



# THAIFOODS

**The growth of personnel  
is a critical factor in propelling  
the organization towards  
sustainable development**

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**Collaborate with the community  
to foster mutual growth**





**STABLE WITH FOOD QUALITY**  
**PROVIDE OPPORTUNITIES**  
**FOR A QUALITY LIFE**  
**CREATE AWARENESS**  
**IN A SUSTAINABLE,**  
**GREEN WORLD**



# TRUST FUTURE GROWTH

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THAIFOODS GROUP



## TRUST

Thaifoods is accountable to society, business partners, customers, and shareholders for each manufacturing process, promoting customer trust in product quality and valuing the environment through transparent, accountable management and driving the organization that follows principles of good corporate governance.

## FUTURE :

To drive the organization with hope for the future, to enhance innovation, and to incorporate modern technology into our business style, as well as product development and efficient distribution channels.

## GROWTH

Growing with Thaifoods. We never stop continuing our professional development since we have potential employees. We share our professional experience with partners so that we can all grow together. This includes developing internal management systems that meet international standards and pursuing the development of information systems for sustainable strategic management.



## Human Rights

Human rights are the basic rights that human beings are born with equal. and have the right to live with dignity Regardless of differences in race, skin color, gender, age, language, religion, physical status, and health, including political beliefs. The right to live without violence or discrimination.

And in every corner of the world, there are still many women who experience discrimination and the deprivation of rights and freedoms in various fields. Reducing equality between the genders It can be said that women's rights are another form of human rights that must be given importance. Thai Foods supports equality in every respect and promotes potential personnel without gender discrimination. Physical status Both children and women who are part of the Thai Foods value chain Whether it is a group of female employees who are another important group in driving the company to grow.

The company gives equal rights to all female and male employees without discrimination or gender discrimination. and give importance to equal compensation between females and males By evaluating from duties It is primarily the responsibility and performance of the individual. The company includes guidelines and policies that protect women and children in accordance with the law. Thai Foods implements a systematic, transparent, and fair recruitment and hiring process, including employment in underprivileged groups and disabled groups. without discrimination and consider personnel based on their knowledge, abilities, and attitudes that are consistent with and appropriate to the position and values of the company. Thai Foods has always given importance to respect for human rights. Human rights policy Labor Human Rights Policy Hiring labor and labor management Includes clearly defining guidelines for human rights. You can read more at [www.tfg.co.th](http://www.tfg.co.th)



In line with the Sustainable Development Goals (SDGs) Goal 5: Social Dimension Achieve gender equality and empower women and girls. Goal 10: Economic dimension Reduce inequality within and between countries.

### Human Rights Due Diligence

To prevent human rights violations, the company must analyze potential risks. The company conducts a risk assessment by analyzing, evaluating, and considering the seriousness and likelihood of risks occurring. This assessment covers various aspects such as forced labor, compensation, working hours and holidays, discrimination, discipline and punishment, sexual harassment and violence, child labor, female labor, freedom of association and collective bargaining, safety, occupational health, and working environment. that the company considers to have covered various issues in the field of human rights to be analyzed



	Human Rights Risk Issues	Guidelines for prevention/risk reduction
Employee	Issues related to labor standards such as occupational safety Working hours, benefits, etc.	The company operates with a commitment to legal compliance to prevent any violations of employees' rights. In the event of a potential violation, the company has established a corrective process. Additionally, there is a designated complaint channel for employees to report any grievances. The company will address these complaints promptly, taking corrective action to further improve its practices.
Partners	Issues related to labor standards The same as the company's employees.	Establish criteria for selecting partners, ensuring they comply with labor laws. The company will not engage in business with partners who pose a risk or have a history of human rights violations.
Community	Environmental issues or affecting normal well-being	The company examines its operating methods so as not to create an impact on the community. And community comments/complaints are regularly followed up. Through participation in community activities or CSR activities to bring opinions/complaints Come improve the company's operations. Do not violate the rights of the community and be able to take corrective action in a timely manner.
Customers	Quality of products that may affect life and body	Thai Foods is in the food industry group. This causes a risk of issues related to customers. that may be affected by product consumption The company therefore places strict emphasis on product quality and safety. and measures for food safety and quality have been established. Dyeback inspection of raw materials Production process that complies with standards and development and improvement in technology that is always used, including opening public channels on the company's website for customers to come in and make complaints/suggestions Each company will use the comments to improve and develop further.

## Remedies and complaint channels

The company is committed to solving problems and providing remedies to those affected by human rights risks that may occur. including providing appropriate methods and solutions in order to mitigate risks and impacts that occur. In 2023, the company had no significant complaints of human rights violations.



# The growth of personnel is a critical factor in propelling the organization towards sustainable development.

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## Employee

### Management approach

Establish and announce policies related to employees. Labor human rights  
Human resources policy and other related matters

Prepare an operational plan. Guidelines for promoting and caring for employees,  
such as treating labor fairly Employee compensation and benefits Employee  
potential development safety at work

Provide a complaint channel. Whistleblowing Give suggestions to employees

organize an organizational engagement survey of employees to explore needs  
and use employee suggestions to develop further action plans.

Provide communication. public relations Information in various fields to employees  
through email, public relations boards, and the company's internal website

### Treating labor fairly

Thaifoods Group adheres to treating all employees and stakeholders without discrimination. The company recognizes that its operations must be based on morality, ethics, and human rights in business. Therefore, we adhere to these principles as guidelines for our practices at all times. The company emphasizes human rights principles in all work processes to prevent violations in any form. This includes promoting transparency and accountability in operations to protect human rights through various policies. This includes the corporate governance policy, business ethics policy, social responsibility policy, policy for accepting complaints and providing protection to complainants, regulations of the investigation subcommittee, guidelines for treating labor fairly, and communication guidelines. It encourages the dissemination of knowledge, understanding, guidelines, and other principles to the company's stakeholders to ensure compliance with human rights guidelines in business practices. The human rights policy is published through the company's communication channels, and there is regular supervision, monitoring, and inspection of actions impacting human rights. The human resources department is designated to oversee, monitor, and inspect the company's human rights practices. Including providing opportunities for



employees and stakeholders to express their opinions, report problems, report clues, or report complaints in the event of events or actions related to violations of human rights policy. In addition, the company has a fact-finding process in accordance with the regulations of the company Providing protection for complainants and punishment according to company regulations and respect human rights for all groups The company follows international principles of practice. and principles of compliance with Thai labor standards fairly Both in prohibiting child labor and prohibiting children under 18 from entering the company's work area. In terms of scholarships, the company provides scholarships to employees' children every year.

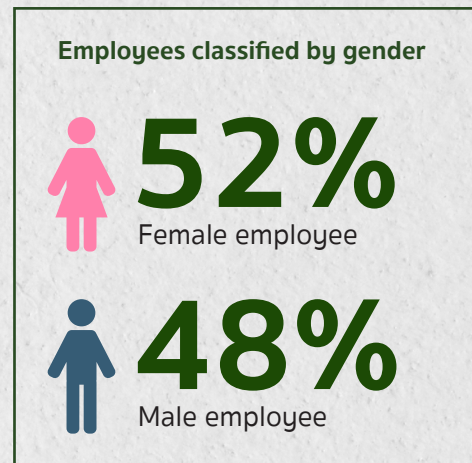
Thai Foods has an employment policy that focuses on equality. and establish a process for recruiting and considering hiring employees in a transparent and fair manner. Including employment in underprivileged groups and disabled groups. without discrimination Personnel are considered based on knowledge, abilities, and attitudes that are consistent with and appropriate for the position and values of Thai Foods. In 2023, Thaifoods has hired a group of disabled/disabled employees. Total number: 37 people

### **Employee compensation and benefits**

The company has a policy for all employees to live together under a happy and accepting work environment. Employees at all levels are treated like brothers and sisters. There is no exploitation. In terms of taking care of employees The company has human resource management at every step. to achieve maximum efficiency Since recruiting personnel Personnel development Including continuous training for employees. Including determining fair compensation. and providing appropriate welfare. In addition, the company promotes and supports every employee to have opportunities for advancement. There is learning at every level of the organization and skills development. To raise the level of work to professionalism in a suitable working environment. A policy has been created to support fair treatment of labor, including a labor human rights policy. Hiring labor and labor management Occupational health, safety and environmental policy Human resource management policy and compensation policy An action plan related to labor relations activities has been prepared. And an employee engagement survey was conducted. In 2023, the goal was set at 85 percent and the results of the employee engagement survey were 88.55 percent, including the provision of basic welfare and other benefits. Support the establishment of welfare committees in business establishments. To act as a representative to



participate in discussions and offer opinions on welfare matters. At Thai Foods, there are procedures for employees. In addition to basic employee benefits such as compensation fund, social security, medical expenses Uniform/uniform, diligence allowance, bonus and annual salary increase Leave days specified by law Assistance due to death Important religious holidays for factory group employees Activities for sick visits, maternity visits, employee scholarships, employee child scholarships Work rewards: TFG LONG SERVICE YEAR AWARD, lunch/special menu project for employees Special price products for employees Scholarships for employees interested in supporting employee health care, such as annual health examinations. and health insurance for employees





In 2023, the company takes care of health workers. The value of health care includes health insurance and health examinations totaling more than 23 million baht, including the company creating partnerships with financial institutions to provide special interest financial loans for employees. Including other loan service businesses for Thai Foods employees. Promote additional income generation for employees through various vocational training activities. Through organizing club-style activities for employees, such as vegetable growing activities through trial plots. Dessert making activities, etc. The company promotes savings and creates financial security for employees.

By providing a provident fund. This is a fund established jointly by employers and employees. The objective is to save money for employees during retirement by allocating a percentage contribution. Given to employees according to their years of service as appropriate The highest is 7 percent of salary and a joint venture project between employers and employees, Employee Joint Investment Program: EJIP, which in 2023 has 96.17 percent of employees participating in the EJIP project and 52.62 percent participating in the provident fund. To have a labor relations department to act Take care of preparing operational plans, control, supervise, and compile operating results. related to labor relations activities



### **Employee potential development**

Learning and personnel development in 2023 Thai foods has developed a curriculum and format to follow the strategy. and policies to promote personnel development Including the goals of the organization As well as all employees receiving maximum benefit from participating in the project. "Employee potential development"

#### **Divided into 5 knowledge groups:**

- **TFG Orientation Program** : The first step into the Thai Foods Group family. Learn the history of the company and an overview of business operations. Organizational culture (TFG DNA) as well as rules and regulations and various criteria for working so that everyone can work hard and be ready to become part of the Thaifoods Group family
- **Quality & Law Requirement** : "We will be a producer of quality and safe food according to international standards" in order to achieve the company's vision. We aim to create knowledge and understanding about quality systems and production standards. as well as correct operating methods according to quality standards
- **Core Competency**: Focus on developing the core competencies or behaviors of employees that promote the operations or business of the company. Focusing on creating good behavior and attitude at work. as well as cultivating organizational culture for all employees.
- **Leadership Competency** : Focuses on developing management skills, attitudes, academics, and personality that promote leadership among executives/managers/supervisors. To be ready to lead the team to success according to the set goals.



- **Functional Competency** : Focus on developing skills Professional knowledge of employees with emphasis on creating behaviors and attitudes consistent with individual responsibilities. It also strengthens the skills necessary for work to be effective and increase work results.

In 2023, Thai Foods has organized a total of 407 training courses and has set a target for employee training of 7 hours/person or 1 training course/person and has organized training in many formats, including seminars (Work Shop), Online training (Google Meet), etc.

### Performance Developing the potential of employees of the Thaifoods Group of Companies

Training hours in 2023 amount to 173,866 hours.  
Average 7 hours/person



**Training course for modern assistant store managers and basic firefighting training** The course is an integration of two courses. To develop personnel and enhance safety knowledge for employees. By organizing 2 training days in 2023, organizing a total of 8 training sessions. The benefits received from participating in the training Employees will learn about store management. Manage teams and deal with customer complaints. This is a technique that can actually be applied to work. This course is compulsory for the position. All assistant store managers must receive training to support their future career growth. and basic firefighting courses The company has focused on the supervisor level because they are considered responsible for the operational area. Therefore, the said course is a compulsory course. From the said training course, knowledge levels were measured before and after the training by taking a test. It shows that the knowledge level of the



employees who attended the training There is increased knowledge and understanding and results from behavioral assessments from supervisors that show the development of skills that are consistent with the training curriculum. It was found that employees were able to cope with immediate problems better. Have a passion for service and can manage a team effectively Based on complaints about employee behavior decreasing Branch supervisors receive praise from customers for their service at a higher level. In terms of safety or basic fire extinguishing Employees can use fire extinguishers and put out incidents safely and correctly.



## Open educational opportunities and recruit with quality.

Thaifoods provides students with real-world learning opportunities. Through an internship or co-op training and is a collaboration with leading educational institutions in the country. The university has given the company an opportunity to provide guidance to students. in internship and cooperative training projects and selecting interns Persons with abilities appropriate to the company's business operations and consistent with their profession and study curriculum. Come and try out the actual work from employees who have experience and knowledge and ability to help advise and assign work to interns to actively participate in the organization. To give students the opportunity to develop their own potential. Including being able to be an important assistant to the organization as well

### TFG Internship Program

Summer internship project during the month May-July To open opportunities for students Has strengthened knowledge and experience in actual work with professional personnel.

### Co-Operative Education Program

Promote and encourage students to have the opportunity to do internships in a cooperative form with the company. It will last approximately 4 months according to the conditions set by each institution. It is also a channel for the company to promote knowledge and abilities. for students to develop their careers

**In 2023, Thaifoods Group has students participating in the project.**



In line with the Sustainable Development Goals (SDGs) Goal 4: Social dimension Ensuring inclusive and equitable quality education for everyone and support lifelong learning opportunities.

## workplace safety.

Thaifoods is aware of its responsibility in occupational health, safety, and the environment. both inside and outside the organization Covers all stakeholders Therefore, policies are established to support employees in working safely, including occupational health, safety, and environment policy (QSHE: Quality Safety Health and Environment) with emphasis on conducting business in accordance with international standards and safety laws. Occupational health and environment Including strictly related industry standards, caring for, protecting and controlling the environment, occupational health and safety. From the process of screening suppliers and services, screening the receipt of raw materials. Receiving raw materials, producing, storing and delivering products to the company's customers. Reducing hazards and risks from operations which is caused by the procedures and methods of work working environment n Developing and creating quality innovations Safety for society and the environment throughout every process in the company's operations Creating a safety culture including Process Safety Management .To



take care of the safety of employees, strive to control, prevent, and reduce environmental impacts. By planning to use resources sustainably Since the design Construction and installation of machinery, testing, production, maintenance, delivery, and storage of raw materials and products, including promoting stakeholder participation. By communicating operations and effectiveness in Quality, Security, Safety, Occupational Health and Environment to stakeholders both inside and outside the organization. Including listening to opinions, needs, and expectations for use in the review. and improve operations to ensure sustainability Thaifoods places great importance on the safety of workers at all levels. Therefore, a concrete operational plan has been prepared. and determine the frequency of operations regularly A safety committee has been established to take responsibility and assess safety risks in every operational process. Including publicizing knowledge through public relations media through



training and practicing emergency plans annually. It also includes training of contractors who come to work in Thaifoods' area according to related courses as well. The company regularly conducts safety knowledge training for employees. To ensure compliance with legal standards and requirements In the Safety in the workplace Training course, it covers work safety content. and environment Investigation of work accidents Selecting appropriate Personal Protective Equipment (PPE) and Job Safety Analysis (JSA) By analyzing work for safety. It is a method of analyzing the work process step by step. By analyzing dangers From the operating environment, machinery, equipment, and work methods worker To find dangers in each step Then find methods and measures to prevent danger in each step. Including courses on work safety in related areas. Such as fire evacuation course (basic), safety supervisor course Hazard analysis and prediction course Chemical safety course In 2023, there will be a training course on occupational health. Safety and environment, totaling 164 courses, and a total of 10,933 employees of Thai Foods Group received training. The safety training that the company has provided to employees also covers

contractors who come to work in the area. Company area as well To ensure that Employees and contractors will behave correctly according to safety standards and help effectively reduce accidents. Thai Foods has set a goal to reduce accidents in 2023, which is a work-related death rate of 0 people, and the results of operations are in line with the target.





# Collaborate with the community to foster mutual growth

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## social and community

### Management approach

Establish and communicate policies regarding stakeholders, ensuring socially responsible business practices.

Define the structure for sustainable development and outline roles and responsibilities for social responsibility.

Develop operational plans, budgets, and guidelines to promote sustainable social initiatives.

Foster sustainable engagement with stakeholders

Report operational outcomes to the Board of Directors.

Establish channels for lodging complaints, reporting concerns, and offering suggestions, ensuring transparency and accessibility for all stakeholders.

Disclose operational information to stakeholders for transparency and accountability.

The company has always operated its business responsibly towards society and stakeholders. We are committed to building consumer confidence. that you must receive quality products according to standards The company still considers impacts and places importance on being a part of stakeholders in the community and society. A stakeholder participation policy has been created. to set criteria Management Guidelines to meet the expectations of stakeholder groups and to set strategies The direction towards sustainability requires operations to be based on good corporate governance, transparency, and accountability, and is ready to bring economic stability to the company and strengthen the circular economy in the community. including stakeholders in every sector Under the principle of “Trust Future Growth” To ensure that the company’s operations are complete and include stakeholder participation. The company always realizes that the community will remain with us for a long time. In 2023, Thaifoods takes care of society and communities. Total value over 13 million baht





In line with the Sustainable Development Goals (SDGs)

Goal 1 : Social dimension Eliminate all forms of poverty in every area.

Goal 2: Social dimension End hunger Achieve food security and upgrade nutrition and promote sustainable agriculture.

Goal 3: Social Dimension Ensuring people live healthy lives and promoting well-being for everyone at every age.

Goal 4: Social dimension Ensure that everyone has comprehensive and equitable quality education. and support lifelong learning o opportunities.

Goal 8: Economic Dimension Promote continuous, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Goal 11: Economic dimension Make cities and human settlements inclusive, safe, resilient and sustainable

### Support complete nutrition growth through the “Im Nee Pheua Nong Project”

Thaifoods supports the company’s food products. To schools in the nearby area by supporting chicken to be used as an ingredient to cook lunch for students. To promote food nutrition to students To grow appropriately according to age Because the main goal of Thaifoods is to produce quality food for consumers. We sincerely hope that Thaifoods will play a part in helping reduce food costs for children. to parents This project has been implemented continuously since 2015 until the present, and in 2023, Thaifoods has set a goal. In terms of supporting school lunches The company has set an average target of 1 factory area per 2 schools. The results of operations throughout the preparation of this full project for children in the past. It was found to be according to the target.



### Embrace the chance to craft a fulfilling life with an open mindset and a commitment to excellence.

Thaifoods supports learning and promotes good hygiene for school-aged children so that they can grow up in a stable and sustainable way. Thaifoods conducts business with social responsibility. and stakeholders in every sector as always We create confidence for consumers that they must receive quality products according to standards and do not neglect to consider the impact of business operations and give importance to being a part in creating A community and society where people can live together sustainably. Through supporting activities in schools, such as supporting the organization of sports day Against drug threats Support scholarships for students Support Children’s Day activities Support school supplies, sports equipment, computers, including chicken products, sausages, ready-to-eat food. in organizing various school activities in the nearby area

### Thaifoods strengthens safety for Thaifoods people and stakeholders in the community.



Thaifoods campaigns on safety for Thaifoods people and stakeholders in the area. Through activities to instill awareness of occupational health and safety There are regular safety surveys from operations. Provide prevention and control measures to prevent serious accidents. Training courses on occupational health and



safety are organized for Thaifoods people. along with emphasizing correct meditation When having to work in a risky area Including the establishment of a safety, occupational health and working environment committee.



Thaifoods receives a plaque as a model organization for road safety. and move forward with cooperation to drive organizational measures in private sector establishments.

Thaifoods has organized activities to promote safety knowledge for people in the community through training courses on basic fire drills, fire evacuation and first aid in educational institutions, the Safety to School project, and the project to support safety helmets for students. student Including a campaign to wear helmets for people in the community. To promote safe travel The project supports budget for road repairs near the factory area to reduce accidents and provide convenience for people in the area.

### **Promote equality and prepare for the future Create educational opportunities**

Thaifoods is committed to child development. This is an important force for the country to grow into an efficient adult and drive a sustainable society. Thaifoods therefore promotes learning for students in schools in the community through support. Equipment and necessary items It also helps promote learning. Other skills such as sports, academics, daily living skills and give importance to agricultural projects To serve as lunch and promote the development of professional skills. to students in participating schools Including funding for repairs and construction of buildings and locations for schools and child development centers in the area

### **Promote career creation reduce immigration**

Thaifoods provides employment opportunities for local people. By supporting employees who are domiciled in the area to work with the company. Allows employees to work close to home Reduce the amount of migration of people in the area. Reduce travel time Avoid higher living expenses and other expenses. When a change in residence is required Including creating more good relationships in the family. Employees get to live with their families. Reduce distance in relationships and distance from travel. It also has a positive effect on your health to get complete rest. Don't worry about traveling. Have time for yourself without affecting your regular job.

### **Create cooperation with the government to enter the community market.**

Thaifoods supports the circular economy in the community. By helping to increase trading channels in the areas surrounding the company. and create cooperation with the community to open opportunities for people with disabilities and people in the community to register to sell products in the factory area. To have the opportunity to create income for yourself and your family. through activities Community flea market A flea market selling OTOP products that also creates cooperation with the community.



## Growing together with the community sustainably

The heart of Thaifoods' business operations is producing quality food and delivering it safely to consumers. The company has always valued every life that lives with us, even in times of crisis. Thaifoods gives full support to communities and society. Supporting financial aid, items, food, and labor to the best of the company's ability, including essential items for urgent situations, such as preventing epidemics, medical equipment, disinfecting equipment, survival kits, consumer items, and medicine. Additionally, the company provides chicken parts, sausages, cooked chicken, and processed products to support medical facilities, government agencies, schools, communities, and villagers. Including helping the elderly, disabled people, and underprivileged people in the area and relying on each other. The company therefore does not neglect the safety of people in the community terms of safety on roads, community areas, or shared routes. The company has managed road repairs in the community area. Around the factory regularly Support solar lamp traffic convex mirror for the community to install in blind spots to ensure that road users will be safe throughout their journey.

In 2023, the company has prepared an action plan to support communities and society. There is a survey of the satisfaction of the surrounding communities. which received evaluation results in the criteria of "good" in the past operating year. The Company and subsidiaries received a plaque and certificate for the "CSR-DIW Continuous Award 2023," which has passed the standard criteria of the Industrial Factory Promotion Program for Sustainable Social and Community Responsibility (CSR-DIW Continuous) 2023 as follows:

1. Thaifoods Group Public Company Limited, Kanchanaburi branch,
2. Thaifoods Group Public Company Limited, Prachinburi branch,
3. Thai Foods Feed Mills Co., Ltd., Suphanburi branch
4. Thai Foods Feed Mills Co., Ltd., Prachinburi branch



which shows commitment and determination to maintain work standards regarding participation in social responsibility of the organization The company has received awards continuously since 2018 until the present

## Process of Handling Complaints for Communities and Stakeholders

1. Report suggestions and complaints in the suggestion box or call
2. Collects feedback and complaints
3. Report suggestions/complaints and present information to the executives.  
The executives consider and assign the responsible persons to be responsible
4. The responsible persons perform the improvements and corrections to the suggestions/complaints.
5. The executives follow up on the improvements and corrections to the suggestions/complaints.
6. The results of the corrections to the suggestions/complaints will be reported and communicated back to inform relevant persons/employees



