115</li> <li>205</li> </ul>                      |



| Stakeholder Group   | Method of Engagement  | Issues of Interest   |
|---|---|--|
| <p>Partner</p>                     | <ul style="list-style-type: none"> <li>• Site visits and joint meetings</li> <li>• Partner development training courses</li> <li>• Supplier capacity-building projects, partnerships, and joint innovation development</li> <li>• Assessments, consultations, and technical</li> <li>• Services</li> <li>• Grievance channel</li> </ul> | <ul style="list-style-type: none"> <li>• Fair business practices</li> <li>• Business Equality</li> <li>• Supplier capacity-building</li> <li>• Human rights and environmental impacts in the supply chain</li> </ul>                                   |
| <p>Shareholder / Investor</p>    | <ul style="list-style-type: none"> <li>• Meetings and roadshows</li> <li>• Site visits to operational units</li> <li>• Sustainability Report</li> <li>• Grievance channel</li> </ul>  | <ul style="list-style-type: none"> <li>• Corporate Governance</li> <li>• Complete, transparent, and efficient performance disclosures</li> <li>• Enhancing competitiveness and business direction</li> </ul>   |
| <p>Mass Media/ Online media</p>  | <ul style="list-style-type: none"> <li>• Communications through all formats/channels</li> <li>• Media visits to operational units</li> <li>• Press conferences and regular media interviews</li> <li>• Support and engagement in media activities</li> <li>• Grievance channel</li> </ul>   | <ul style="list-style-type: none"> <li>• Corporate governance</li> <li>• Complete, transparent, and efficient performance disclosures</li> <li>• Business impacts on societies, communities, and the environment</li> <li>• Social projects</li> </ul> |



| Materiality Issues  | Response  | Benefits Received by Stakeholders  | Page                                       |
|---|---|--|--|
| <ul style="list-style-type: none"> <li>Corporate governance</li> <li>Responsible supply chain management</li> </ul> | <ul style="list-style-type: none"> <li>Continuously develop supplier partnership projects</li> <li>Develop criteria for supplier assessment according to the Sustainable Procurement Policy</li> <li>Communicate with suppliers to help them understand requirements</li> <li>Treat all suppliers equally and fairly according to business agreements/ Business Code of Conduct</li> </ul>                            | <ul style="list-style-type: none"> <li>Supplier capacity-building</li> <li>Communications on the Supplier Code of Conduct</li> <li>Operations based on the foundations of ethics and transparency</li> </ul> | <p>214-216</p> <p>212-213</p> <p>67-59</p> |
| <ul style="list-style-type: none"> <li>Corporate governance</li> </ul>  | <ul style="list-style-type: none"> <li>Operate in compliance with laws, corporate governance principles, objectives, company's regulations, and decisions of the Shareholders</li> <li>Comply strictly with the creditor's conditions</li> <li>Listen to the recommendations and reflections from shareholders and investors</li> <li>Collaborate with relevant agencies to improve operational efficiency</li> </ul> | <ul style="list-style-type: none"> <li>Good corporate governance</li> <li>Corporate sustainability management</li> </ul>   | <p>28-45</p> <p>48-73</p>                  |
| <ul style="list-style-type: none"> <li>Stakeholder engagement</li> </ul>  | <ul style="list-style-type: none"> <li>Engage media to strengthen good relations</li> <li>Provide factual, useful, and timely information for official communication to the public</li> <li>Monitor news reports to inform future operational approach</li> </ul>   | <ul style="list-style-type: none"> <li>Useful and timely information based on facts</li> <li>Useful and timely information based on facts</li> <li>Support and participate in media activities</li> </ul>    | <p>159</p> <p>154-158</p> <p>168-169</p>   |

| Stakeholder Group   | Method of Engagement  | Issues of Interest   |
|---|---|--|
| <p data-bbox="172 421 344 495">Government Auditor</p>  | <ul data-bbox="373 421 788 707" style="list-style-type: none"> <li>• Meetings and visits on various occasions</li> <li>• Collaboration and support for initiatives, project development, and beneficial activities</li> <li>• Grievance channel</li> </ul>                | <ul data-bbox="908 421 1362 667" style="list-style-type: none"> <li>• Compliance to relevant laws and regulations</li> <li>• Being a model business for social and environmental responsibility</li> <li>• Complete, transparent, and efficient performance disclosures</li> </ul> |
| <p data-bbox="197 1003 316 1039">Supplier</p>        | <ul data-bbox="373 1003 794 1160" style="list-style-type: none"> <li>• Site visits and joint meetings</li> <li>• Supplier development training courses</li> <li>• Grievance channel</li> </ul>  | <ul data-bbox="908 1003 1362 1249" style="list-style-type: none"> <li>• Transparent and fair procurement contracts</li> <li>• Organize capacity-building training courses</li> <li>• Human rights and labor practices throughout the supply chain</li> </ul>                       |
| <p data-bbox="172 1384 344 1420">Competitors</p>     | <ul data-bbox="373 1384 831 1630" style="list-style-type: none"> <li>• Meetings with third party organizations such as the Federation of Thai Industries</li> <li>• News and information obtained through public media and forums</li> <li>• Grievance channel</li> </ul> | <ul data-bbox="908 1384 1326 1585" style="list-style-type: none"> <li>• Compliance with ethics of competition, laws, and trade regulations</li> <li>• Equitable, transparent and fair competition</li> </ul>   |



| Materiality Issues  | Response   | Benefits Received by Stakeholders  | Page    |
|---|--|--|---------|
| <ul style="list-style-type: none"> <li>Corporate governance</li> </ul>                | <ul style="list-style-type: none"> <li>Monitor and strictly comply with all relevant laws and operating guidelines</li> </ul>  | <ul style="list-style-type: none"> <li>Good corporate governance</li> </ul>                                      | 48-73   |
|   | <ul style="list-style-type: none"> <li>Collaborate on and support initiatives, and develop projects and activities that will benefit the country</li> </ul>  | <ul style="list-style-type: none"> <li>Oversight of compliance across the Group</li> </ul>                       | 67      |
|   | <ul style="list-style-type: none"> <li>Communicate and disclose performance in a complete, transparent, and efficient manner, and receive recommendations for improving operational plans</li> </ul>                       | <ul style="list-style-type: none"> <li>Partnerships for sustainable development</li> </ul>                       | 168-169 |
| <ul style="list-style-type: none"> <li>Corporate governance</li> </ul>                | <ul style="list-style-type: none"> <li>Fair and transparent contracts</li> </ul>   | <ul style="list-style-type: none"> <li>Supplier capacity-building</li> </ul>                                     | 214-216 |
| <ul style="list-style-type: none"> <li>Responsible supply chain management</li> </ul> | <ul style="list-style-type: none"> <li>Organize a course to increase the potential for supplier development</li> </ul>   | <ul style="list-style-type: none"> <li>Communications on the Supplier Code of Conduct</li> </ul>                 | 212-213 |
|   | <ul style="list-style-type: none"> <li>Operate in accordance with human rights policy and labor practices throughout the supply chain</li> </ul>   | <ul style="list-style-type: none"> <li>Operations based on the foundations of ethics and transparency</li> </ul> | 67-69   |
| <ul style="list-style-type: none"> <li>Corporate governance</li> </ul>                | <ul style="list-style-type: none"> <li>Adhere to the rules/ethics of competition and establish a monitoring mechanism to ensure that there is no conduct associated with gaining trade secrets from competitors</li> </ul> | <ul style="list-style-type: none"> <li>Good corporate governance</li> </ul>                                      | 50-57   |
|   | <ul style="list-style-type: none"> <li>Prohibit any actions to defame competitors' reputation based on unfounded facts</li> </ul>  | <ul style="list-style-type: none"> <li>Anti-corruption</li> </ul>  | 69-72   |



| Stakeholder Group  | Method of Engagement   | Issues of Interest   |
|--|--|--|
| <p data-bbox="172 421 343 495">Non-profit organization</p>  | <ul data-bbox="373 421 810 618" style="list-style-type: none"> <li>• Regular feedback and dialogues</li> <li>• Support collaboration through networks as appropriate</li> <li>• Site visits to operational units</li> <li>• Grievance channel</li> </ul> | <ul data-bbox="908 421 1361 707" style="list-style-type: none"> <li>• Impacts of business operation on societies, communities, and the environment</li> <li>• Social projects</li> <li>• Complete, transparent, and efficient performance disclosures to the public</li> </ul> |
| <p data-bbox="188 918 331 992">Creditors and banks</p>    | <ul data-bbox="373 918 715 1032" style="list-style-type: none"> <li>• Letters to creditors</li> <li>• E-mail and Social Media</li> <li>• Grievance channel</li> </ul>  | <ul data-bbox="908 918 1361 1032" style="list-style-type: none"> <li>• Pay in full and on time</li> <li>• Complete, transparent, and efficient performance disclosures</li> </ul>  |

| Materiality Issues  | Response   | Benefits Received by Stakeholders   | Page                                       |
|---|--|---|--|
| <ul style="list-style-type: none"> <li>Human rights &amp; labor practices</li> <li>Social impact</li> </ul> | <ul style="list-style-type: none"> <li>Coordinate work locally to jointly address problems</li> <li>Listen to recommendations to inform determination of operational approach</li> <li>Communicate and disclose performance in a complete, transparent, and efficient manner, and receive recommendations for improving operational plans</li> </ul> | <ul style="list-style-type: none"> <li>Operations that uphold human rights and labor practices</li> <li>Value-added initiatives for societies</li> <li>Ecosystem and biodiversity protection</li> </ul> | <p>74-85</p> <p>116-131</p> <p>202-209</p> |
| <ul style="list-style-type: none"> <li>Corporate governance</li> </ul>                                      | <ul style="list-style-type: none"> <li>Provide accurate and complete financial information</li> <li>Comply with contract terms</li> <li>Strictly follow the conditions</li> <li>Pay off debts on time</li> </ul>   | <ul style="list-style-type: none"> <li>Good corporate governance</li> <li>Anti-corruption</li> </ul>  | <p>48-70</p> <p>69-72</p>                  |

# MEMBERSHIP IN A NATIONAL ORGANIZATION



Mr. Suphachai Chearavanont Chief Executive Officer Charoen Pokphand Group have a sustainable business policy of all companies in the Charoen Pokphand Group and partners of companies in the Group, which means sustainable supply chain management and can be traced back



C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service wish to join as a member of the Global Compact Network Association of Thailand. It is one way to encourage the company to do more sustainable business. Because members of the association, it is imperative to strictly adhere to the 10 international principles of the United Nations Global Compact, consisting of four areas: Human Rights, promotion of labor rights, protecting the Environment, and Anti-Corruption. At the same time, the preparation of a performance report in accordance with 10 international principles, which is one of the important requirements for membership. It will help promote the disclosure of information in the sustainable business of the organization and the expected results of these. In addition to having a positive effect on society and the country. This is in line with the Group's 3 Benefit and Sustainability Strategy 2030 philosophy. It will also help build confidence in customers, partners, investors, and employees, as well as reducing risks for both the business group and the group as well.

Global Compact Network Thailand | THE PRACTICAL know first, move fast

1 NO POVERTY

“  
**โจทย์เรื่องความยากจน  
 ต้องช่วยกันแก้ไข  
 ให้เป็นไปในทิศทาง  
 เดียวกัน และต้องทำ  
 ทุกภาคส่วน**  
 ”

**ดร.สดุดี สุพรรณไพ**  
 รองกรรมการผู้จัดการ สำนักบริหารความยั่งยืน  
 ธรรมภิบาล และกำกับการปฏิบัติตามกฎเกณฑ์  
 บริษัท ซี.พี. อินเตอร์เทรด จำกัด (CPI)

CPI TRADING

เราปรับ โลกเปลี่ยน WE SHIFT...WORLD CHANGE  
 #ยั่งยืนไปด้วยกัน #ไม่ทำไม่ได้แล้ว

SDGs TALK

## UN Global Compact Network Thailand

C.P. Intertrade Company Limited, a leading organization by Dr. Sadudee Supanpai, Deputy Managing Director Office of Sustainability Management, Governance and Compliance can share practical experiences that are beneficial and create lasting change for society. To be an inspiration and a good example for other organizations and the wider society in the program “We Shift...World Change” episode SDGs Talk SDGs Goal 1 eradicate all forms of poverty in all areas.



**HOME**  
**LIVING TOGETHER**

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service, Charoen Pokphand Group realizes the importance of environmental sustainability by operating the business under the concept of the use of natural resources for maximum benefit along with the organization’s business principles under The concept of “Green Culture” is instilled in the activities of the people in the organization, conveying the brand and its products. To achieve our vision to be a leading company in integrated rice and industrial Argo business within the framework of this vision.

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



CLIMATE  
RESILIENCE



CIRCULAR  
ECONOMY



WATER  
STEWARDSHIP



ECOSYSTEM &  
BIODIVERSITY  
PROTECTION



RESPONSIBLE  
SUPPLY CHAIN  
MANAGEMENT



# CLIMATE RESILIENCE

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

## OPPORTUNITIES AND CHALLENGES

The challenge of climate change impact, C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service, Charoen Pokphand Group business has foreseen the opportunity from change to drive and support for all business groups.

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



2030 Goal

# Net Zero

Direct and indirect greenhouse gas emissions (Scope1 and Scope2)  
Net Zero

KEY OPERATING RESULTS IN 2021



Greenhouse gas emissions per revenues

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



Renewable energy in business activities



Proportion of renewable energy

## SUPPORTING THE SDGS

### SDG 7

Affordable and Clean Energy



#### 7.2

Increase substantially the supply of renewable energy in the global energy mix

#### 7.3

Double the global rate of improvement in energy efficiency

### SDG 11

Sustainable Cities and Communities



#### 11.6

Reduce the adverse per capita environmental impact of cities

### SDG 12

Responsible Consumption and Production



#### 12.2

Achieve the sustainable management and efficient use of natural resources

#### 12.3

Halve per capita global food waste

#### 12.5

Substantially reduce waste generation

### SDG 13

Climate Action



#### 13.3

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

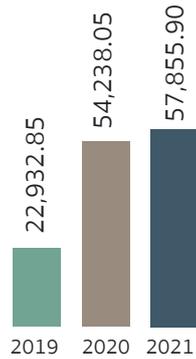


# GREENHOUSE GAS EMISSION MANAGEMENT INFORMATION

## 2021 PERFORMANCE

Greenhouse gas emissions (Scope 1+2)

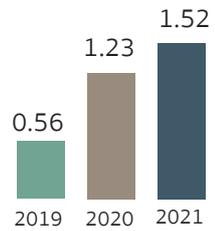
**57,855.90**  
TON CO<sub>2</sub>e



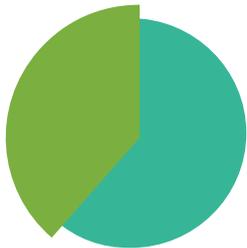
Greenhouse gas emissions per revenues

(\*Total income from rice business transport and service)

**1.52**  
TON CO<sub>2</sub>e / million baht



## Greenhouse Gas Emission Ratio by Scope



Scope 1  
**61.62%**

Scope 2  
**38.38%**



## REGISTRATION OF CARBON FOOTPRINT PRODUCT

**4** Products



JASMINE RICE

**20** kg

**3.97**  
kCO<sub>2</sub>/kg rice

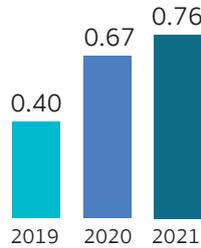
## ENERGY MANAGEMENT INFORMATION

### 2021 PERFORMANCE

Energy consumption

**0.76**

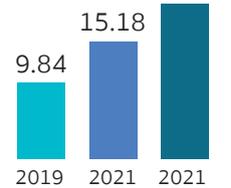
Million Gigajoule



Energy consumption per revenues

**20.02**

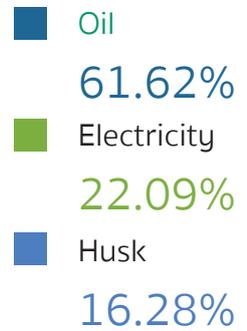
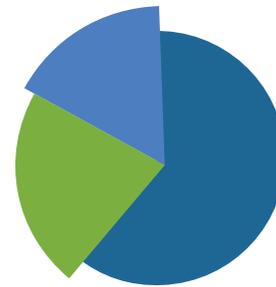
Gigajoule/million baht



Proportion of renewable energy use

**16.28%**

Power consumption ratio by type



Electricity consumption

**0.17**

Million Gigajoule



Husk consumption

**0.12**

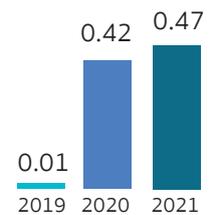
Million Gigajoule



Oil consumption

**0.47**

Million Gigajoule



WHITE RICE

**15** kg

**2.47**  
kCO<sub>2</sub>/kg rice



JAPANESE RICE

**2** kg

**2.20**  
kCO<sub>2</sub>/kg rice



RD43

**5** kg

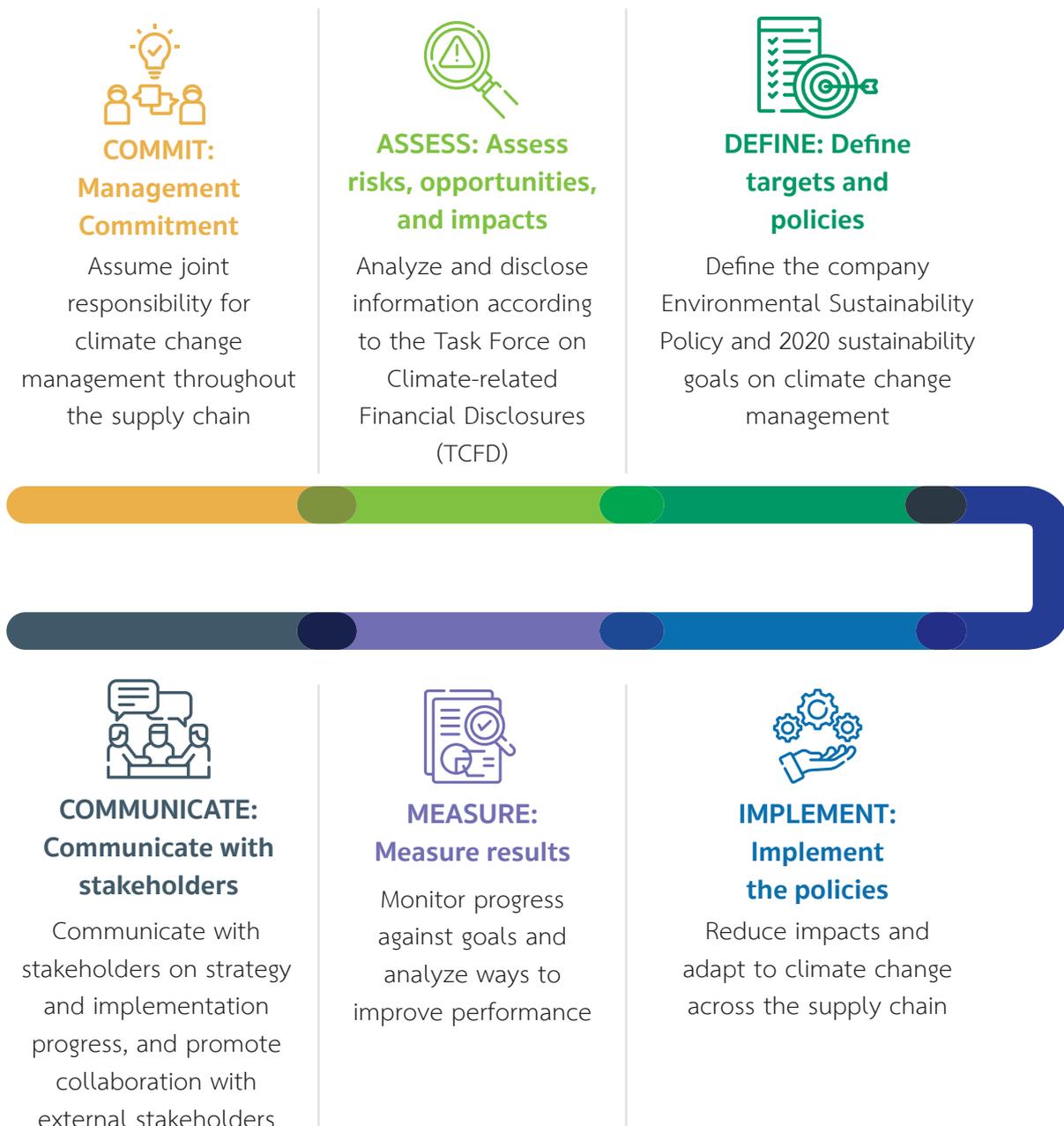
**2.47**  
kCO<sub>2</sub>/kg rice



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

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

## Climate Change Management Framework





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



\*Task Force on Climate-related Financial Disclosures (TCFD)



## GREENHOUSE GAS MANAGEMENT



### MANAGEMENT APPROACH

The company recognizes the importance of balancing economic, environmental, social development and adhering to business operations for sustainable development. It is to assess and give importance to environmental management throughout the business operation process. From research and product development raw material selection Production processes, including business development processes, are responsible for protecting and preserving the environment both inside and outside the workplace. Therefore, environmental guidelines have been established as follows:

1. Strictly comply with the principles of the company Code of Conduct as well as local and international laws related to environmental standards.
2. Environmental and social responsibility by focusing on the production process, tools, and business activities that have the same standard of practice that has the least impact on the environment and surrounding communities.
3. Ensure that environmental impacts from operations be monitored and continually improved efficiency by establishing clear objectives, targets and action plans and assessing environmental impacts for decisions on operations.
4. Encourage awareness and understanding of environment for employees, partners, and stakeholders by training.
5. Communicate policies and requirements to employees and partners.
6. Disclose an operational performance of environmental and reporting its outcome against with specified goals to any associated stakeholders.
7. The top management of the organization approves by signing approval to promulgation of the environmental policy to be used as a guideline throughout the organization.



## GUIDELINES FOR MANAGING GREENHOUSE GAS EMISSIONS



### GOAL

Environmental information that supports the company's operations according to various commitments on climate change



### ACTIVITIES

Life Cycle  
Environmental  
Impact Data

Baseline emission  
data from food loss  
and food waste data  
in Rice and Corn  
planting

Food loss and  
food waste in the  
production supply  
chain



### OUTPUT

Determine the  
system scope and  
goals of the LCA  
study

Analyze the inventory  
data on the given  
reference unit

Assess the  
environmental  
impact of the product

Prepare a report  
showing the list of  
items and  
environmental  
impact values

Organize a small  
group discussion  
with the Company's  
coordinator and  
the owner of the  
information

Collecting and  
analyzing soil  
samples and GHG  
from pilot plots of  
the company (rice  
and corn)

Use the SMART  
GHG app. Collect  
samples of plant  
cultivation activities.

Compare the  
measured emissions  
and values obtained  
by using SMART GHG  
app.

Define the conceptual  
framework, theories,  
models used in  
operations

Conducting tests  
in the field and  
laboratory

Store and collect  
information.



# CLIMATE CHANGE MANAGEMENT AND ENERGY MANAGEMENT



The company recognizing the urgency of action on sustainable development happening around the world. Our business group is committed to operating in accordance with the Paris Agreement. To limit global temperature, rise to no more than 1.5 degrees Celsius above pre-industrial levels and set long-term targets for global greenhouse gas emissions both the value chain will be zero by 2050, coupled with setting scientific goals or Science Based Targets in all relevant areas. This is in line with the criteria and recommendations of the Science Based Targets Initiative (SBTi). It also aims to reduce greenhouse gas emissions per unit of revenue by 10% in 2021 compared to the base year 2020 by defining action guidelines to being a zero emissions organization.



## RENEWABLE ENERGY

- Solar Energy



## WASTE MANAGEMENT

- Plastic packaging to be reusable
- Food Loss and Food Waste



## SUSTAINABILITY AGRICULTURE

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



## PROCESS OPTIMIZATION & ENERGY EFFICIENCY

- High Efficiency Air Compressor
- High Efficiency Air Light



## FORESTATION

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



## TRANSPORTATION

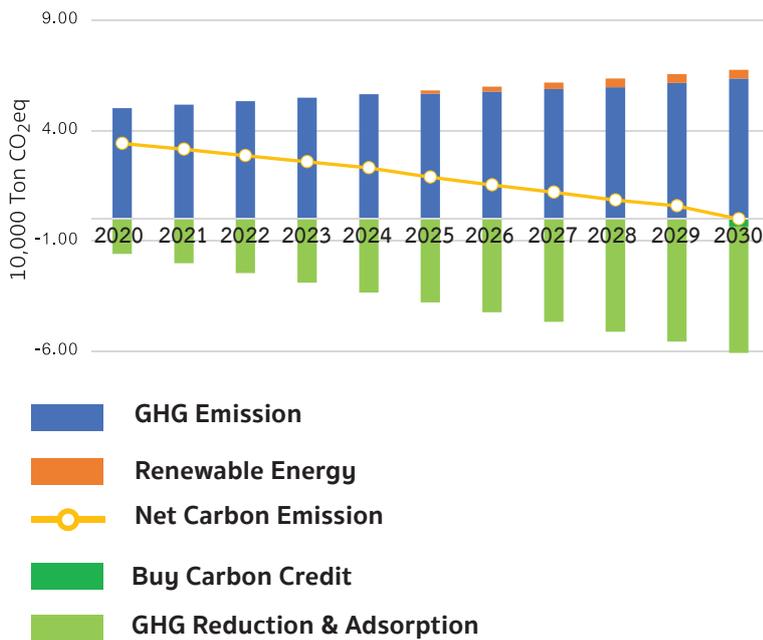
- Increase present of water transport



# 2030 CARBON NEUTRAL ORGANIZATION GUIDELINES

## (SCOPE1&2)

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



**Increasing energy efficiency and increasing the proportion of renewable energy.**

**Solar Cell**

**Energy Efficiency**

### Carbon Absorption

**Afforestation and Reforestation**

**Nature-Based Solutions**

**Sustainability Agriculture**





Case study

PRODUCT LIFE CYCLE ASSESSMENT

Product Life Cycle Assessment Project of White Bag Rice From paddy field is a project born from environmental concepts. Using a Life Cycle Assessment (LCA) technique, the resource utilization is determined and the total emissions of the product system covering from

- Raw material process
- Production process
- Implementation
- Disposal of the remains after use

Carbon Footprint of Products : CFP



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



Jasmine rice  
20 kg



3.97  
kCO<sub>2</sub>/kg rice

White rice  
15 kg



2.47  
kCO<sub>2</sub>/kg rice

Japanese rice  
2 kg



2.20  
kCO<sub>2</sub>/kg rice

Rice RD 43  
5 kg



2.47  
kCO<sub>2</sub>/kg rice

## Case study

## CREATE GREEN SPACES TOGETHER WITH #CP ROI SAVE THE WORLD



Executive Committee Rice, Transport and Service Business Charoen Pokphand Group and employees of the Chat Rice Business Group Unite to plant “Maka Mong” tree as an economic tree stand and is an auspicious tree bestowed upon Sukhothai

In the project “CP Roi Save the World” under the Charoen Pokphand Group to campaign for executives and fellow employees Plant 10 million trees by 2030, aiming to become a Carbon Neutral organization and set a net zero waste within the next 9 years. By organizing an event at the Nakhon Luang Rice Factory, Nakhon Luang District, Phra Nakhon Si Ayutthaya Province, only 1 plant per person will help make the world full of green. create clean air pass it on to future generations in a sustainable way





# CIRCULAR ECONOMY

GRI 103-1, 103-2, 103-3, 306-1, 306-2, 306-3, 306-4, 306-5

## OPPORTUNITIES AND CHALLENGES

C.P. Intertrade Co., Ltd. and companies in Rice Business Transportation and Service is committed to work that focuses on careful resource management so that no part will be wasted products and materials are stored, reused, remanufactured and recycled as long as those resources are used in the most efficient way to create added value to the waste that occurs do not manage waste by landfill and develop new sustainable packaging design guidelines with the goal of companies in the business group

- (1) Reduce the amount of food waste to zero (Zero Food Waste)
- (2) no general waste disposal by landfill (Zero Waste to Landfill)
- (3) all used plastic packaging can be recycled. reusable, reusable or biodegradable.



2030 Goal



Zero food and waste to landfill and all plastic packaging are recyclable, reusable or compostable

KEY OPERATING RESULTS IN 2021



Announcement of the circular economy policy food waste reduction policy and food waste sustainable packaging policy and waste management policy



Modify waste data reporting according to GRI 306: WASTE (2020)



Create a baseline on the loss in the production supply chain. (Food Loss)

SUPPORTING THE SDGS

SDG 11

Sustainable Cities and Communities



11.6

Reduce the adverse per capita environmental impact of cities

SDG 12

Responsible Consumption and Production



12.2

Achieve the sustainable management and efficient use of natural resources

12.3

Halve per capita global food waste

12.5

Substantially reduce wastegeneration

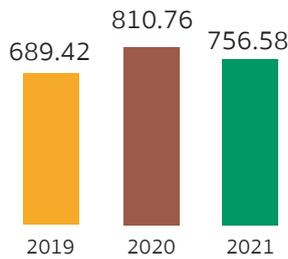


# WASTE MANAGEMENT INFORMATION

## 2021 PERFORMANCE

Total weight of waste generated

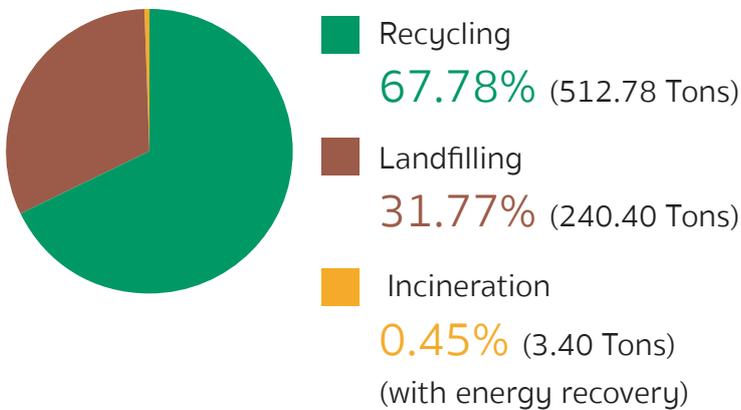
**756.58** TON



The amount of waste classified by type



Separated by waste management methods



The amount of waste per revenue  
**0.02\*** Ton/ Million baht



\*Note 1 :

- All waste is processed offsite.
- The amount of the company's waste Ayutthaya Port and ICD operate together with Khao C.P. (Nakhon Luang Rice Factory).
- The waste management process employs waste disposal contractors licensed by the government, namely, Better World Green Public Company Limited, Professional Waste Technology (1999) Public Company Limited.

\*Note 2 :

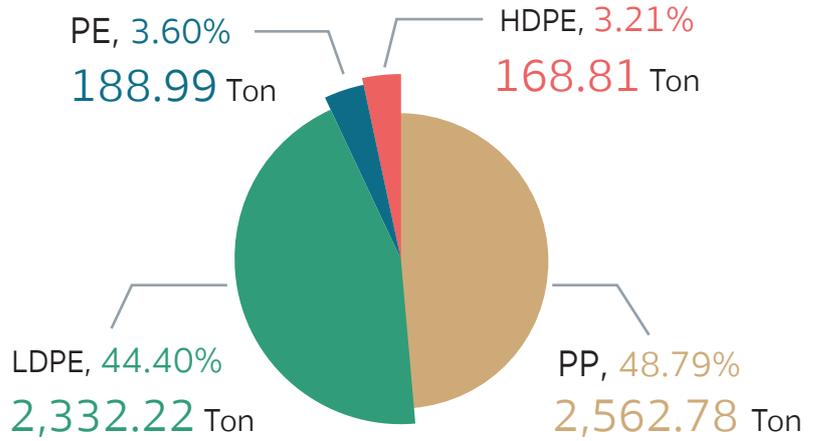
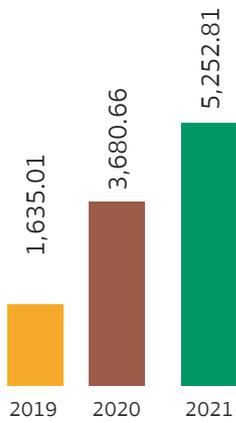
Dynamic Transport Co., Ltd. and Advance Transport Co., Ltd. have insignificant amounts of waste, so they are not taken into account and total income of Rice Business Transportation and Services for all 8 companies.



## SUSTAINABLE PLASTIC PACKAGING INFORMATION

Total weight of waste generated

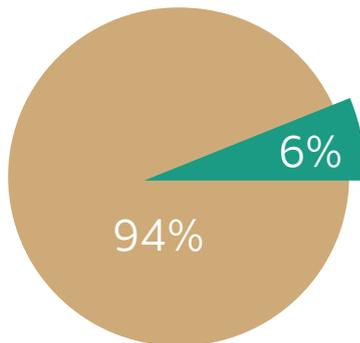
5,252.81 Ton



## FOOD LOSS INFORMATION

Amount of food loss

92,546.10 Ton



Energy Recovery

5,317.05 Ton



Animal feed

87,229.04 Ton



# WASTE MANAGEMENT

Waste management is an important aspect of all process along C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service Charoen Pokphand Group’s value chain. In 2021, the Group announced the implementation of the Waste Management Policy, which is part of the Group’s Environmental Policy and Guidelines, providing direction for all business groups to strive towards achieving the zero-food waste and zero waste to landfill goal by 2030. Waste management guidelines have been defined as follows:



Announce zero food waste and waste landfill goal by 2030



Publish Waste Management Policy



Formulate waste management plan according to the 9Rs circular economy system management approach



Communicate and raise awareness to urge employees to work together to achieve goals

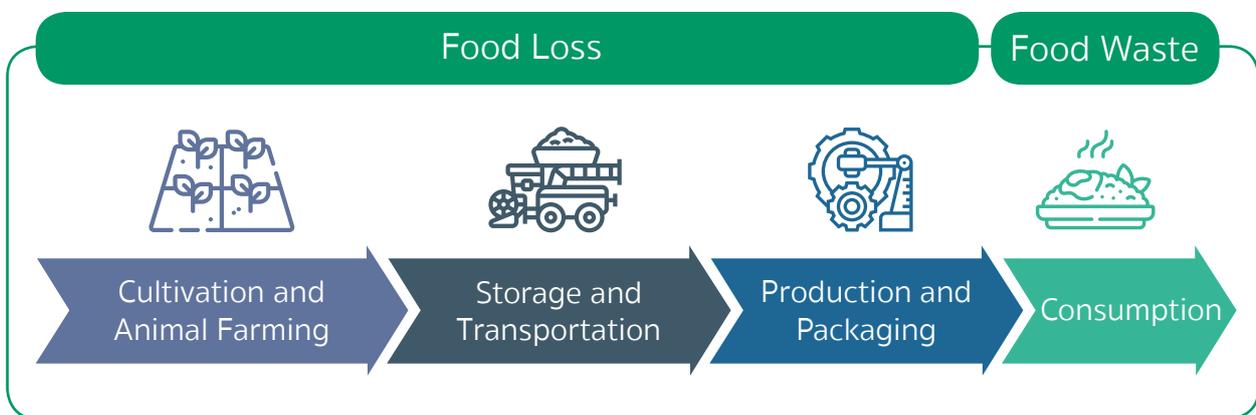


Monitor performance and progress against goals through annual Sustainability Reports

# FOOD LOSS AND FOOD WASTE MANAGEMENT



C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service Charoen Pokphand Group’s core businesses include production and distribution of food and beverages. We take into account food loss and food waste management throughout the supply chain from the process of crop cultivation and animal farming through to customer consumption. The Group is committed to reducing food loss and achieve the goal to eliminate food waste and waste to landfill by 2030.



## Case study

## “ROYAL UMBRELLA” ANNOUNCES AN INNOVATIVE RECYCLABLE RICE BAG THAT REDUCES GLOBAL WARMING



C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service, which produces and exports high quality rice internationally, collaborated with 2 leading companies, namely DOW and SCGP, under the sustainable development framework, to become the first in producing a new type of rice packaging called “green rice bags”. The bags still retain their air-tight and humidity-proof properties, thinness and can also withstand drop from heights. Most importantly, the bags reduce the use of plastic in the overall production process:



Plastic reduction

260 MT/Year\*



tCO<sub>2</sub>e emissions reduction

550 tCO<sub>2</sub>e

(\*In the case of 5 kg. rice bags using 1,320 M.T/year of plastic in production)



## Case study

## ASSESSMENT OF FOOD LOSS AND FOOD WASTE THROUGHOUT THE RICE PRODUCTS SUPPLY CHAIN

Khao C.P. Co., Ltd. has collaborated with Dr. Napat Chakwatana, Department of Environmental Engineering (Faculty of Engineering Chiang Mai University) to collect the loss from rice production in the paddy field and loss from the milling process of converting paddy to rice. By collecting the food loss data in the rice fields of Suphan Buri Province, 3 plots, Chainat Province, 3 plots, Phitsanulok Province 6 plots, Roi Et Province, 1 plot, and Surin Province 2 plots, totaling 15 and collecting food loss data in the milling process, transforming paddy into rice of Khao C.P. Co., Ltd. (Suphan Buri Province Kamphaeng Phet Province and Buriram

Province and mills in the network, a total of 6 mills, which is considered as one way to reduce food shortages it also helps to know the overall loss of the current operating system, so that it can find a suitable and comprehensive way to reduce the loss in accordance with each stage of the loss. To help drive food waste reduction goals throughout the food production chain supporting the drive towards Sustainable Development Goal 12 on Sustainable production and consumption as well as enhancing food security.

### OBJECTIVE

1. To know the amount of loss of rice in the rice fields and in the milling process, the paddy is transformed into rice.
2. To obtain guidelines to reduce rice wastage.

### Results of the year 2021

#### WASTE MANAGEMENT IN AGRICULTURAL AREA 56% Food Loss Reductio

| Food Loss & Waste Impact  | Unit                 | 2019           | 2020           | 2021           |
|---|----------------------|----------------|----------------|----------------|
| Revenue   | Million Baht         | 40,859.00      | 44,159.95      | 38,158.00      |
| Amount of paddy   | Ton                  | 186,124.80     | 120,974.57     | 98,767.16      |
| Promote area  | Rai                  | 226,494.00     | 115,368.00     | 94,153.00      |
|   | m <sup>2</sup>       | 362,390,400.00 | 184,588,800.00 | 150,644,800.00 |
| Loss of rice from harvesting  | m <sup>2</sup>       | 32,104.17      | 16,352.72      | 12,332.01      |
| Loss of rice from rice milling  | Ton                  | 1,228.42       | 798.43         | 1,476.76       |
| Total weight of all food loss & waste                                   | Ton                  | 33,332.59      | 17,151.15      | 13,808.77      |
| Total weight of food loss & waste volumes used for alternative purposes | Ton                  | 19,586.75      | 9,976.80       | 7,523.76       |
| Food loss & waste intensity   | Ton/<br>Million Baht | 0.82           | 0.39           | 0.36           |

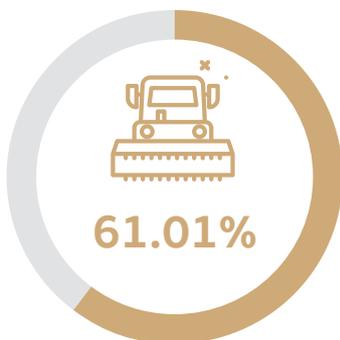


### APPROACHES TO REDUCE THE AMOUNT OF RICE WASTAGE

From the analysis of data on the amount of loss and the cause of the loss of rice It was found that the loss of rice in the paddy field during the rice production process was greater than that of the milling process of converting paddy to rice. Therefore, there are 3 ways to reduce the amount of rice wastage in the rice fields as follows:

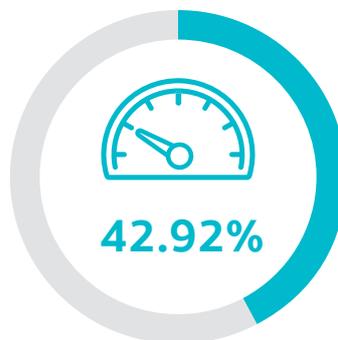
#### Approach 1

Choosing a Japanese combine harvester instead of a traditional Thai combine harvester can reduce the amount of loss up to



#### Approach 2

Reducing the speed of the combine harvester can reduce the amount of loss of combine harvesters that use speeds of more than 5 kilometers per hour up to



#### Approach 3

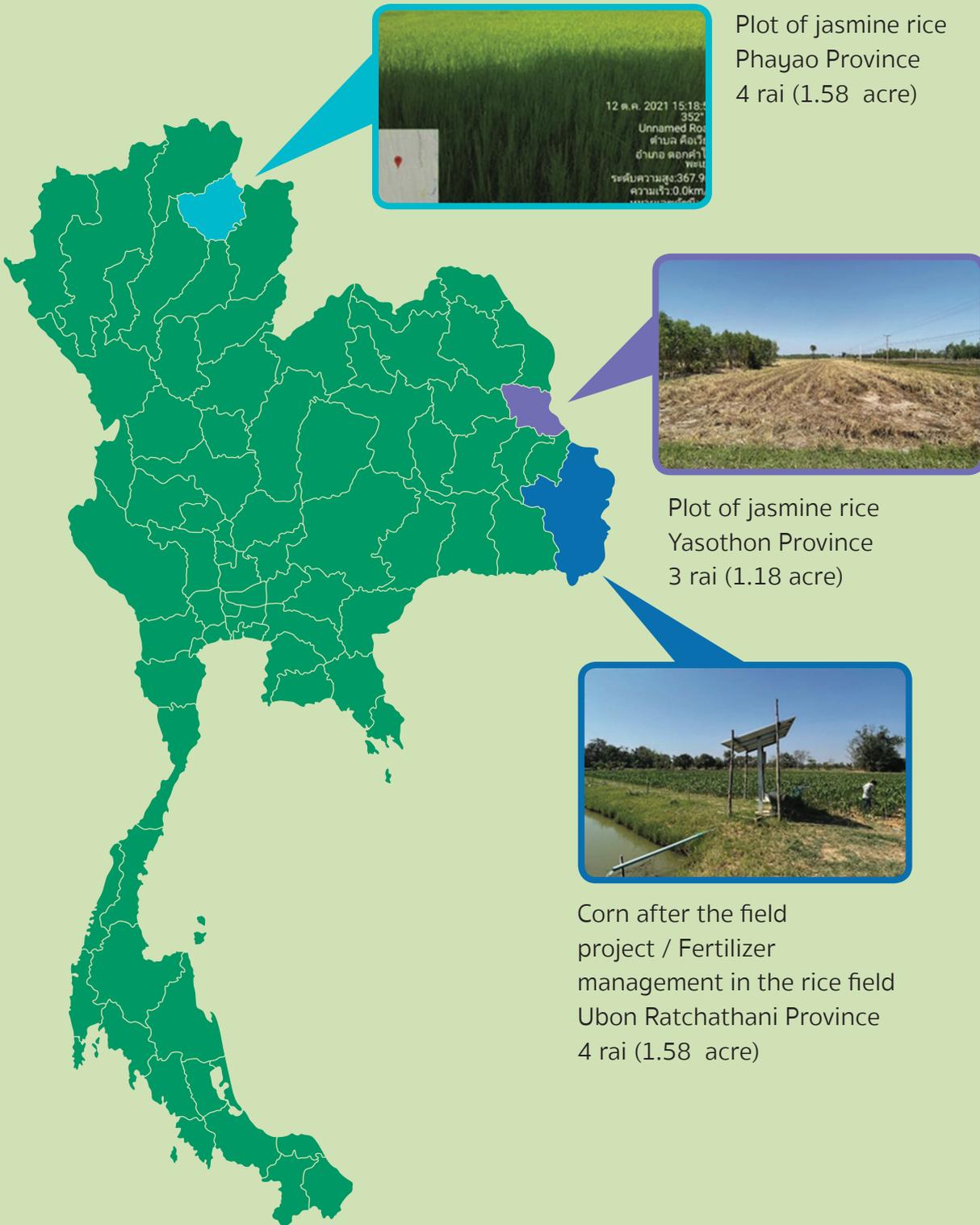
Harvesting rice in the plague period It can reduce the amount of loss of rice harvested before the persimmon period by





# PROJECT TARGET AREA

## REDUCE FOOD LOSS IN RICE FIELDS IN 2022







# WATER STEWARDSHIP

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

## OPPORTUNITIES AND CHALLENGES

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



2030 Goal



Reduce the amount of water used per unit of income by 10% compared to base year 2020

KEY OPERATING RESULTS IN 2021



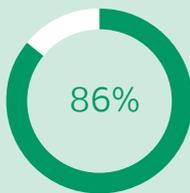
Reduction of water per revenues



of the amount of water used per revenue of the base year 2020



Water risk assessment



of areas with high water risk

SUPPORTING THE SDGS

SDG 6

Clean Water and Sanitation



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

SDG 12

Responsible Consumption and Production



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

SDG 14

Life Below Water



- 14.1 Reduced marine pollution



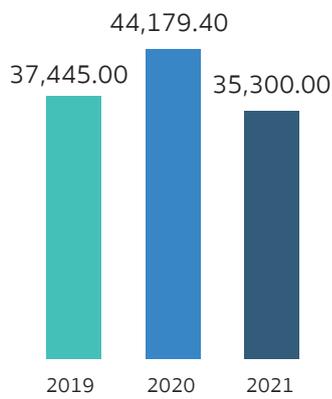
# WATER RESOURCE MANAGEMENT INFORMATION

## 2021 PERFORMANCE

### WATER CONSUMPTION

35,300

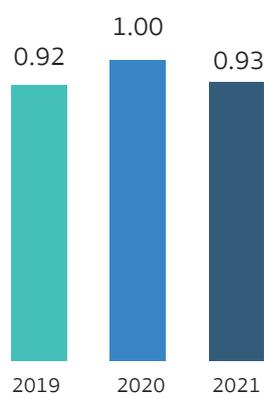
cubic meters



### AMOUNT OF WATER USED PER REVENUE

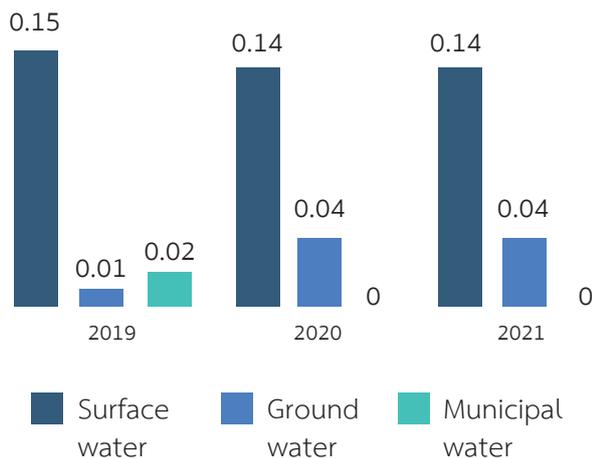
0.93\*

cubic meters/million baht



### SEPARATE BY WATER SOURCE

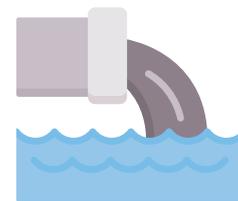
million cubic meters



### WATER DISCHARGE

0.14

million cubic meters



Discharged to surface water

\*Note 1 :

Dynamic Transport Co., Ltd. and Advance Transport Co., Ltd. have low water consumption insignificant and therefore not taken into account and total income of Rice business Transportation and Services for all 8 companies.



## WATER CONSERVATION



### MANAGEMENT APPROACH

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

## WATER STEWARDSHIP MANAGEMENT FRAMEWORK

### COMMITMENT

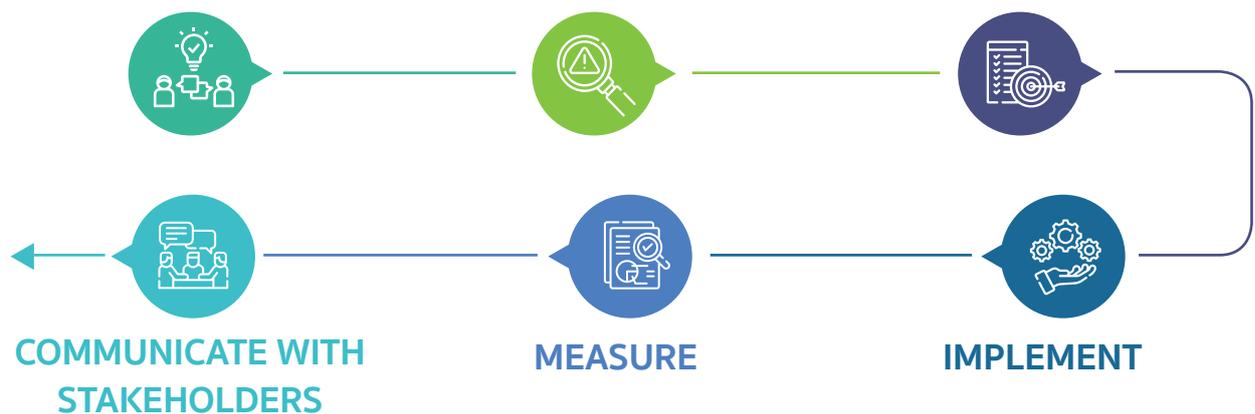
Take responsibility to enhance the efficiency of water usage and support water stewardship throughout the supply chain.

### ASSESS RISKS, OPPORTUNITIES AND IMPACTS

Assess and manage water risks holistically to encompass the physical risks, the quantity and quality of risks, the regulatory risks, and the Group's reputational risks.

### DEFINE TARGETS AND POLICY

Establish the Group's Sustainability Policy regarding the environment and the 2021 Sustainability Targets that reference water stewardship.



Communicate strategy and progress, as well as foster collaboration with external stakeholders.

Monitor and analyze progress against targets to identify operational gaps to be improved.

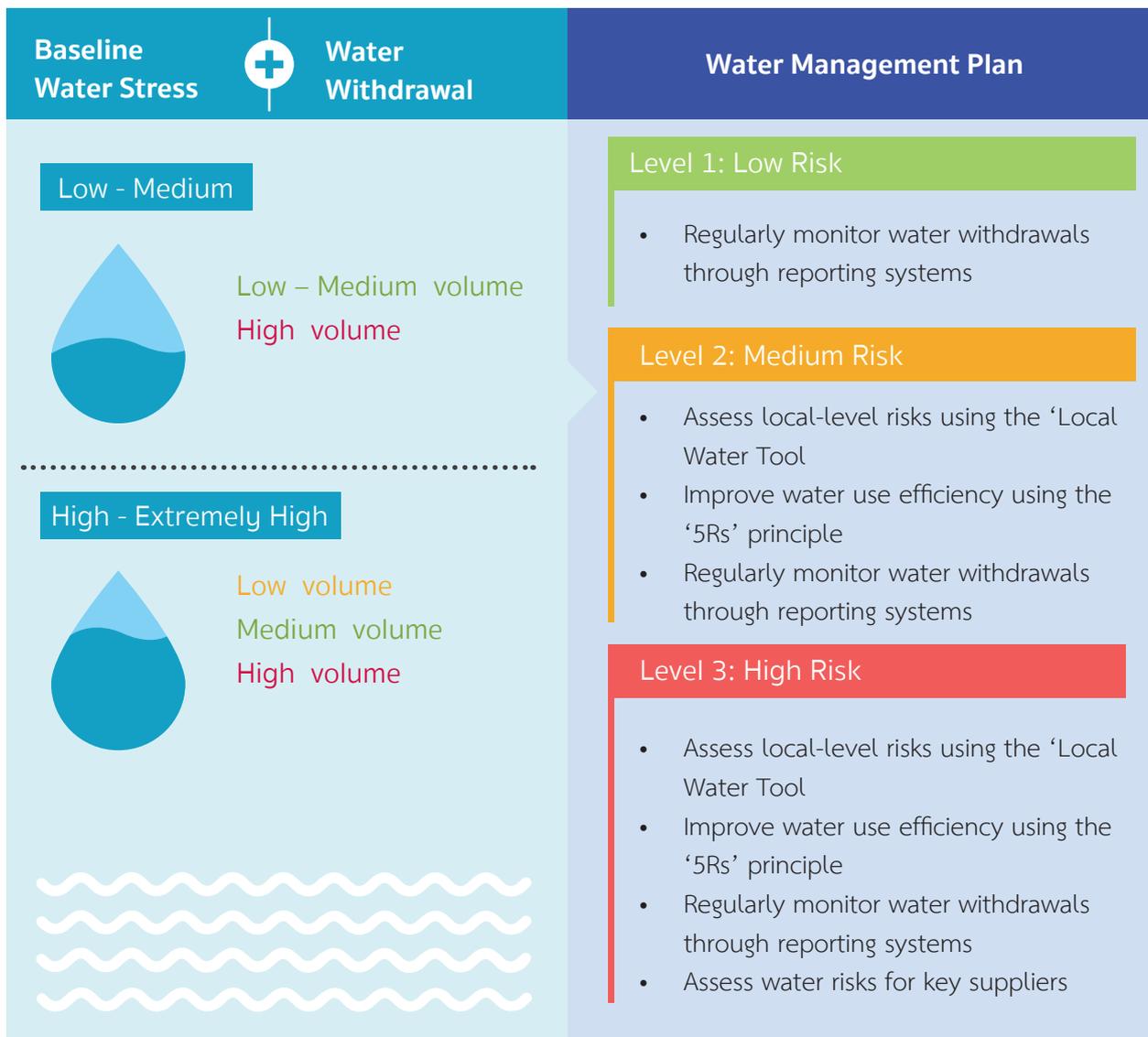
Implement water stewardship throughout the supply chain.

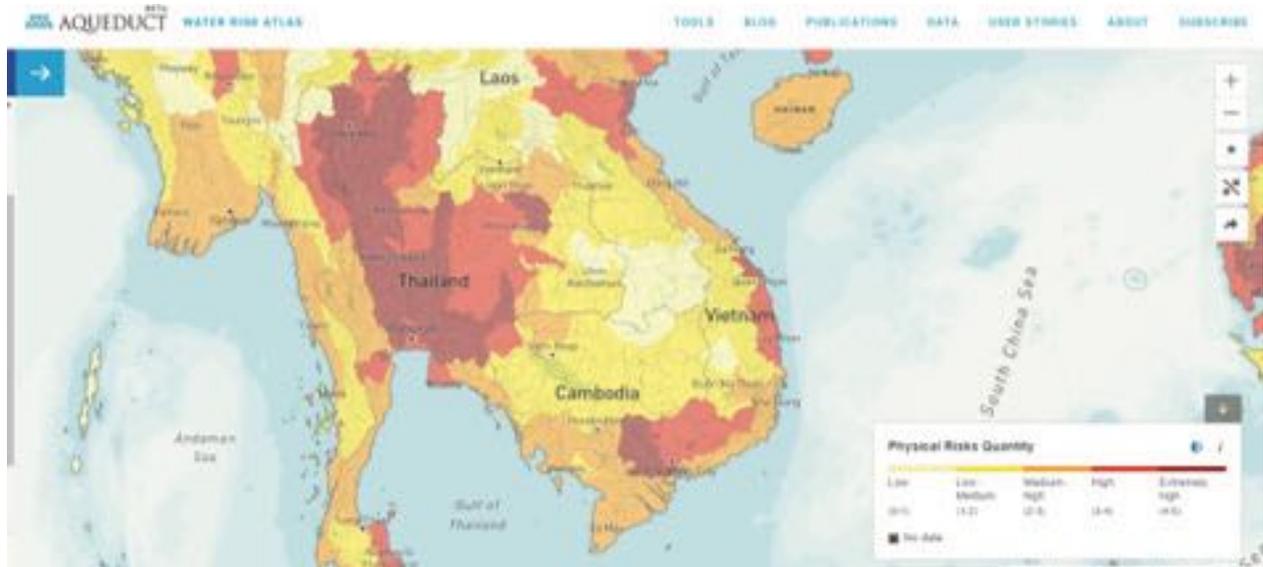
# INTEGRATED WATER RISK ASSESSMENT

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

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

### WATER RISK ASSESSMENT FRAMEWORK

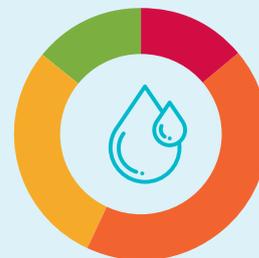




The risk assessment conducted reveals that 86% of all business units under operating in areas with water scarcity risk, some of which may involve high risk.



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



- 14% Extremely high water scarcity risk
- 43% High water scarcity risk
- 29% Moderate water scarcity risk
- 14% Highly sufficient water level



# WATER MANAGEMENT FOR SUPPLIERS

## Enabling water management planning throughout the supply chain

### MANAGEMENT APPROACH

C.P. Intertrade Co., Ltd. and companies in the Rice Business Transportation and Service is committed to using water resources sustainably and implementing effective water management throughout the entire supply chain. In view of this, the Group has developed a management approach for our suppliers who are the key stakeholders to our business with the aim to promote water-use efficiency, reduce water shortage risks, and jointly campaign for the conservation of water resources.



#### Water Risk Assessment

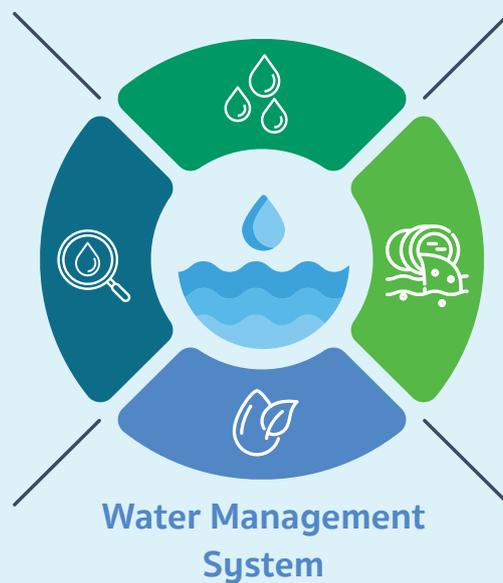
Conduct water risk assessment for suppliers to classify them by water stress level using internationally recognized tools

#### Supplier Water Management Audit

Evaluate suppliers' water management system, wastewater treatment to ensure compliance with wastewater standards

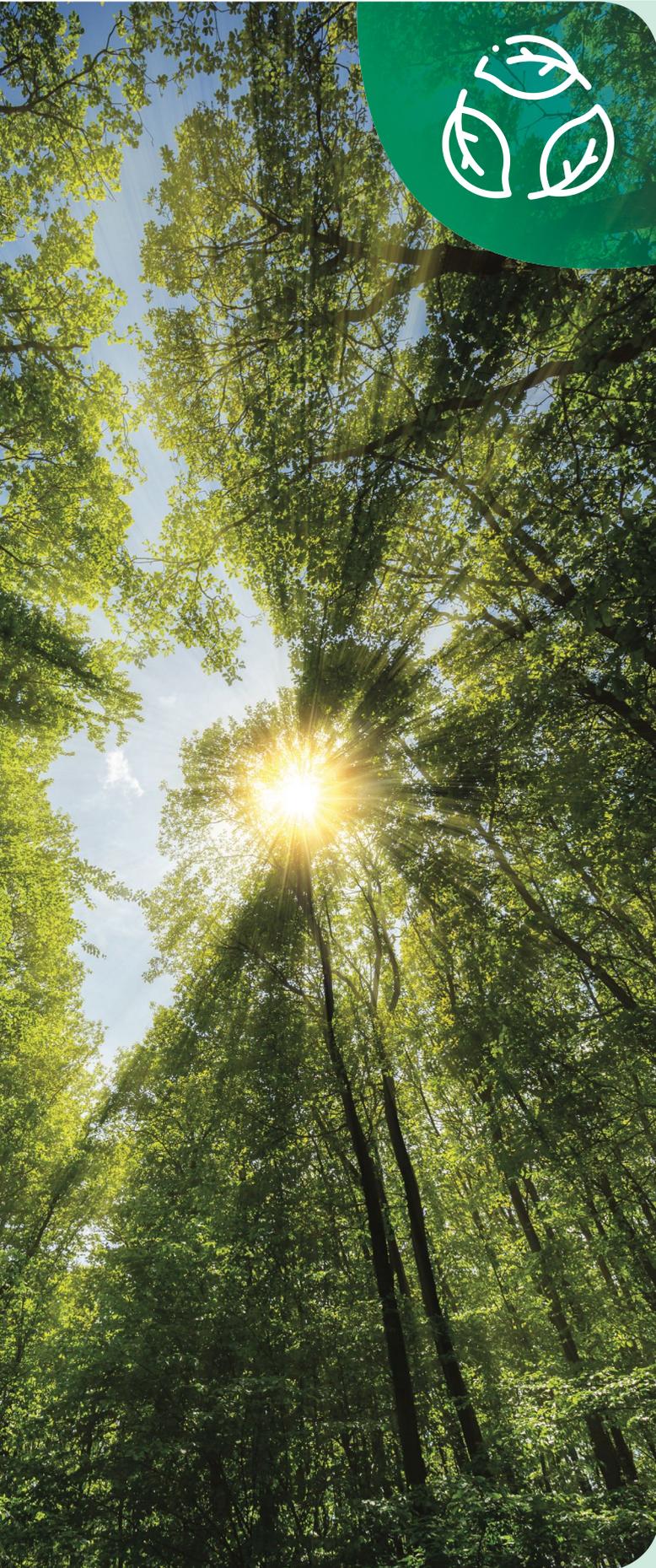
#### Promotion of Water Resources Conservation Activities

Collaborate with suppliers in promoting water-saving measures as well as provide knowledge and understanding about the importance of water resources conservation



Collaborate with suppliers in water management planning to optimize water-use efficiency





# ECOSYSTEM & BIODIVERSITY PROTECTION

GRI 102-9, 103-1, 103-2, 103-3, 304-2

## OPPORTUNITIES AND CHALLENGES

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



## 2030 Goal

# 800,000 Rai

The number of areas that have been undertaken to protect and restore terrestrial ecosystems.

## KEY OPERATING RESULTS IN 2021



### 100 percent

of rice cultivation can be traced back.



### Protect, restore and support

The process of promoting rice cultivation Sustainability Culture

### 94,153 Rai



### Policy announcement

Environment and biodiversity policy

## SUPPORTING THE SDGS

### SDG 6

Clean Water and Sanitation



#### 6.6

Protect and restore water-related ecosystems

### SDG 14

Life Below Water



#### 14.2

Reduced marine pollution

#### 14.4

Sustainable fishing

#### 14.5

Conserve coastal and marine area

### SDG 15

Life on Land



#### 15.1

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

#### 15.2

Halt deforestation, restore degraded forests

#### 15.4

Ensure the conservation of mountain ecosystems

#### 15.5

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



# ECOSYSTEM & BIODIVERSITY PROTECTION

## MANAGEMENT APPROACH

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

## ECOSYSTEM AND BIODIVERSITY PROTECTION FRAMEWORK

### COMMIT

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

### ASSESS

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

### DEFINE

Define targets and policies Focus Environmental Sustainability Policy and 2021 sustainability goals on ecosystem and biodiversity protection.

### IMPLEMENT

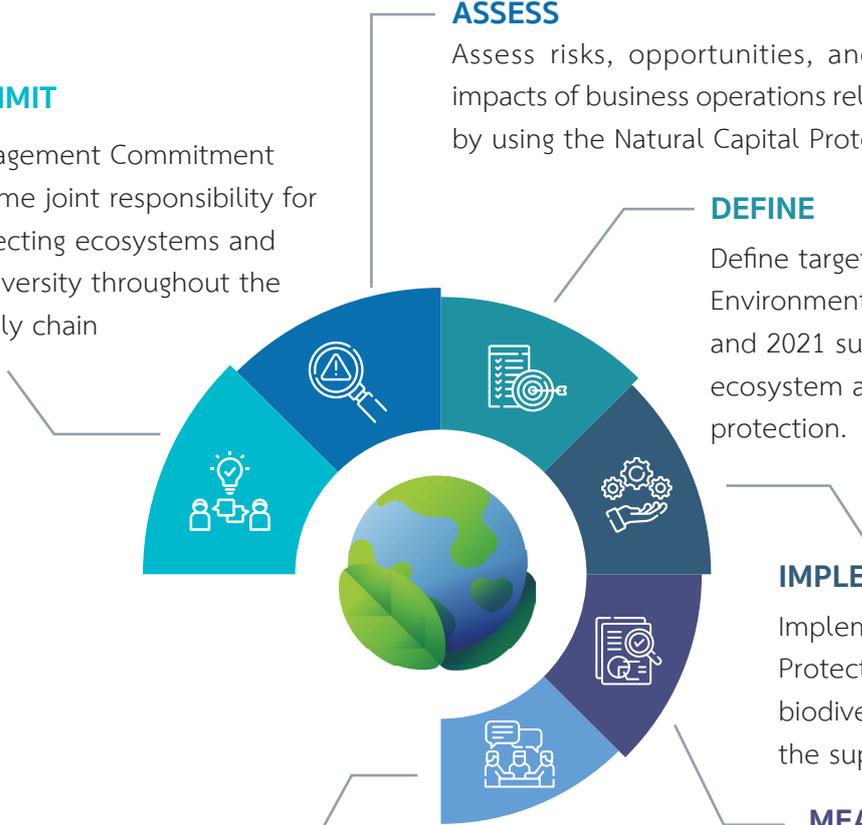
Implement the policies Protect ecosystems and biodiversity throughout the supply chain.

### MEASURE

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

### COMMUNICATE

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



## RAW MATERIAL SOURCING AND TRACEABILITY

### Building confidence for consumers

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

The traceability system has therefore played an increasingly important role in providing food routing information from ingredients, Through the production process until it reaches the consumer. It also helps manufacturers reduce the loss of product recalls, which can be retrieved accurately, precisely and quickly.

The company has developed a comprehensive information system and traceability process from farmers to consumers, which can be considered as a model for developing such processes in the rice business supply chain.

### RISK ASSESSMENTS



The company has developed a self-assessment system. Sustainability for business partners used as a selection criteria new business partner with business partners in the main raw material group for risk management in the supply chain.

### DEVELOP BUSINESS PARTNERS



The company has a policy of sustainable procurement and guidelines for business partners to create participation and exchange of knowledge with business partners, communities, farmers, independent organizations, and government sectors to develop business operations capabilities and promote standards of Responsible sourcing throughout the supply chain.

### COMMUNICATION



Our company progress report to Charoen Pokphand Group and its partners through the Sustainability Action Conference and annual sustainability report.

#### FARMERS



- 3 Benefits
- Project GAP+

#### RICE MILLS



- Good quality, fresh ingredient
- Increased production efficiency and reduced waste
- Manage the production period

#### RICE PROCESSING



- Automatic production system
- Standard system
- Food safety(BRC)

#### CONSUMER



- Believe in the product
- Use a raw materials from responsible resources

Raw material development program

SCADA



SCADA



Sustainability App e-Brochure



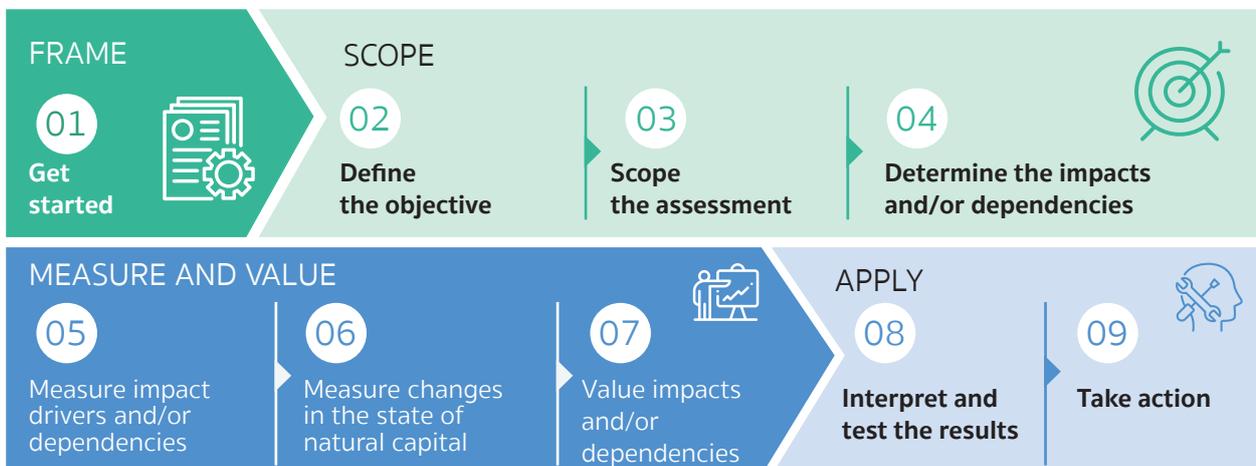
# MEASURING NATURAL CAPITAL TO PROTECT ECOSYSTEMS AND BIODIVERSITY



C.P. Intertrade Co., Ltd. has cooperated with Charoen Pokphand Group entry as a member of the World Business Council for Sustainable Development (WBCSD), we brought in the Natural Capital Protocol a natural capital assessment framework developed by WBCSD in collaboration with global organizations including Conservation International, The B Team, PwC, and Sustain Value to use as a framework for measuring the organization’s natural capital. The Protocol helps us to understand the capacity and degradation of ecosystems and biodiversity, to value them in economic terms, and to apply those valuation results to identify ways of balancing between using and protecting natural resources. Ecosystem and Biodiversity Protection Framework the impacts of our business operations. In addition, the Group focuses on agricultural raw material sourcing, making sure that raw materials come from responsible sources that do not encroach upon

forest and marine resources. Finally, we encourage the protection and restoration of terrestrial and marine ecosystems to ensure ecosystem balance and biodiversity. The Group selected the Nakhon Luang Rice Mill, under C.P. Intertrade Company Limited and Khao C.P. Company Limited, as the pilot site for the natural capital assessment. We selected this site because the rice mill is located on the banks of Pa Sak River in Nakhon Luang District, Ayutthaya Province, and uses the river’s waterways to transport goods quickly and efficiently through the Ayutthaya Port and Inland Container Depot (ICD). Given this, the Nakhon Luang Rice Mill directly benefits from these waterways, and it is possible to witness both the impacts from and dependencies on this natural resource. Therefore, the Group was able to realize the importance of determining the ecosystem and biodiversity value of this resource as key natural capital for the rice mill.

## NATURAL CAPITAL PROTOCOL FRAMEWORK



Principles: Relevance, Rigor, Replicability, Consistency

## Case study

## BIOENVIRONMENTAL RESOURCES SURVEY

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

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

Studies and surveys are divided into 2 categories:



## Terrestrial ecology

- Forest Forest
- Wild animals



## Aquatic ecology

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

## Survey results (examples found)

## Forest



Yang Na



Ratchaphruek



Eucalyptus



Padauk



Tamarind



Pho

## Wild animals



big dove bird



Sarika bird



Beaked bird



Great pelican



House sparrow



Tortoise

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

## Case study

**AQUATIC SPECIES RELEASE CEREMONY**  
**#NATIONAL FISHERIES DAY**

Mr. Ongart Champakanan, Assistant Managing Director of Khao C.P. Company Limited, was the representative of the management team attending the fish release ceremony at Sammakhan Temple, Mae La Subdistrict, Nakhon Luang District, Phra Nakhon Si Ayutthaya Province. On the occasion of the National Fisheries Day 2021.

The ceremony was presided over by Mr. Panu Yaemsri, Governor of Phra Nakhon Si Ayutthaya Province, along with Phra Khru Piyathammanan, the dean of Tha Chang Subdistrict, Fishery Subdistrict, Ayutthaya Province, Wichan Noito, Nakhon Luang District Chief, civil servants and officials under the Department of Fisheries and related agencies participated in this ceremony.

Phra Nakhon Si Ayutthaya Provincial Fisheries Office Organized activities to release aquatic species on the National Fisheries Day of the year 2021 at the provincial level and release the fish species bestowed by His Majesty the King which are 300 mothers and 500,000 herbivorous fish species to campaign for people to realize the value as well as sustainably conserve and restore aquatic animal resources.



In addition, Khao C.P. Co., Ltd. (Nakhon Luang Rice Factory) also supported BK and Vita One C Plus vitamin drinks, AMARIZE dessert products, CP drinking water for certifying participants in this event. #RiceThaChatGreatStory



# RESPONSIBLE SUPPLY CHAIN MANAGEMENT

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

## OPPORTUNITIES AND CHALLENGES

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

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





2030 Goal



Business groups with high-risk raw material traceability processes Including sustainability audits with high-risk trading partners.

KEY OPERATING RESULTS IN 2021



Communication of the Supplier Code of Conduct

692 Supplier businesses have been communicated.



All companies in the business group have assessed and identified

Critical Supplier

SUPPORTING THE SDGS

SDG 4

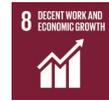
Quality Education



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

SDG 8

Decent Work and Economic Growth



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

SDG 9

Industry, Innovation, and Infrastructure



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



# RESPONSIBLE SUPPLY CHAIN MANAGEMENT

## MANAGEMENT APPROACH

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



**Code of Conduct for Partners**



**Determine Tier 1**



**Assessing risks in the supply chain**



**Managing relationships with partners**

## RAISING AWARENESS AND RISKS

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

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

In addition, it was identified to find business partners who are at risk by assessing sustainability risks throughout the supply chain through two-dimensional assessment criteria, namely the severity of the impact. and the likelihood of risk, which the risk issue used in the assessment is taken from the channel. They are as follows:

- 1) news
- 2) past performance
- 3) industry-related risk factors
- 4) trends and potential risks in the future.

The risk assessment covers raw materials packaging groups and service providers who are not limited to only the 1st business partner (Tier 1) who directly buy-sell but also include other business partners (Non-Tier 1).



### DEFINING THE MAIN PARTNER TYPE

KEY RAW MATERIALS

RAW MATERIALS THAT CANNOT BE SUBSTITUTED

HIGH TRADING VALUE

### IDENTIFICATION OF HIGH-RISK TRADING PARTNERS

GOVERNANCE RISK

SOCIAL RISK

ENVIRONMENTAL RISKS

## SUPPLIER ASSESSMENT PROCESS





## ENHANCING SUPPLIERS' CAPABILITIES

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

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

### Knowledge Sharing



- Using resources efficiently
- Food safety
- Occupational health and safety
- Sustainability principles

### Management System



- Good Agricultural Practices (GAP)
- Good Manufacturing Practices (GMP) for food
- Traceability system
- International standards

### Increasing Value



- Product development
- Increasing efficiency
- Using modern agricultural tools
- Identifying production inputs using theoretical principles

### Synergy



- Building learning networks
- Joining forces with the public sector
- Sharing experiences and best practices
- Creating agricultural equipment networks to reduce costs

### Digital Technology



- Using digital platforms to develop cultivation plans
- Creating communication and learning channels
- Registering farmers
- Receiving recommendations and complaints

### Marketing/ Finance



- Setting fair prices
- Guaranteeing Product price buyback
- Planning production based on actual market needs
- Promoting credit

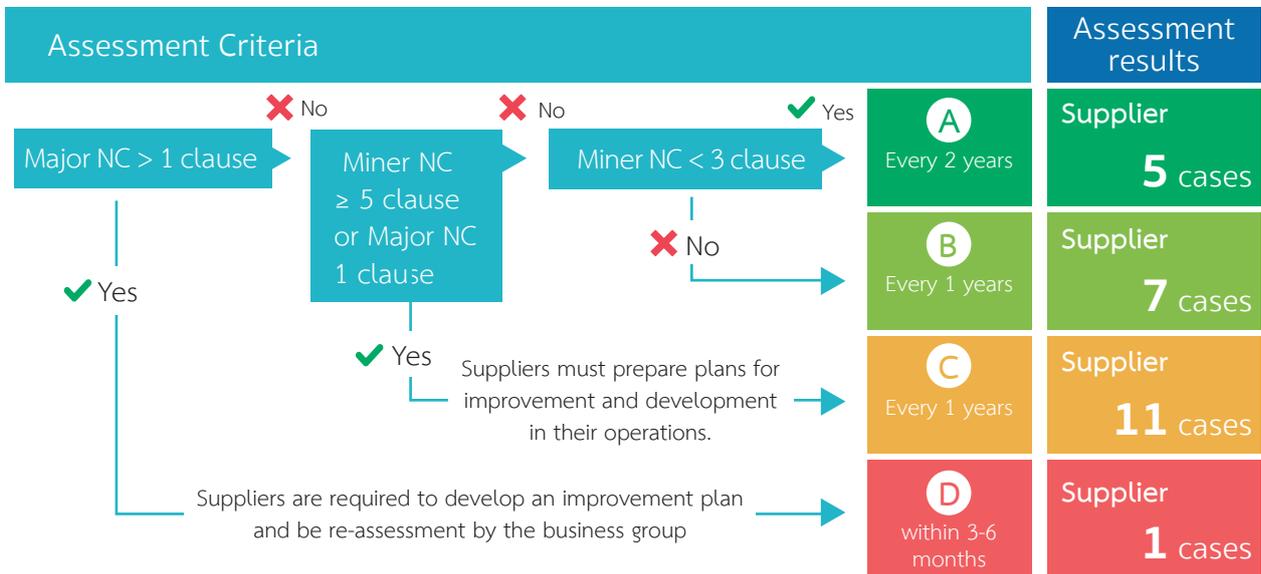


**Case study**

# CRITICAL PACKAGING SUPPLIER ASSESSMENT CRITERIA



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



## KEY SUPPLIER ASSESSMENT PERFORMANCE

| Critical Supplier tier1 audit 2564(๘๖) |              |          |
|--|--------------|----------|
| AUDIT PLAN                             | AUDIT ACTUAL | KPI >80% |
| 34                                     | 24           | 70.59    |



Audit online 100%  
1/06/64 – 8/12/64



# TYPES OF PARTNERS THAT HAVE BEEN ASSESSED KEY PARTNERS

## KEY RAW MATERIAL

Audit Plan : 6 Supplier  
Audit Actual : 6 Supplier



## PURCHASING/ PROCUREMENT

Audit Plan : 10 Supplier  
Audit Actual : 10 Supplier



## PACKAGING

Audit Plan : 5 Supplier  
Audit Actual : 5 Supplier



## TRANSPORTATION

Audit Plan : 5 Supplier  
Audit Actual : 5 Supplier



Audit Plan : 6 Supplier



Audit Actual : 6 Supplier





# APPENDIX



## Sustainability Performance 2019-2021

### CP Intertrade and companies in the Rice Business Transportation and Service

| GRI Standard | Performance | Unit | 2019 | 2020 | 2021 |
|--------------|-------------|------|------|------|------|
|--------------|-------------|------|------|------|------|

#### CORPORATE GOVERNANCE

##### DEPARTMENTS THAT ARE WITHIN THE SCOPE OF THIS SUSTAINABILITY REPORT

| Department  | Unit   | 2019 | 2020 | 2021 |
|---|--------|------|------|------|
| Rice Factory  | Plants | 6    | 6    | 6    |
| Transportation Company                                    | Plants | 1    | 3    | 3    |
| CP Intertrade Company and companies in the business group | Plants | 1    | 1    | 1    |

#### ECONOMIC PERFORMANCE

| G4-EC1 | Item   | Unit         | 2019   | 2020   | 2021    |
|--------|--|--------------|--------|--------|---------|
|        | Revenues   | Million baht | 40,859 | 44,160 | 38,158  |
|        | Employee benefits                                  | Million baht | 1,388  | 1,528  | 1,492.7 |
|        | Taxes paid to the government and local authorities | Million baht | 20     | 12.22  | 14.25   |
|        | Research and development and innovation expenses   | Million baht | 20     | 17.71  | 22.11   |

#### SOCIAL PERFORMANCE

##### HUMAN RIGHTS AND LABOR PRACTICES

###### 102-8 NUMBER OF WORKERS

|                           |         | MALE  | FEMALE | MALE  | FEMALE | MALE  | FEMALE |
|---------------------------|---------|-------|--------|-------|--------|-------|--------|
| Total Workforce           | Persons | 2,544 |        | 1,546 |        | 1,600 |        |
|                           |         | 1,662 | 882    | 878   | 668    | 924   | 676    |
| SEPARATE BY CONTRACT TYPE |         | MALE  | FEMALE | MALE  | FEMALE | MALE  | FEMALE |
| Employees                 | Persons | 2,449 |        | 1,427 |        | 1,314 |        |
|                           |         | 1,603 | 846    | 785   | 642    | 727   | 587    |
| Workers/Contractors       | Persons | 95    |        | 119   |        | 286   |        |
|                           |         | 59    | 36     | 93    | 26     | 197   | 89     |

###### 405-1 EMPLOYEE DIVERSITY

| SEPARATE BY LEVEL  |         | MALE  | FEMALE | MALE | FEMALE | MALE | FEMALE |
|--------------------|---------|-------|--------|------|--------|------|--------|
| Top Management     | Persons | 60    | 43     | 11   | 3      | 9    | 3      |
| Mid Management     | Persons | 135   | 164    | 29   | 18     | 23   | 15     |
| Management         | Persons | 129   | 167    | 162  | 164    | 151  | 151    |
| Officer            | Persons | 1,279 | 472    | 583  | 457    | 544  | 418    |
| SEPARATE BY AGE    |         | MALE  | FEMALE | MALE | FEMALE | MALE | FEMALE |
| Under 30 years old | Persons | 460   | 246    | 313  | 189    | 266  | 180    |
| 30 - 50 years old  | Persons | 1,132 | 542    | 418  | 388    | 419  | 355    |
| Over 50 years old  | Persons | 131   | 96     | 54   | 65     | 42   | 52     |



| GRI Standard                               | Performance                              | Unit                      | 2019   |        | 2020   |        | 2021   |        |
|--|--|---------------------------|--------|--------|--------|--------|--------|--------|
| 401-1                                      | NEW HIRES                                |                           |        |        |        |        |        |        |
|  | EMPLOYEE                                 |                           | MALE   | FEMALE | MALE   | FEMALE | MALE   | FEMALE |
|  | Number of new hires                      | Persons                   | 450    |        | 228    |        | 174    |        |
|  |  |                           | 293    | 157    | 147    | 81     | 99     | 75     |
|  | SEPARATE BY AGE                          |                           | MALE   | FEMALE | MALE   | FEMALE | MALE   | FEMALE |
|  | Under 30 years old                       | Persons                   | 122    | 70     | 101    | 59     | 63     | 59     |
|  | 30 - 50 years old                        | Persons                   | 124    | 50     | 43     | 22     | 35     | 16     |
|  | Over 50 years old                        | Persons                   | 5      | 19     | 2      | 1      | 1      | 0      |
|  | TURNOVER                                 |                           |        |        |        |        |        |        |
|  | EMPLOYEE                                 |                           | MALE   | FEMALE | MALE   | FEMALE | MALE   | FEMALE |
|  | Number of Turnover                       | Persons                   | 364    |        | 211    |        | 397    |        |
|  |  |                           | 241    | 123    | 147    | 64     | 226    | 171    |
|  | SEPARATE BY AGE                          |                           | MALE   | FEMALE | MALE   | FEMALE | MALE   | FEMALE |
|  | Under 30 years old                       | Persons                   | 93     | 74     | 82     | 30     | 128    | 79     |
|  | 30 - 50 years old                        | Persons                   | 136    | 40     | 60     | 24     | 80     | 74     |
|  | Over 50 years old                        | Persons                   | 12     | 9      | 5      | 10     | 18     | 18     |
| PARENTAL LEAVE (Employee)                  |  | MALE                      | FEMALE | MALE   | FEMALE | MALE   | FEMALE |        |
| Number of parental leave                   | Persons                                  | 0                         | 18     | 0      | 13     | 0      | 18     |        |
| Employee back to work after parental leave | Persons                                  | 0                         | 17     | 0      | 13     | 0      | 18     |        |
| 404-1                                      | TRAINING AND DEVELOPMENT OF EMPLOYEES    |                           |        |        |        |        |        |        |
|  | TRAINING AND DEVELOPMENT OF EMPLOYEES    |                           | MALE   | FEMALE | MALE   | FEMALE | MALE   | FEMALE |
|  | Average training hours for all employees | Hours per person per year | 8.09   |        | 8.11   |        | 90.86  |        |
|  |  |                           | 8.24   | 7.74   | 8.76   | 7.33   | 66.32  | 121.25 |
|  | SEPARATE BY LEVEL                        |                           | MALE   | FEMALE | MALE   | FEMALE | MALE   | FEMALE |
|  | Top Management                           | Hours per person per year | 26.23  |        | 5.61   |        | 0.00   |        |
|  |  |                           | 16.25  | 36.20  | 1.21   | 10.00  | 0.00   | 0.00   |
|  | Mid Management                           | Hours per person per year | 11.45  |        | 2.58   |        | 1.58   |        |
|  |  |                           | 14.00  | 8.90   | 2.97   | 2.18   | 1.04   | 2.40   |
|  | Management                               | Hours per person per year | 4.87   |        | 5.61   |        | 4.85   |        |
|  |  |                           | 5.91   | 3.82   | 6.22   | 4.99   | 8.98   | 0.72   |
|  | Officer                                  | Hours per person per year | 2.22   |        | 9.63   |        | 122.52 |        |
|  |  | 2.86                      | 1.57   | 10.59  | 8.66   | 86.09  | 169.92 |        |



| GRI Standard                               | Performance   | Unit                             | 2019  |        | 2020  |        | 2021  |        |
|--|---|----------------------------------|-------|--------|-------|--------|-------|--------|
| OCCUPATIONAL HEALTH AND SAFETY INFORMATION |   |                                  |       |        |       |        |       |        |
| DJSI 3.7.3                                 | EMPLOYEE  |                                  | MALE  | FEMALE | MALE  | FEMALE | MALE  | FEMALE |
|  | Lost-Time Injury Frequency Rate (LTIFR)                                 | person/ 1,000,000 working hour   | 0.00  |        | 0.37  |        | 2.82  |        |
|  |   |                                  | 0.00  | 0.00   | 0.64  | 0.00   | 2.91  | 2.55   |
|  | Number of Lost-Time Injuries  | Persons                          | 0.00  |        | 1.00  |        | 13.00 |        |
|  |   |                                  | 0.00  | 0.00   | 1.00  | 0.00   | 10.00 | 3.00   |
|  | Occupational Disease Rate (ODR)   | person/ 1,000,000 working hour   | 0.00  |        | -     |        | -     |        |
|  |   |                                  | 0.00  | 0.00   | -     | -      | -     | -      |
|  | Lost Day Rate (LDR)   | Lost days/1,000,000 workinghours | 0.00  |        | -     |        | -     |        |
|  |   |                                  | 0.00  | 0.00   | -     | -      | -     | -      |
| DJSI 3.7.4                                 | CONTRACTOR  |                                  | MALE  | FEMALE | MALE  | FEMALE | MALE  | FEMALE |
|  | Lost-Time Injury Frequency Rate (LTIFR)                                 | person/ 1,000,000 working hour   | 1.64  |        | 12.76 |        | 4.16  |        |
|  |   |                                  | 5.69  | 3.88   | 3.70  | 32.94  | 5.52  | 0.00   |
|  | Number of Lost-Time Injuries  | Persons                          | 0.00  |        | 5.00  |        | 1.00  |        |
|  |   |                                  | 0.00  | 0.00   | 1.00  | 4.00   | 1.00  | 0.00   |
|  | Occupational Disease Rate (ODR)   | person/ 1,000,000 working hour   | 0.00  |        | 0.00  |        | 0.00  |        |
|  |   |                                  | 0.00  | 0.00   | 0.00  | 0.00   | 0.00  | 0.00   |
|  | Lost Day Rate (LDR)   | Lost days/1,000,000 workinghours | 39.40 |        | 0.00  |        | 0.00  |        |
|  |   |                                  | 62.59 | 1.55   | 0.00  | 0.00   | 0.00  | 0.00   |
| 403-9(a)                                   | EMPLOYEE  |                                  | MALE  | FEMALE | MALE  | FEMALE | MALE  | FEMALE |
|  | Rate of Fatalities as a result of work related injury                   | person/ 1,000,000 working hour   | -     |        | 0.00  |        | 0.00  |        |
|  |   |                                  | -     | -      | 0.00  | 0.00   | 0.00  | 0.00   |
|  | Number of fatalities as a result of work-related injury                 | Persons                          | -     |        | 0.00  |        | 0.00  |        |
|  |   |                                  | -     | -      | 0.00  | 0.00   | 0.00  | 0.00   |
|  | Rate of High-consequence work-related injury : (excluding Fatalities)   | person/ 1,000,000 working hour   | -     |        | 0.00  |        | 0.00  |        |
|  |   |                                  | -     | -      | 0.00  | 0.00   | 0.00  | 0.00   |
|  | Number of High-consequence work-related injury : (excluding Fatalities) | Persons                          | -     |        | 0.00  |        | 0.00  |        |
|  |   |                                  | -     | -      | 0.00  | 0.00   | 0.00  | 0.00   |
|  | Rate of recordable work-related injury                                  | person/ 1,000,000 working hour   | -     |        | 4.87  |        | 5.20  |        |
|  |   |                                  | -     | -      | 5.77  | 3.61   | 5.82  | 3.40   |
|  | Number of recordable work-related injury                                | Persons                          | -     |        | 13.00 |        | 24.00 |        |
|  |   |                                  | -     | -      | 9.00  | 4.00   | 20.00 | 4.00   |



| GRI Standard                             | Performance   | Unit                            | 2019 |        | 2020  |        | 2021 |        |
|--|---|---------------------------------|------|--------|-------|--------|------|--------|
|  |   |                                 | MALE | FEMALE | MALE  | FEMALE | MALE | FEMALE |
| 403-9(b)                                 | CONTRACTOR  |                                 | MALE | FEMALE | MALE  | FEMALE | MALE | FEMALE |
|  | Rate of Fatalities as a result of work related injury                   | person / 1,000,000 working hour | -    |        | 0.00  |        | 0.00 |        |
|  |   |                                 | -    | -      | 0.00  | 0.00   | 0.00 | 0.00   |
|  | Number of fatalities as a result of work-related injury                 | person                          | -    |        | 0.00  |        | 0.00 |        |
|  |   |                                 | -    | -      | 0.00  | 0.00   | 0.00 | 0.00   |
|  | Rate of High-consequence work-related injury : (excluding Fatalities)   | person / 1,000,000 working hour | -    |        | 2.55  |        | 0.00 |        |
|  |   |                                 | -    | -      | 0.00  | 8.23   | 0.00 | 0.00   |
|  | Number of High-consequence work-related injury : (excluding Fatalities) | person                          | -    |        | 1.00  |        | 0.00 |        |
| -  |   |                                 | -    | 0.00   | 1.00  | 0.00   | 0.00 |        |
| Rate of recordable work-related injury   | person / 1,000,000 working hour   | -                               |      | 25.52  |       | 4.16   |      |        |
|  |   | -                               | -    | 7.39   | 65.88 | 5.52   | 0.00 |        |
| Number of recordable work-related injury | person  | -                               |      | 10.00  |       | 1.00   |      |        |
|  |   | -                               | -    | 2.00   | 8.00  | 1.00   | 0.00 |        |
| 403-10 (a)                               | EMPLOYEE  |                                 | MALE | FEMALE | MALE  | FEMALE | MALE | FEMALE |
|  | Number of Fatalities as a result of Work-related ill health             | person                          | -    |        | 0.00  |        | 0.00 |        |
|  |   |                                 | -    | -      | 0.00  | 0.00   | 0.00 | 0.00   |
|  | Number of cases of recordable work-related ill health                   | person                          | -    |        | 0.00  |        | 0.00 |        |
| -  |   |                                 | -    | 0.00   | 0.00  | 0.00   | 0.00 |        |
| 403-10 (b)                               | CONTRACTOR  |                                 | MALE | FEMALE | MALE  | FEMALE | MALE | FEMALE |
|  | Number of Fatalities as a result of Work-related ill health             | person                          | -    |        | 0.00  |        | 0.00 |        |
|  |   |                                 | -    | -      | 0.00  | 0.00   | 0.00 | 0.00   |
|  | Number of cases of recordable work-related ill health                   | person                          | -    |        | 0.00  |        | 0.00 |        |
| -  |   |                                 | -    | 0.00   | 0.00  | 0.00   | 0.00 |        |

#### Remarks:

- Accident data does not include information in the office of C.P. Intertrade Co., Ltd. and C.P. Food Store Co., Ltd.)
- The severity level of an injury is calculated from the number of absent work days. Injury Rate (IR) = [Total number of injuries at all levels (during the reporting period) X 1,000,000 hours worked] / Total number of hours worked (during the reporting period).
- Lost Time Injury Rate (LTIR) = [Total number of lost time injuries (during the reporting period) X 1,000,000 hours worked] / Total number of hours worked (during the reporting period).
- Lost Day Rate (LDR) = [Total number of lost days (during the reporting period) X 1,000,000 hours worked] / Total number of hours worked (during the reporting period)

| GRI Standard                          | Performance  | Unit                                    | 2019      | 2020      | 2021      |
|---------------------------------------|--|---|-----------|-----------|-----------|
| <b>ENVIRONMENTAL PERFORMANCE</b>      |  |   |           |           |           |
| <b>ENERGY</b>                         |  |   |           |           |           |
| 302-1 (e)                             | Total Energy Consumption                               | Million GJ                              | 0.40      | 0.67      | 0.76      |
| 302-1 (a)                             | Fuel Consumption                                       | Million GJ                              | 0.01      | 0.42      | 0.47      |
| 302-1 (b)                             | Renewable energy                                       | Million GJ                              | 0.24      | 0.08      | 0.12      |
| 302-1 (c)                             | Electricity Consumption                                | Million GJ                              | 0.15      | 0.16      | 0.17      |
| 302-3 (a)                             | Energy intensity ratio                                 | GJ/Million baht                         | 9.84      | 15.18     | 20.02     |
| <b>GREEN HOUSE GAS (GHG) EMISSION</b> |  |   |           |           |           |
|                                       | Green House gas (GHG) emission                         | Ton CO <sub>2</sub> eq                  | 22,932.85 | 54,238.05 | 57,855.90 |
| 305-1 (a)                             | Green House gas (GHG) emission (Scope 1)               | Ton CO <sub>2</sub> eq                  | 1,477.59  | 32,102.52 | 35,650.85 |
| 305-2 (a)                             | Green House gas (GHG) emission (Scope 2)               | Ton CO <sub>2</sub> eq                  | 21,455.26 | 22,135.53 | 22,205.04 |
| 305-4 (a)                             | GHG emissions intensity ratio                          | Ton CO <sub>2</sub> eq/<br>Million baht | 0.56      | 1.23      | 1.52      |
| <b>WATER (2018)</b>                   |  |   |           |           |           |
| 303-5                                 | Water consumption                                      | Million m <sup>3</sup>                  | 37,445.00 | 44,179.40 | 35,300.00 |
| 303-3 (a)                             | Total volume of water withdrawn                        | Million m <sup>3</sup>                  | 0.19      | 0.18      | 0.18      |
| 303-3 (c)                             | Surface water  | Million m <sup>3</sup>                  | 0.15      | 0.14      | 0.14      |
|                                       | Ground water   | Million m <sup>3</sup>                  | 0.01      | 0.04      | 0.04      |
|                                       | Rain water   | Million m <sup>3</sup>                  | 0.00      | 0.00      | 0.00      |
|                                       | Municipal water supplies                               | Million m <sup>3</sup>                  | 0.02      | 0.00      | 0.00      |
| 303-4 (a)                             | Total water discharge                                  | Million m <sup>3</sup>                  | 0.14      | 0.15      | 0.14      |
| 303-4 (b)                             | Discharged to surface water                            | Million m <sup>3</sup>                  | 0.15      | 0.14      | 0.14      |
|                                       | Water withdrawn intensity ratio                        | m <sup>3</sup> /Million baht            | 0.92      | 1.00      | 0.93      |
| <b>WASTE (2020)</b>                   |  |   |           |           |           |
| 306-3 (a)                             | Total weight of waste generated                        | Ton                                     | 689.42    | 810.76    | 756.58    |
|                                       | Total weight of hazardous waste generated              | Ton                                     | 2.74      | 8.18      | 6.49      |
|                                       | Total weight of non-hazardous waste generated          | Ton                                     | 686.68    | 802.58    | 750.09    |
| 306-4 (a)                             | Total weight of waste diverted from disposal           | Ton                                     | -         | 489.15    | 512.78    |
| 306-4 (b)                             | Total weight of hazardous waste diverted from disposal | Ton                                     | -         | 0.00      | 0.00      |
|                                       | Preparation for reuse                                  | Ton                                     | -         | 0.00      | 0.00      |



| GRI Standard               | Performance  | Unit                        | 2019     | 2020     | 2021     |
|----------------------------|--|-----------------------------|----------|----------|----------|
|                            | Recycling  | Ton                         | -        | 0.00     | 0.00     |
|                            | Constuction Material                                       | Ton                         | -        | 0.00     | 0.00     |
| 306-4 (c)                  | Total weight of non-hazardous waste diverted from disposal | Ton                         | -        | 489.15   | 512.78   |
|                            | Preparation for reuse                                      | Ton                         | -        | 0.00     | 0.00     |
|                            | Recycling  | Ton                         | -        | 489.15   | 512.78   |
|                            | Composting; (Not Included food wate)                       | Ton                         | -        | 0.00     | 0.00     |
|                            | Feed Material  | Ton                         | -        | 0.00     | 0.00     |
|                            | Constuction Material                                       | Ton                         | -        | 0.00     | 0.00     |
| 306-5 (a)                  | Total weight of waste directed to disposal                 | Ton                         | -        | 321.61   | 243.80   |
| 306-5 (b)                  | Total weight of hazardous waste directed to disposal       | Ton                         | -        | 8.18     | 6.49     |
|                            | Incineration (with energy recovery).                       | Ton                         | -        | 2.10     | 3.40     |
|                            | Incineration (without energy recovery).                    | Ton                         | -        | 0.53     | 0.00     |
|                            | Landflling.  | Ton                         | -        | 5.55     | 3.10     |
|                            | Other disposal operations.                                 | Ton                         | -        | 0.00     | 0.00     |
| 306-5 (c)                  | Total weight of non-hazardous waste directed to disposal   | Ton                         | -        | 313.43   | 237.31   |
|                            | Incineration (with energy recovery).                       | Ton                         | -        | 0.00     | 0.00     |
|                            | Incineration (without energy recovery).                    | Ton                         | -        | 0.00     | 0.00     |
|                            | Landflling.  | Ton                         | -        | 313.43   | 237.31   |
|                            | Other disposal operations.                                 | Ton                         | -        | 0.00     | 0.00     |
|                            | Waste generated intensity ratio                            | Ton/ Million baht           | 0.02     | 0.02     | 0.02     |
| PLASTIC PACKAGING          |  |                             |          |          |          |
|                            | All plastic packaging                                      | Ton                         | 1,635.01 | 3,680.66 | 5,252.81 |
|                            | Recyclable Plastic Packaging<br>*Category Mono Layer       | Ton                         | 0.00     | 0.00     | 0.00     |
| OPERATIONAL ECO-EFFICIENCY |  |                             |          |          |          |
| 302-4                      | Energy/Production  | GJ/ Ton                     | 0.53     | 0.87     | 0.95     |
|                            | Greenhouse gas emissions/Production                        | Ton CO <sub>2</sub> eq/ Ton | 0.03     | 0.07     | 0.07     |
|                            | Water/Production   | m <sup>3</sup> / Ton        | 0.05     | 0.06     | 0.04     |
|                            | Total waste/Production                                     | Ton/ Ton                    | 0.91     | 1.05     | 0.92     |

**Remarks:**

- The calculation method under this Sustainability report is in accordance with GRI Standards (GRI 302-1) - Total fuel consumption = the sum of all types of fuel resource consumption x its heating value (in each) - Unit in GJ per month (the conversion factors are based on Thailand Energy Efficiency Situation report 2018 by Department of Alternative Energy Development and Efficiency)
- Electricity consumption = The sum of electricity used (in kWh) x 3.6 - Unit in GJ per month) Total energy consumption = non-renewable energy consumption + renewable energy consumption + electricity consumption (Unit in GJ per month)
- Energy types included in the calculation of intensity per revenue are non-renewable energy including coal, fuel oil, diesel, gasoline, bunker oil, LPG, and natural gas as well as renewables including biogas, biomass (such as rice husk, charcoal, cashew nutshell, fire wood/ scrap wood/woodchips, corn cob, pal kernel shells, and sawdust) and biodiesel, and electricity consumed within the organization only (GRI 302-3)
- Reporting scope of GHG emissions covers CO<sub>2</sub>, CH<sub>4</sub>, and N<sub>2</sub>O The Global Warming Potential (GWP) used in the calculation is referred to the given values of IPCC, while the greenhouse gas emission factors are based on the information from the Thailand Greenhouse Gas Management Organization (Public Organization) and Energy Policy and Planning Office, Ministry of Energy, which is available at the time of disclosure of this Sustainability Report. (GRI 305-1, GRI 305-2, and GRI 305-4)
- Reporting scope of GHG intensity includes only GHG scopes 1 and 2 (GRI305-4)
- Total water consumption is collected by using data from water meter, water bill, calculation from flow rate of water pump and average volume of rainwater from Meteorological Department (GRI 303-3 : 2018)
- Total reused/recycled water is calculated by using data from water meter and flow rate of water pump (GRI 303-3 : 2016)
- Total hazardous and non-hazardous waste stored within organization is an accumulated figure in previous year (GRI 306-3)
- Total waste generated is a figure of non-hazardous waste and hazardous waste generated in each year. For the amount of waste stored within the organization, the calculation is from an accumulated figure of waste in the present year - an accumulated figure of in the previous year (GRI 306-4)
- All information about waste disposal methods have already been approved by waste disposers or waste disposal manifest from waste disposers (GRI 306-5)



## GRI CONTENT INDEX

### GRI 102: GENERAL DISCLOSURES

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



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



## SPECIFIC STANDARD DISCLOSURES

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



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



| GRI   | DISCLOSURES   | PAGE/WEBSITE  | OMISSION /NOTE | EXTERNAL ASSURANCE |
|---|---|---|----------------|--------------------|
| <b>Emissions</b>                                |   |   |                |                    |
| GRI 103: Management Approach 2016               | 103-1 Explanation of the material topic and its Boundary            | <ul style="list-style-type: none"> <li>Climate Change Mgmt.</li> </ul>                    | -              | -                  |
|   | 103-2 The management approach and its components                    | <ul style="list-style-type: none"> <li>Climate Change Mgmt.</li> </ul>                    | -              | -                  |
|   | 103-3 Evaluation of the management approach                         | <ul style="list-style-type: none"> <li>Climate Change Mgmt.</li> </ul>                    | -              | -                  |
| GRI 305: Emissions 2016                         | 305-1 Direct (Scope 1) GHG emissions                                | <ul style="list-style-type: none"> <li>Climate Change Mgmt.</li> <li>Appendix</li> </ul>  | -              |                    |
|   | 305-2 Energy indirect (Scope 2) GHG emissions                       | <ul style="list-style-type: none"> <li>Climate Change Mgmt.</li> <li>Appendix</li> </ul>  | -              |                    |
|   | 305-4 GHG emissions intensity                                       | <ul style="list-style-type: none"> <li>Climate Change Mgmt.</li> <li>Appendix</li> </ul>  | -              | -                  |
| <b>Wastes</b>                                   |   |   |                |                    |
| GRI 103: Management Approach 2016               | 103-1 Explanation of the material topic and its Boundary            | <ul style="list-style-type: none"> <li>Climate Change</li> </ul>                          | -              | -                  |
|   | 103-2 The management approach and its components                    | <ul style="list-style-type: none"> <li>Climate Change</li> </ul>                          | -              | -                  |
|   | 103-3 Evaluation of the management approach                         | <ul style="list-style-type: none"> <li>Climate Change</li> </ul>                          | -              | -                  |
| GRI 306: Waste 2020                             | GRI 306-3: Waste generated  | <ul style="list-style-type: none"> <li>Circular Economy</li> <li>Appendix</li> </ul>      | -              |                    |
|   | GRI 306-4: Waste diverted from disposal                             | <ul style="list-style-type: none"> <li>Circular Economy</li> <li>Appendix</li> </ul>      | -              |                    |
|   | GRI 306-5: Waste directed to disposal                               | <ul style="list-style-type: none"> <li>Circular Economy</li> <li>Appendix</li> </ul>      | -              |                    |
| <b>Supplier Environmental Assessment</b>        |   |   |                |                    |
| GRI 103: Management Approach 2016               | 103-1 Explanation of the material topic and its Boundary            | <ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul> | -              | -                  |
|   | 103-2 The management approach and its components                    | <ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul> | -              | -                  |
|   | 103-3 Evaluation of the management approach                         | <ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul> | -              | -                  |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria | <ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul> | -              | -                  |



| GRI  | DISCLOSURES   | PAGE/WEBSITE                                   | OMISSION /NOTE | EXTERNAL ASSURANCE |
|--|---|--|----------------|--------------------|
| <b>Employment</b>                            |   |  |                |                    |
| GRI 103: Management Approach 2016            | 103-1 Explanation of the material topic and its Boundary  | • Human Rights and Labor Practices             | -              | -                  |
|  | 103-2 The management approach and its components  | • Human Rights and Labor Practices             | -              | -                  |
|  | 103-3 Evaluation of the management approach   | • - Human Rights and Labor Practices           | -              | -                  |
| GRI 401: Employment 2016                     | 401-1 New employee hires and employee turnover  | • - Appendix                                   | -              | -                  |
| <b>Occupational Health and Safety</b>        |   |  |                |                    |
| GRI 103: Management Approach 2016            | 103-1 Explanation of the material topic and its Boundary  | • Human Rights and Labor Practices             | -              | -                  |
|  | 103-2 The management approach and its components  | • Human Rights and Labor Practices             | -              | -                  |
|  | 103-3 Evaluation of the management approach   | • Human Rights and Labor Practices             | -              | -                  |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system  | • Human Rights and Labor Practices             | -              | -                  |
|  | 403-2 Hazard identification, risk assessment, and incident investigation  | • Human Rights and Labor Practices             | -              | -                  |
|  | 403-3 Occupational health services  | • Human Rights and Labor Practices             | -              | -                  |
|  | 403-4 Worker participation, consultation, and communication on occupational health and safety                       | • Human Rights and Labor Practices             | -              | -                  |
|  | 403-5 Worker training on occupational health and safety   | • Human Rights and Labor Practices             | -              | -                  |
|  | 403-6 Promotion of worker health  | • Human Rights and Labor Practices             | -              | -                  |
|  | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | • Human Rights and Labor Practices             | -              | -                  |
|  | 403-9 Work-related injuries   | • Occupational Health and Safety<br>• Appendix | -              |                    |
|  | 403-10 Work-related ill health  | • Occupational Health and Safety<br>• Appendix | -              |                    |



| GRI                                   | DISCLOSURES   | PAGE/WEBSITE   | OMISSION /NOTE | EXTERNAL ASSURANCE |
|---------------------------------------|---|--|----------------|--------------------|
| <b>Training and Education</b>         |   |  |                |                    |
| GRI 103: Management Approach 2016     | 103-1 Explanation of the material topic and its Boundary                              | <ul style="list-style-type: none"> <li>Leadership and Human Capital Development</li> </ul>   | -              | -                  |
|                                       | 103-2 The management approach and its components                                      | <ul style="list-style-type: none"> <li>Leadership and Human Capital Development</li> </ul>   | -              | -                  |
|                                       | 103-3 Evaluation of the management approach   | <ul style="list-style-type: none"> <li>Leadership and Human Capital Development</li> </ul>   | -              | -                  |
| GRI 404: Training and Education 2016  | 404-1 Average hours of training per year per employee                                 | <ul style="list-style-type: none"> <li>Appendix</li> </ul>   | -              | -                  |
| <b>Human Rights Assessment</b>        |   |  |                |                    |
| GRI 103: Management Approach 2016     | 103-1 Explanation of the material topic and its Boundary                              | <ul style="list-style-type: none"> <li>Human Rights and Labor Practices</li> </ul>   | -              | -                  |
|                                       | 103-2 The management approach and its components                                      | <ul style="list-style-type: none"> <li>Human Rights and Labor Practices</li> </ul>   | -              | -                  |
|                                       | 103-3 Evaluation of the management approach   | <ul style="list-style-type: none"> <li>Human Rights and Labor Practices</li> </ul>   | -              | -                  |
| GRI 412: Human Rights Assessment 2016 | 412-1 Operations that have been subject to human rights reviews or impact assessments | <ul style="list-style-type: none"> <li>Human Rights and Labor Practices</li> </ul>   | -              | -                  |
| <b>Local Communities</b>              |   |  |                |                    |
| GRI 103: Management Approach 2016     | 103-1 Explanation of the material topic and its Boundary                              | <ul style="list-style-type: none"> <li>Social Impact</li> <li>Health and Well-being</li> <li>Education</li> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> <li>Responsible Supply Chain Management</li> </ul> | -              | -                  |
|                                       | 103-2 The management approach and its components                                      | <ul style="list-style-type: none"> <li>Social Impact</li> <li>Health and Well-being</li> <li>Education</li> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> <li>Responsible Supply Chain Management</li> </ul> | -              | -                  |



| GRI                                     | DISCLOSURES  | PAGE/WEBSITE   | OMISSION /NOTE | EXTERNAL ASSURANCE |
|---|--|--|----------------|--------------------|
|   | 103-3 Evaluation of the management approach  | <ul style="list-style-type: none"> <li>Social Impact</li> <li>Health and Well-being</li> <li>Education</li> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> <li>Responsible Supply Chain Management</li> </ul> | -              | -                  |
| GRI 413: Local Communities 2016         | 413-1 Operations with local community engagement, impact assessments, and development programs | <ul style="list-style-type: none"> <li>Social Impact</li> <li>Health and Well-being</li> <li>Education</li> <li>Water Stewardship</li> <li>Ecosystem &amp; Biodiversity Protection</li> <li>Responsible Supply Chain Management</li> </ul> | -              | -                  |
| <b>Supplier Social Assessment</b>       |  |  |                |                    |
| GRI 103: Management Approach 2016       | 103-1 Explanation of the material topic and its Boundary                                       | <ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>  | -              | -                  |
|   | 103-2 The management approach and its components   | <ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>  | -              | -                  |
|   | 103-3 Evaluation of the management approach  | <ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>  | -              | -                  |
| GRI 414 Supplier Social Assessment 2016 | 414-1 New suppliers that were screened using social criteria                                   | <ul style="list-style-type: none"> <li>Ecosystem &amp; Biodiversity Protection</li> </ul>  | -              | -                  |
| <b>Product and Service Labelling</b>    |  |  |                |                    |
| GRI 103: Management Approach 2016       | 103-1 Explanation of the material topic and its Boundary                                       | <ul style="list-style-type: none"> <li>Health and Well-being</li> </ul>  | -              | -                  |
|   | 103-2 The management approach and its components   | <ul style="list-style-type: none"> <li>Health and Well-being</li> </ul>  | -              | -                  |
|   | 103-3 Evaluation of the management approach  | <ul style="list-style-type: none"> <li>Health and Well-being</li> </ul>  | -              | -                  |
| GRI 417: Marketing and Labeling 2016    | 417-1 Requirements for product and service information and labeling                            | <ul style="list-style-type: none"> <li>Health and Well-being</li> </ul>  | -              | -                  |
| <b>Healthy and Affordable Food</b>      |  |  |                |                    |
| GRI 103: Management Approach 2016       | 103-1 Explanation of the material topic and its Boundary                                       | <ul style="list-style-type: none"> <li>Health and Well-being</li> <li>Innovation</li> </ul>  | -              | -                  |
|   | 103-2 The management approach and its components   | <ul style="list-style-type: none"> <li>Health and Well-being</li> <li>Innovation</li> </ul>  | -              | -                  |
|   | 103-3 Evaluation of the management approach  | <ul style="list-style-type: none"> <li>Health and Well-being</li> <li>Innovation</li> </ul>  | -              | -                  |



## SUBSIDIARIES INCLUDED IN SUSTAINABILITY REPORT 2021

| GRI Standard | Reporting Scope | Year | Companies in the Rice Business<br>Transportation and Service |                     |                   |                    |                       |                 |                        |                        |                   |                        |                   | Data Coverage 2021 (%) |                 |
|--------------|-----------------|------|--|---------------------|-------------------|--------------------|-----------------------|-----------------|------------------------|------------------------|-------------------|------------------------|-------------------|------------------------|-----------------|
|              |                 |      | CP Intertrade  | Khao C.P.           |                   |                    |                       |                 | APSARA Rice (Cambodia) | Ayutthaya Port and ICD | Dynamic Transport | Dynamic Intertransport | Advance Transport |                        | C.P. Food Store |
|              |                 |      |  | Nakhonluang Factory | Wangdaeng Factory | Suphanburi Factory | Kamphaengphet Factory | Buriram Factory |                        |                        |                   |                        |                   |                        |                 |

### SOCIAL PERFORMANCE

#### OCCUPATIONAL HEALTH AND SAFETY INFORMATION

|                                 |   |            |      |    |   |   |   |   |   |   |   |    |    |      |        |        |
|---------------------------------|---|------------|------|----|---|---|---|---|---|---|---|----|----|------|--------|--------|
| 403-2                           | Rate of recordable work-related injury (IR) | EMPLOYEE   | 2021 | -  | - | - | - | - | - | - | - | -  | -  | -    | 0.00   |        |
|                                 |   |            | 2020 | -  | - | - | - | - | - | - | - | -  | -  | -    | 0.00   |        |
|                                 |   |            | 2019 | NR | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔  | NR | ✔    | NR     | 100.00 |
|                                 |   | CONTRACTOR | 2021 | -  | - | - | - | - | - | - | - | -  | -  | -    | -      | 0.00   |
|                                 |   |            | 2020 | -  | - | - | - | - | - | - | - | -  | -  | -    | -      | 0.00   |
|                                 |   |            | 2019 | NR | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔  | NR | ✔    | NR     | 100.00 |
|                                 | Lost-Time Injury Frequency Rate (LTIFR)     | EMPLOYEE   | 2021 | -  | - | - | - | - | - | - | - | -  | -  | -    | 0.00   |        |
|                                 |   |            | 2020 | -  | - | - | - | - | - | - | - | -  | -  | -    | 0.00   |        |
|                                 |   |            | 2019 | NR | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔  | NR | ✔    | NR     | 100.00 |
| CONTRACTOR                      |   | 2021       | -    | -  | - | - | - | - | - | - | - | -  | -  | -    | 0.00   |        |
|                                 |   | 2020       | -    | -  | - | - | - | - | - | - | - | -  | -  | -    | 0.00   |        |
|                                 |   | 2019       | NR   | ✔  | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR   | 100.00 |        |
| Occupational Disease Rate (ODR) | EMPLOYEE                                    | 2021       | -    | -  | - | - | - | - | - | - | - | -  | -  | 0.00 |        |        |
|                                 |   | 2020       | -    | -  | - | - | - | - | - | - | - | -  | -  | 0.00 |        |        |
|                                 |   | 2019       | NR   | ✔  | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR   | 100.00 |        |
|                                 | CONTRACTOR                                  | 2021       | -    | -  | - | - | - | - | - | - | - | -  | -  | -    | 0.00   |        |
|                                 |   | 2020       | -    | -  | - | - | - | - | - | - | - | -  | -  | -    | 0.00   |        |
|                                 |   | 2019       | NR   | ✔  | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR   | 100.00 |        |



| GRI Standard        | Reporting Scope | Year | Companies in the Rice Business Transportation and Service |                     |                   |                    |                       |                 |                        |                        |                   |                        |                   | Data Coverage 2021 (%) |                 |
|---------------------|-----------------|------|---|---------------------|-------------------|--------------------|-----------------------|-----------------|------------------------|------------------------|-------------------|------------------------|-------------------|------------------------|-----------------|
|                     |                 |      | CP Intertrade   | Khao C.P.           |                   |                    |                       |                 | APSARA Rice (Cambodia) | Ayutthaya Port and ICD | Dynamic Transport | Dynamic Intertransport | Advance Transport |                        | C.P. Food Store |
|                     |                 |      |   | Nakhonluang Factory | Wangdaeng Factory | Suphanburi Factory | Kamphaengphet Factory | Buriram Factory |                        |                        |                   |                        |                   |                        |                 |
| Lost Day Rate (LDR) | EMPLOYEE        | 2021 | -   | -                   | -                 | -                  | -                     | -               | -                      | -                      | -                 | -                      | -                 | -                      | 0.00            |
|                     |                 | 2020 | -   | -                   | -                 | -                  | -                     | -               | -                      | -                      | -                 | -                      | -                 | -                      | 0.00            |
|                     |                 | 2019 | NR  | ✔                   | ✔                 | ✔                  | ✔                     | ✔               | ✔                      | ✔                      | ✔                 | NR                     | ✔                 | NR                     | 100.00          |
|                     | CONTRACTOR      | 2021 | -   | -                   | -                 | -                  | -                     | -               | -                      | -                      | -                 | -                      | -                 | -                      | 0.00            |
|                     |                 | 2020 | -   | -                   | -                 | -                  | -                     | -               | -                      | -                      | -                 | -                      | -                 | -                      | 0.00            |
|                     |                 | 2019 | NR  | ✔                   | ✔                 | ✔                  | ✔                     | ✔               | ✔                      | ✔                      | ✔                 | NR                     | ✔                 | NR                     | 100.00          |

**SOCIAL PERFORMANCE**

**OCCUPATIONAL HEALTH AND SAFETY INFORMATION**

|  |   |            |      |    |   |   |   |   |   |   |   |   |    |    |    |        |        |
|--|---|------------|------|----|---|---|---|---|---|---|---|---|----|----|----|--------|--------|
| 403-9                                  | Rate of Fatalities as a result of work related injury                 | EMPLOYEE   | 2021 | NR | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR | 100.00 |        |
|  |   |            | 2020 | NR | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR | 100.00 |        |
|  |   |            | 2019 | -  | - | - | - | - | - | - | - | - | -  | -  | -  | -      | 0.00   |
|  |   | CONTRACTOR | 2021 | NR | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔  | NR | ✔  | NR     | 100.00 |
|  |   |            | 2020 | NR | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔  | NR | ✔  | NR     | 100.00 |
|  |   |            | 2019 | -  | - | - | - | - | - | - | - | - | -  | -  | -  | -      | 0.00   |
|  | Rate of High-consequence work-related injury : (excluding Fatalities) | EMPLOYEE   | 2021 | NR | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔  | NR | ✔  | NR     | 100.00 |
|  |   |            | 2020 | NR | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔  | NR | ✔  | NR     | 100.00 |
|  |   |            | 2019 | -  | - | - | - | - | - | - | - | - | -  | -  | -  | -      | 0.00   |
| CONTRACTOR                             |   | 2021       | NR   | ✔  | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR | 100.00 |        |
|  |   | 2020       | NR   | ✔  | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR | 100.00 |        |
|  |   | 2019       | -    | -  | - | - | - | - | - | - | - | - | -  | -  | -  | 0.00   |        |
| Rate of recordable work-related injury | EMPLOYEE  | 2021       | NR   | ✔  | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR | 100.00 |        |
|  |   | 2020       | NR   | ✔  | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR | 100.00 |        |
|  |   | 2019       | -    | -  | - | - | - | - | - | - | - | - | -  | -  | -  | 0.00   |        |
|  | CONTRACTOR  | 2021       | NR   | ✔  | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR | 100.00 |        |
|  |   | 2020       | NR   | ✔  | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | ✔ | NR | ✔  | NR | 100.00 |        |
|  |   | 2019       | -    | -  | - | - | - | - | - | - | - | - | -  | -  | -  | 0.00   |        |



| GRI Standard | Reporting Scope   |            | Year | Companies in the Rice Business Transportation and Service |                     |                   |                    |                       |                 |                        |                        |                   |                        |                   | Data Coverage 2021 (%) |                 |        |
|--------------|---|------------|------|---|---------------------|-------------------|--------------------|-----------------------|-----------------|------------------------|------------------------|-------------------|------------------------|-------------------|------------------------|-----------------|--------|
|              |   |            |      | CP Intertrade   | Khao C.P.           |                   |                    |                       |                 | APSARA Rice (Cambodia) | Ayutthaya Port and ICD | Dynamic Transport | Dynamic Intertransport | Advance Transport |                        | C.P. Food Store |        |
|              |   |            |      |   | Nakhonluang Factory | Wangdaeng Factory | Suphanburi Factory | Kamphaengphet Factory | Buriram Factory |                        |                        |                   |                        |                   |                        |                 |        |
| 403-10       | Number of Fatalities as a result of Work-related ill health | EMPLOYEE   | 2021 | NR  | ☑                   | ☑                 | ☑                  | ☑                     | ☑               | ☑                      | ☑                      | ☑                 | NR                     | ☑                 | NR                     | 100.00          |        |
|              |   |            | 2020 | NR  | ☑                   | ☑                 | ☑                  | ☑                     | ☑               | ☑                      | ☑                      | ☑                 | NR                     | ☑                 | NR                     | 100.00          |        |
|              |   |            | 2019 | -   | -                   | -                 | -                  | -                     | -               | -                      | -                      | -                 | -                      | -                 | -                      | -               | 0.00   |
|              |   | CONTRACTOR | 2021 | NR  | ☑                   | ☑                 | ☑                  | ☑                     | ☑               | ☑                      | ☑                      | ☑                 | ☑                      | NR                | ☑                      | NR              | 100.00 |
|              |   |            | 2020 | NR  | ☑                   | ☑                 | ☑                  | ☑                     | ☑               | ☑                      | ☑                      | ☑                 | ☑                      | NR                | ☑                      | NR              | 100.00 |
|              |   |            | 2019 | -   | -                   | -                 | -                  | -                     | -               | -                      | -                      | -                 | -                      | -                 | -                      | -               | 0.00   |
|              | Number of cases of recordable work-related ill health       | EMPLOYEE   | 2021 | NR  | ☑                   | ☑                 | ☑                  | ☑                     | ☑               | ☑                      | ☑                      | ☑                 | ☑                      | NR                | ☑                      | NR              | 100.00 |
|              |   |            | 2020 | NR  | ☑                   | ☑                 | ☑                  | ☑                     | ☑               | ☑                      | ☑                      | ☑                 | ☑                      | NR                | ☑                      | NR              | 100.00 |
|              |   |            | 2019 | -   | -                   | -                 | -                  | -                     | -               | -                      | -                      | -                 | -                      | -                 | -                      | -               | 0.00   |
|              |   | CONTRACTOR | 2021 | NR  | ☑                   | ☑                 | ☑                  | ☑                     | ☑               | ☑                      | ☑                      | ☑                 | ☑                      | NR                | ☑                      | NR              | 100.00 |
|              |   |            | 2020 | NR  | ☑                   | ☑                 | ☑                  | ☑                     | ☑               | ☑                      | ☑                      | ☑                 | ☑                      | NR                | ☑                      | NR              | 100.00 |
|              |   |            | 2019 | -   | -                   | -                 | -                  | -                     | -               | -                      | -                      | -                 | -                      | -                 | -                      | -               | 0.00   |

Remarks: NA: Not available

NR: Not relevant



| GRI Standard | Reporting Scope | Year | Companies in the Rice Business Transportation and Service |                     |                   |                    |                       |                 |                        |                        |                   |                        |                   | Data Coverage2021 (%) |                 |
|--------------|-----------------|------|---|---------------------|-------------------|--------------------|-----------------------|-----------------|------------------------|------------------------|-------------------|------------------------|-------------------|-----------------------|-----------------|
|              |                 |      | CP Intertrade   | Khao C.P.           |                   |                    |                       |                 | APSARA Rice (Cambodia) | Ayutthaya Port and ICD | Dynamic Transport | Dynamic Intertransport | Advance Transport |                       | C.P. Food Store |
|              |                 |      |   | Nakhonluang Factory | Wangdaeng Factory | Suphanburi Factory | Kamphaengphet Factory | Buriram Factory |                        |                        |                   |                        |                   |                       |                 |

**ENVIRONMENTAL PERFORMANCE**

|              |  |      |    |   |   |   |   |   |   |   |   |    |    |    |    |        |        |
|--------------|--|------|----|---|---|---|---|---|---|---|---|----|----|----|----|--------|--------|
| 302-1        | Total Energy Consumption                 | 2021 | ☑  | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | ☑  | 100.00 |        |
|              |  | 2020 | ☑  | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | ☑  | NR | ☑  | ☑      | 100.00 |
|              |  | 2019 | ☑  | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | ☑  | NR | ☑  | ☑      | 100.00 |
| 305-1        | Green House gas (GHG) emission (Scope 1) | 2021 | ☑  | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | ☑  | 100.00 |        |
|              |  | 2020 | ☑  | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | ☑  | 100.00 |        |
|              |  | 2019 | ☑  | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | ☑  | 100.00 |        |
| 305-2        | Green House gas (GHG) emission (Scope 2) | 2021 | ☑  | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | ☑  | 100.00 |        |
|              |  | 2020 | ☑  | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | ☑  | 100.00 |        |
|              |  | 2019 | ☑  | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | ☑  | 100.00 |        |
| 303-3 (2018) | Total volume of water withdrawn          | 2021 | NA | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | NA | 81.82  |        |
|              |  | 2020 | NA | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | NA | 81.82  |        |
|              |  | 2019 | NA | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | NA | 81.82  |        |
| 303-4 (2018) | Total water discharge                    | 2021 | NA | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | NA | 81.82  |        |
|              |  | 2020 | NA | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | NA | 81.82  |        |
|              |  | 2019 | NA | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | NA | 81.82  |        |
| 303-5 (2018) | Water consumption.                       | 2021 | NA | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | NA | 81.82  |        |
|              |  | 2020 | NA | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | NA | 81.82  |        |
|              |  | 2019 | NA | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑  | NR | ☑  | NA | 81.82  |        |
| 306-3 (2020) | Total weight of waste generated          | 2021 | NR | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | NA | ☑  | NR | ☑  | NR     | 88.89  |
|              |  | 2020 | NR | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | NA | ☑  | NR | ☑  | NR     | 88.89  |
|              |  | 2019 | NR | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | NA | ☑  | NR | ☑  | NR     | 88.89  |
|              | All plastic packaging                    | 2021 | NR | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | NR | NR | NR | NR | NR     | 100.00 |
|              |  | 2020 | NR | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | NR | NR | NR | NR | NR     | 100.00 |
|              |  | 2019 | NR | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | NR | NR | NR | NR | NR     | 100.00 |

Remarks: NA: Not available      NR: Not relevant



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

| UNITED NATIONS GLOBAL COMPACT (UNGC) COMMUNICATION ON PROGRESS – ADVANCED LEVEL |   |   |
|---|---|---|
| CRITERION   | DESCRIPTION   | PAGE  |
| 1   | The COP describes mainstreaming into corporate functions and business units                             | 26-33, 40-45, 46-57, 67-72, 74-85, 94-99, 152-169 |
| 2   | The COP describes value chain implementation  | 50-57, 94-99, 120-131, 173-183, 186-192           |
| 3   | The COP describes robust commitments, strategies or policies in the area of human rights                | 54-57   |
| 4   | The COP describes effective management systems to integrate the human rights principles                 | 74-85   |
| 5   | The COP describes effective monitoring and evaluation mechanisms of human rights integration            | 74-85   |
| 6   | The COP describes robust commitments, strategies or policies in the area of labor                       | 74-85   |
| 7   | The COP describes effective management systems to integrate the labor principles                        | 50-57, 67-72, 74-85                               |
| 8   | The COP describes effective monitoring and evaluation mechanisms of labor principles integration        | 74-85   |
| 9   | The COP describes robust commitments, strategies or policies in the area of environmental stewardship   | 26-27, 172-173, 184-185, 194-195                  |
| 10  | The COP describes effective management systems to integrate the environmental principles                | 176-183, 188-192, 198-201                         |
| 11  | The COP describes effective monitoring and evaluation mechanisms for environmental stewardship          | 171-175, 186-187, 196-197                         |
| 12  | The COP describes robust commitments, strategies or policies in the area of anti-corruption             | 48-51   |
| 13  | The COP describes effective management systems to integrate the anti-corruption principle               | 50-51, 67-72                                      |
| 14  | The COP describes effective monitoring and evaluation mechanisms for the integration of anti-corruption | 48-49, 70   |
| 15  | The COP describes core business contributions to UN goals and issues                                    | 30-33   |
| 16  | The COP describes strategic social investments and philanthropy   | 116-131   |
| 17  | The COP describes advocacy and public policy engagement   | 152-169   |
| 18  | The COP describes partnerships and collective action  | 119-131, 168-169                                  |
| 19  | The COP describes CEO commitment and leadership   | 6-7   |
| 20  | The COP describes Board adoption and oversight  | 26-27, 30-45                                      |
| 21  | The COP describes stakeholder engagement  | 152-169   |



## UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

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



## INDEPENDENT ASSURANCE STATEMENT



# Independent Assurance Statement

### Introduction and Engagement

C.P. Intertrade Company Limited., and support companies (hereafter ‘CPI’) commissioned TÜV NORD (Thailand) Ltd. (hereafter ‘TUVN’) for Sustainability Assurance Engagement. TÜV NORD (Thailand) Ltd. conducted the independent assurance of CPI’s sustainability report (hereinafter ‘the Report’), which includes ‘limited assurance’ of CPI’s sustainability information for the applied reporting period for the calendar year 2021. This assurance engagement was conducted against the Global Reporting Initiative Standards and AA1000 AS Version 3 Protocol (Type 2, Moderate Level). The Report covers CPI’s sustainability information for the period 1<sup>st</sup> January 2021 to 31<sup>st</sup> December 2021. The desk review and remote verification were conducted in May 2022.

### Scope, Boundary and Limitations of Assurance

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

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

The reporting boundary is based on the internal and external materiality assessment. The reporting aspect boundaries are set out in the Report covering the sustainability performance of eight (8) business units, our scope of assurance were base on six (6) main factories; five located in Thailand and one located in Cambodia. In additional (1) one river port (in line with Company’s Annual Report 2021), comprising

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

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

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

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

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

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

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

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



## Verification Methodology

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

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

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

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

## Opportunities for Improvement

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

There are some Opportunities as follows:

- The sources of methane emission could be considered following; rice husk storage
- When some sites cannot report in some topics specific disclosure in the reporting year.  
It could be more describes the specific information why they have been omitted.

## Conclusions

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

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



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

| Material Issues                                      | GRI Disclosure Number |
|--|-----------------------|
| Values, principles, standards and norms of behaviour | GRI 102-16            |
| Mechanisms for advice and concerns about ethics      | GRI 102-17            |
| Energy consumption within the organization           | GRI 302-1             |
| Water withdrawal                                     | GRI 303-3 (2018)      |
| Direct (Scope 1) GHG emissions                       | GRI 305-1             |
| Energy indirect (Scope 2) GHG emissions              | GRI 305-2             |
| Waste generated                                      | GRI 306-3 (2020)      |
| Waste diverted from disposal                         | GRI 306-4 (2020)      |
| Waste detected to disposal                           | GRI 306-5 (2020)      |
| Work-related injuries                                | GRI 403-9 (2018)      |
| Work-related ill health                              | GRI 403-10 (2018)     |

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

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

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

In our view, the Report could be adherence to Inclusivity, Materiality, Responsiveness, Impacts, Completeness, Neutrality, Relevance, Sustainability context, Accuracy, Reliability, Comparability, Clarity and Timeframe.

TUVN's responsibility regarding this verification is in accordance with the agreed scope of work which includes non-financial quantitative and qualitative information (Sustainability Performance – environmental and social indicators) disclosed by CPI in the Report. This assurance engagement is based on the assumption that the data and the information provided to TUVN by CPI are complete and reliable.

TUVN expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement. The intended users of this assurance statement are the management of CPI.

The management of the Company is responsible for the information provided in the Report as well as the process of collecting, analyzing and reporting the information presented in web-based and printed Reports, including website maintenance and its integrity.



### TUV's Competence and Independence

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

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



**AA1000**  
Licensed Report  
000-286/V3-P8078

Date: 12 May 2022  
Place: Bangkok, Thailand  
Project Reference No: TUVN/CPI/SA/2022





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