

# SUSTAINABILITY REPORT

## 2020

Thaifoods Group Public Company Limited







## MESSAGE FROM THE CHAIRMAN BOARD OF CORPORATE GOVERNANCE COMMITTEE

Thaifoods Group Public Company Limited places great importance on conducting business under good corporate governance practices by considering all stakeholders. In this regard, the Board or Director, therefore, appointed the Corporate Governance Committee at the director level to incorporate the company's governance to be in line with the Corporate Governance Code of good listed companies of the Securities and Exchange Commission and other international practices related to corporate governance.

The company pays attention to anti-corruption, which affects the country's economic and social development potential. The company, therefore, joined the announcement of intent and has been certified as a member of the Collective Action Against Corruption (CAC) for a total of 4 years (2016-present) for the second time in a row to demonstrate commitment to conducting business with transparency, accountability and anti-corruption of all forms.

As a result, the company was assessed by the Corporate Governance Survey of Thai Listed Companies (CGR) for 2020 at the "Very Good" level from the Thai Institute of Directors Association and received an award "Sustainability Stocks" or Thailand Sustainability Investment (THSI) 2020 from the Stock Exchange of Thailand for the second consecutive year.

The company also received the Sustainable Investment Company Award ESG Emerging List of 2020 as an alternative investment in securities that can returns from the ESG as its way of sustainable investment (ESG Emerging List) is the first to be awarded the disclosure of sustainability in the year 2020 or "Sustainability Disclosure Community (SDC)" to help organisations leverage. Disclosure of sustainability

information, including the organisation's development towards long-term sustainability, and pay more attention to disseminating occupational information on economic, social, environmental issues in ESG (Environmental, Social and Governance) addition to financial information. In the form of a sustainability report, this will benefit groups of stakeholders of the business and corporate development for long-term sustainability from Thaipat Institute.

The Corporate Governance Committee strongly believes that operating under good corporate governance principles will contribute to the company's sustainable development in economic, social and environmental aspects, both measurable, financially and measurable in other dimensions.

Mr Prasit Wasuphat  
Chairman of the Corporate Governance Committee  
Thai Foods Group Public Company Limited

**Far in distance, never apart.**

**We will pass this crisis together.**



# Epidemic situations of the coronavirus diseases (Covid-19)

that are occurring in Thailand, we must admit that this is a difficult time for Thai people. Both have to modify the lifestyle to be ready for the situation and be more safe than usual. Thaifoods is another group that has to adapt to prepare to control food quality standards, quality of life, and consider Thaifoods people's safety as paramount. In this connection, the management has set up management guidelines and set the procedures to support the epidemic situation by supporting the working team, including setting up a working group to manage the production process within the factory, health care for all employees, including the foreign workers who are in the care of the company. Moreover, providing assistance and support to communities and society in times of crisis. However, the management guidelines include the practice method, which will be adapted as appropriate for each line, which may differ, and the company will support all operations, processes and expenses.



Thai Foods takes safety very seriously and has established a working group to defend the spread of coronavirus disease 2019 (COVID-19), to monitor the risk of exposure to the virus that may arise both from Thaifoods people themselves and from third-party visitors such as the business partner, customers, etc. The working group, as aforementioned, will take care of the screening and prepare the protection measures to be up to date to communicate to Thaifoods people and the third parties about standards and procedures to be in the same direction with the company. Monitor the travelling of Thaifoods people, business partners, customers or visitors during an emerging epidemic situation. Inspect the residential areas of foreign workers to follow the company's preventive measures strictly. Moreover, the company cooperates with the government sector and receives up-to-date information and inspects the employees assigned to perform their duties according to the company's preventive measures announcements.



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There are strict anti-epidemic measures at Thaifoods' offices, by setting standards for screening people in and out, not allow the employees to travel across provinces/branches, establish hygiene measures within the office area and reduce its density by allowing Thaifoods people to work from home, support equipment and IT facilities to make work at home more flexible. Furthermore, an additional temporary office was rented in Phra Nakhon Si Ayutthaya province to serve as the centre for document delivery, mainly from the area of residence of Thaifoods people. Prepare a travel record to screen risks, meet and exchange experiences with foreign business partners via the electronic system to adapt to the company appropriately.

Thai Foods actively reviews its operations to announce the best and most effective measures and practices. However, in the production process or the factory, Thaifoods controls all employees before entering the factory while working until after work.

Essential things that Thaifoods cannot ignore are a group of stakeholders' interest in all sectors, including in the group of Thaifoods people, business partners, customers, community, and society. Thaifoods people who are the leading force in our business. Thaifoods has provided equipment to prevent the spread of coronavirus (COVID-19), such as hand gel sanitiser and sell special price products to reduce costs for employees' families. Including the sale of surgical masks at affordable

prices to all employees during times of shortage. More importantly, the company has not laid off employment or salary cuts due to the coronavirus outbreak (COVID-19).

**"We will pass this crisis together"**









the value of supporting the community  
and healthcare facilities in response to the  
Covid-19 situation

**in the amount of 2.3 million Baht.**

Thaifoods realises the importance of healthcare professionals who are considered to be at the front row of the coronavirus (COVID-19) treatment and prevention, especially the hospitals located in provinces and regions; the company provides funding for medical equipment purchases as well as supporting quality food products from the company such as fresh chicken meat and processed products in hopes of being one of the supporters to support the medical personnel in their duties, including police officers. These volunteers are working at the checkpoints and the extraction points. For the community, Thaifoods are committed to support and try to care as thoroughly as possible; moreover, Thaifoods has created a project to assist the community in delivering fresh chicken and processed food products to reduce household expenses and risks, increase travel safety, provide anti-contamination equipment to the community such as the “Caravan, Goods for the People, TFG, Come Together to Fight the Covid-19” Project, as well as to cooperate with the community leaders of the village and chief district to organise activities during the outbreak situation that occurred.

## TURN THE CRISIS INTO AN OPPORTUNITY

Amid the coronavirus (COVID-19) epidemic, the public has to strictly comply with the state measures, including the prohibition of travelling across provinces, which affects the household's food trading. However, on the other hand, the people turned to cook by themselves within the household, causing the need to choose to buy fresh food is increasing among customers who are end consumers

In the COVID-19 crisis, Thaifoods sees an opportunity to increase access to fresh food for consumers to cook together in the household, creating activities, atmosphere, intimacy in the household. In this crisis, Thaifoods has invested in THAI FOODS FRESH MARKET to provide consumers with access to fresh food and various products for cooking in the household.

is an increase of domestic sales channels, it must be acknowledged that the outbreak of coronavirus (COVID-19) overseas during the serious epidemic has reduced demand for overseas purchases. As a result, Thaifoods focused more on the business model, focusing on the business-to-consumer (B2C) approach. Thus creating a new distribution channel in the form of a shop selling products under the brand “THAI FOODS FRESH MARKET.”

# TFG

**TRUST**

**FUTURE**

**GROWTH**

## **TRUST :**

Thai Foods is responsible for every production process with integrity to society, business partners, customers and shareholders to build consumers' confidence to receive quality products that meet standards and consider the environment a priority. With management that is transparent, traceable and driven by the organisation per the principles of good corporate governance.

## **FUTURE :**

Driving the organisation with the hope of the future fosters innovation while bringing modern technology suitable for the business model to apply as appropriate. Being ready to develop products and distribution channels effectively.

## **GROWTH :**

Growing up with Thaifoods with potential people, and we will not stop developing our expertise continually. Including the development of internal management systems by international standards and commitment to developing information systems for sustainable strategic management.

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Coronavirus Outbreak (COVID-19)

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# Thaifoods Group Public Company Limited

## VISION

To be a manufacturer of quality and safe food according to the international standards of the world.

## GOAL

The organisation grows steadily and sustainably in all aspects in a balanced manner.

## SUSTAINABLE OPERATIONAL STRATEGY

Thaifoods sets a path towards sustainability that operations must be per the good corporate governance, transparency, accountability, and economic stability to Thaifoods people, neighbours and business partners without any negative impact on the environment with appropriate energy usage.

## MISSION

### MANAGEMENT

- Managing with transparency and accountability.
- Responsible to society, business partners, employees and shareholders.
- Produce safe and quality products.

### INNOVATION

- Create innovation and new technology.
- Product development and distribution channel

### DEVELOPMENT

- Personnel development to be a professional.
- Develop the internal management system to meet international standards.
- Develop an information technology system for strategic management





# TFG DNA



## Integrity

Hold on to the right things and justice with honesty and reliability.



## Responsibility

Be determined to perform duties with a heart for a successful work goal.



## Expert

Our employees are the experts on various lines that bring the talent of changing ways of thinking and operating methods. Coordinate for success, appreciate, know widely, and be able to fix and improve continuously.



## Work Hard

Willful, determined, patient and diligent in achieving the success of work.



## Good Coordination

Good coordination with the team, both internal and external, to achieve the goal together.



## Discipline

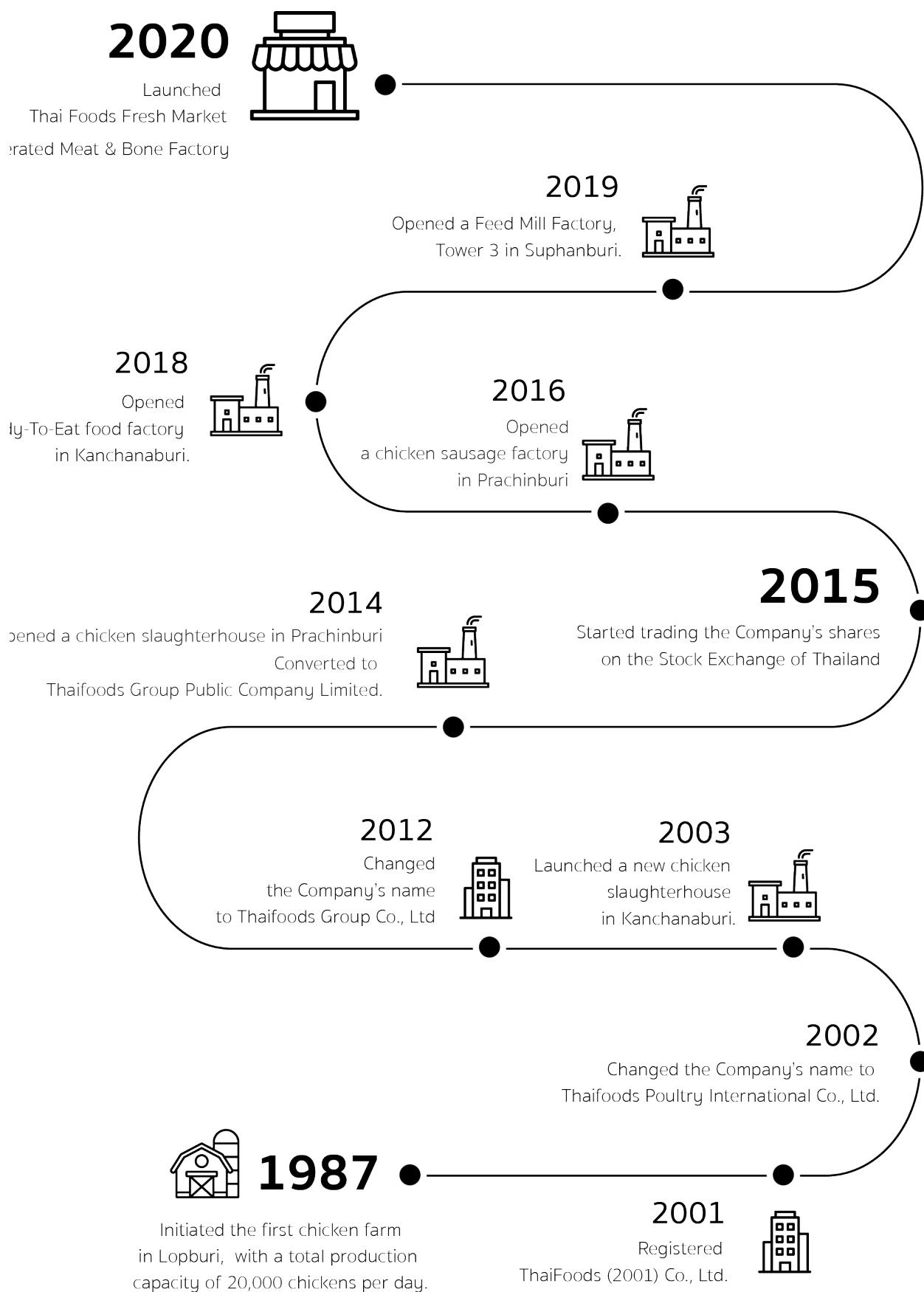
Strictly comply with the guidelines of the company's regulations.



## Care for an environment

Care and concern for the environment and society with an international standard system to contribute to sustainable development.

## Growth path



## Thaifoods Business Overview



Thaifoods is a complete food manufacturer in Feed – Farm – Food, specialising in poultry and pig production. Operates in both Thailand and Vietnam and has investments and operates in other forms that are relevant to the food industry, innovation and environment, which can be categorised as follows:

### Animal Feed Business

Thaifoods operates the business of producing ready-made animal feed for terrestrial animals in the form of pellets, powder and head feed, chicken feed, pig feed, egg-type duck feed, and quail, cricket feed, beef cattle feed, dairy feed, goat feed. Most chicken and pig feed will be used in the company's farms owned and operated by the company or in the farmer's farm, a contract farming system (Contract Farms). Besides, animal feed is sold out to market or distributors to distribute to customers or third parties.

### Chicken Farm, Pig farm, and Hatchery Business

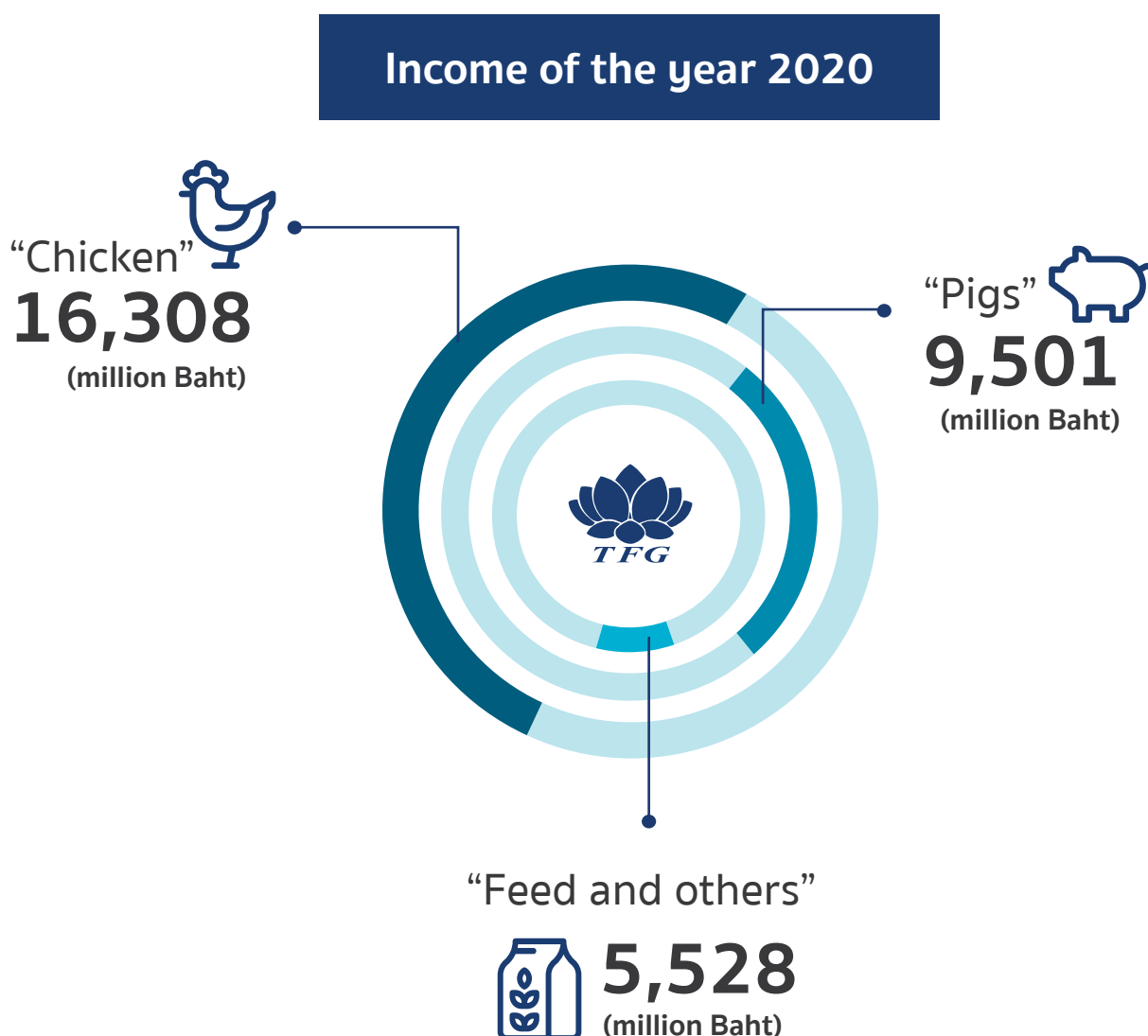
Thaifoods operates a chicken and pig breeding business, including hatcheries in Thailand and Vietnam, where breeder chickens are reared at the company's breeding farms, where appropriate areas are selected to set up farms with minor risks of flooding. And to prevent the spread of disease that may arise, the company has operated businesses of the grandparent and great-grandparent swine farm in Thailand. Including a grandparent swine farm business in Vietnam.

## Food Business

Thaifoods mainly trades fresh chicken and pig parts, processed food from cooked chicken meat, instant food such as sausage, including sauces and seasonings, both in the country and overseas. From the beginning, Thaifoods focus on doing business with customers in B2B or Business to Business has expanded additional sales channels for customers to reach the products more conveniently and quickly through Thai Foods Fresh Market, a distribution centre of Thaifoods.

## Sustainable business

Thaifoods Group businesses consist of a wide variety of businesses. According to the core business and paying attention to the world's changes to operate dependably and sustainably. Thaifoods runs a clean energy business, provides a research and development centre for vaccines and medical supplies, and distributes medical supplies researched and developed by the Company's research and development centre. Manufacture and distribute packaging for animal feed and agricultural equipment made of plastics.



# Thaifoods Business in domestic



## FARM

Farm and Hatchery

**North:** Uthai Thani

**Central:** Suphanburi,  
Chainat, Nakhon Sawan

**Eastern:** Sa Kaeo, Chonburi,  
Prachinburi

**Western:** Kanchanaburi

**Northeast:** Khon Kaen



## FACTORY

Factory

**Central:** Pathum Thani, Suphanburi

**Eastern:** Chon Buri, Prachinburi

**Western:** Kanchanaburi

**Northeast:** Khon Kaen



## SHOP

Thaifoods Fresh Market

**Central:**

Phra Nakhon Si Ayutthaya



## STATION

Distribution centre

**North:** Chiang Mai, Phitsanulok

**Central:** Bangkok

**Northeast:** Nong Khai, Buriram,  
Maha Sarakham



# TRUST

Raise confidence in business operations through corporate governance.



## Corporate Governance

Thaifoods establishes business practices based on good corporate governance principles, transparency and accountability by integrating with the economic, social and environmental balance for sustainable business development, generating returns. Besides, build confidence in conducting business for all stakeholders.

The company realises the importance of corporate governance under the corporate governance policy of the company. The corporate governance structure consists of the Corporate Governance Committee that performs duties according to the sustainability policy for economic, social, and environmental responsibility: assigning the Corporate Governance Committee to actively follow up on sustainability performance and report achievement results to the Board of Directors.

### Corporate Governance Survey of Thai CGR Listed Companies from IOD Year 2020

Thaifoods raised “Very Good” 4 stars for the 4th consecutive year.



The Board of Directors  
(total) 8 persons



Independent Director  
5 persons



Non-Executive Directors  
5 persons



Women Director  
1 persons



Executive Director  
3 persons



The average attendance  
of the Board of Directors  
meeting is 96.42%.

### The skills and experience of the Board of Directors.



Legal  
3 persons



Finance and  
Accounting  
2 persons



Business  
Administration  
3 persons



Agricultural  
Economics  
2 persons

## Performance appraisal of the Board of Directors

Divided into 2 assessment

forms continued as an annual assessment.



Committee assessment



Individual assessment

## The Board of Directors Capability Development.

Thaifoods promotes and facilitates training and education for the board of directors, company secretary, or person involved in the company's corporate governance system to improve and continuously develop the operations. Such training and education may be done within the company or by the external institutions' services. Notwithstanding, once appointing a new director, the company secretary will have helpful information sheets for the new director's duties, including the business's nature, business practices, to ensure that the new director understands in the same direction.

## Business Code of Conduct

The business code of conduct of Thaifoods and all affiliates emphasize all Thaifoods people in the organization, whether they are directors, executives, and employees at all levels in the organization, with an essential goal that everyone must follow the announcements and regulations of the company, government agencies' regulations include respecting the rights of business partners and customers



Employees sign to acknowledge the Business Code of Conduct

Thaifoods employees and affiliated companies follow the Business Code of Conduct

by performing duties with integrity, fairness, keep confidential information, and non-infringement of intellectual property in any cases. Non-exploitation wrong oneself or others, avoiding conflicts of interest or behaviours that lead to corruption.

## Continuously prepare a sustainability report.



2017



2018



2019



## The 2020 Sustainability Awards

### Sustainable Stock Awards 2020

Thaifoods Group receives Thailand Sustainability Investment (THSI) Award or Sustainable Stocks for the second consecutive year, which proves that the business of Thaifoods is sustainable, caring for the environment, social and governance (“ESG”). Companies in THSI must have at least 50% of the sustainability assessment score in each ESG or being a listed company that has been selected as a member of the Dow Jones Sustainability Indices (DJSI) and must meet specific criteria such as quality Assessment, corporate governance Reporting (CGR), earnings, net profit, and shareholders’ equity. Governance results relate to listed companies’ qualifications and ESG non-impacts with a highly qualified sustainable investment working group consisting of experts on corporate governance, sustainability and capital market entities who will screen and decide with transparency. It shall be deemed the company can implement sustainability as a part of



the business process. Prepare for emerging risks as well as provide operational guidelines to support and manage issues to demonstrate the ability to create business opportunities and ready for the Global trends.

## The Sustainability Disclosure Award 2020

Thaifoods receives Sustainability Disclosure Award from Thaipat Institute or “Sustainability Disclosure Community” (SDC) to improve its sustainability disclosure and develop the organisation for long-term sustainability. Encourage listed companies to recognise and place importance on the operational information disclosure covering both economic, social, environmental or ESG (Environmental, Social and Governance) issues and financial information. In the form of a sustainability report, This will benefit stakeholders of the business.



## The 2020 ESG Emerging List Awards



Thaifoods receives the 2020 ESG Emerging List Award, considered as a listed company with outstanding performance on environmental, social, and governance performance. The added options for investing in securities could generate returns from ESG factors as the Sustainable Way Investment Company (ESG Emerging List) from Thaipat Institute.

## Anti-corruption

Thai Foods operates its business under the good corporate governance principles and prioritises anti-corruption to ensure that Thaifoods fights against all forms and levels of corruption; therefore, established an Anti-corruption Policy which is subject to complying with rules, regulations and laws related to anti-corruption by requiring all Thaifoods people to be in compliance. Including strengthening confidence among all stakeholders that Thaifoods conducts business with honesty, transparency and accountability. The company also supported the anti-corruption activities and issued an anti-corruption in writing to serve as a clear practice guideline in business operations and develop the company to sustainability.



Thaifoods cultivates Thaifoods people to fight against corruption by organising an Anti-corruption Quotes Contest. The topic is assigned according to the interest in participating in the contest. This contest is interested and cooperated very well, including public relations for the No Gift Policy project through various media channels to create understanding in the same direction in adhering to the no-gifts policy or any other benefit on every festival to create armour of anti-corruption from occurring in the organisation.



With its primary intention, Thailand's Private Sector Collective Action Coalition Against Corruption Project or CAC supports the private sector to set out a concrete anti-corruption policy. Thaifoods Group joined the CAC membership and complied with the project's primary intention to fight against corruption for the 4th year continuously.



## Risk Management Culture

Thaifoods promotes and supports the creation of a risk management culture in every operational process. The Board of Directors determines the company's risk management policy to integrate business operations and risk management in the same direction. Besides, the Board of Directors has established a Risk management committee responsible for regularly overseeing and monitoring its risk management and the Board's report. The company's risks can be studied in the 2020 Annual Report via the company's website.

## Emerging Risks

Thaifoods has considered the risk factors and crucial emerging risk management approaches: the epidemic situation's risks of Coronavirus Disease 2019 (COVID-19), the cyber threat risk, the risk from climate change, and the risk of political changes.



## Respect Human Rights

### Human Rights

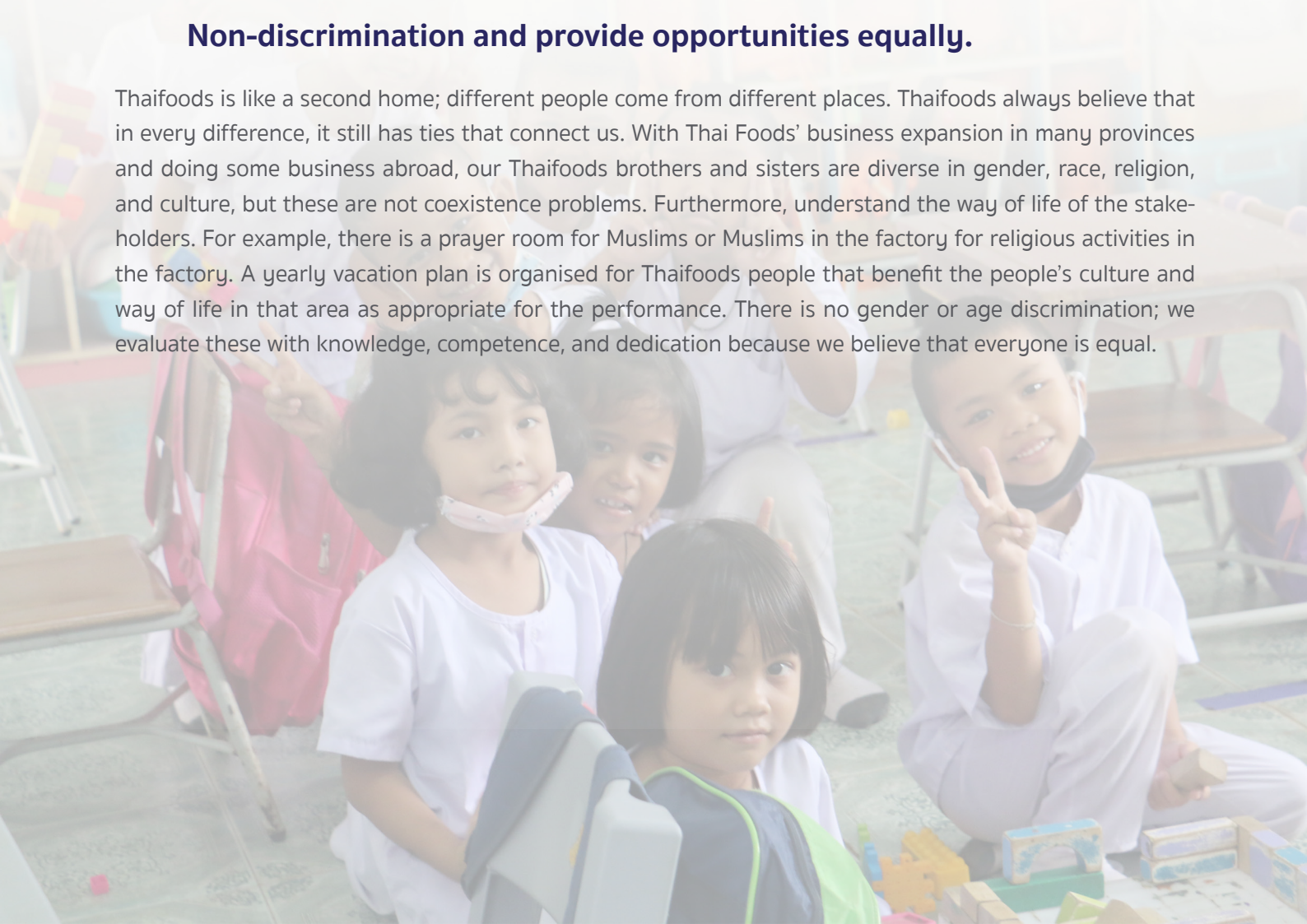
Thaifoods places great importance on respecting human rights, according to international standards, which is a fundamental right that “all human beings have equal human dignity and freedom”. In this connection, it is the principle that the company adheres to treating all Thaifoods people and stakeholders without discrimination. Thaifoods realises that conducting the organisation’s operations must be based on morality, ethics, and human rights. In conducting business, Thaifoods has always been adhered to and practised, especially human rights in every operation process to avoid human rights violations, including supporting transparency and accountability.

### Children Rights

Thaifoods places great importance on respect for fundamental human rights according to international standards. Include the child’s rights in the loop enterprise value chain, as a family member of Thaifoods, and in the communities where the company operates. Thaifoods is committed to generating an understanding of the guideline and support on international practices such as Unicef, Save the Children, UN Global Compact, and Thai Labor Standards with fairness. Including equal treatment under human rights principles. Therefore, the company has issued guidelines for all employees to use as a guideline to strictly adhere to rules, regulations and policies regarding child human rights, which also covers mothers or pregnant women who are not neglecting importance while performing prenatal and postnatal care.

### Non-discrimination and provide opportunities equally.

Thaifoods is like a second home; different people come from different places. Thaifoods always believe that in every difference, it still has ties that connect us. With Thai Foods’ business expansion in many provinces and doing some business abroad, our Thaifoods brothers and sisters are diverse in gender, race, religion, and culture, but these are not coexistence problems. Furthermore, understand the way of life of the stakeholders. For example, there is a prayer room for Muslims or Muslims in the factory for religious activities in the factory. A yearly vacation plan is organised for Thaifoods people that benefit the people’s culture and way of life in that area as appropriate for the performance. There is no gender or age discrimination; we evaluate these with knowledge, competence, and dedication because we believe that everyone is equal.



## Political Neutrality

Thaifoods is politically neutral, does not concentrate on any political party, group or politician and adheres to the democratic regime. The company has no policy to support finance, property, other benefits, or government participation, either direct or indirect, to benefit the business of Thaifoods. Thaifoods is well aware that Thaifoods people have the right and duty in a democratic system to freely participate in or support political activities under the provisions of the constitution, applicable laws and regulations.

## Privacy Data Protection

Personal information is another matter that cannot be overlooked because Thaifoods considers stakeholders' interests as a priority. Privacy data protection of business partners, customers, Thaifoods people or other partners in all forms is the ultimate responsibility of Thaifoods. Therefore, clear safeguards for storage, retention period, access rights, determination of consent for access or disclosure of information, and a security system of standardised data can be examined to prevent personal information breach.

## Whistleblowing Channel



On the company's  
website [www.tfg.co.th](http://www.tfg.co.th)



Send Email to  
[cg@tfg.co.th](mailto:cg@tfg.co.th)

Send a letter to the Corporate Governance Office  
Thaifoods Group Public Company Limited  
1010 Shinawatra Tower 3, 12th Floor, Vibhavadi Rangsit Road,  
Chatuchak Subdistrict, Chatuchak District, Bangkok 10900

# FUTURE

Being part of building  
the future together





## Foods and products

- ✓ Animal feed
- ✓ chicken products
- ✓ pork products
- ✓ instant products
- ✓ Sauce and seasoning products

### Food quality

The production of quality food for consumers' quality of life is the heart of Thaifoods business, including control of the production process, therefore, focus on food safety to ensure that quality food is delivered and safe for consumers.

Thai Foods promotes access to food and promotes good nutrition, especially among young children in the growing ages. Chicken and pork protein are said to be the primary source of protein. Notwithstanding, Thaifoods promotes researching alternative protein sources such as plant-based protein and developing "Clean Meat" as an alternative to consumers while maintaining the same quality and safety standards





## THAI FOODS FRESH MARKET

Another critical step for Thaifoods is that seeing a channel for growth. Thaifoods has officially invested in a retail business under THAI FOODS FRESH MARKET to operate in a distribution centre for consumer products. Its main objective is to increase distribution channels and serve as a distribution centre for the community. With quality products from Thaifoods, the distribution centre in this form of retail stores makes it possible to reach consumers directly. Help distribute income sources in each business of Thaifoods to create stability and sustainability according to the goals set.



Thaifoods highly anticipates that THAI FOODS FRESH MARKET will be another channel for consumers to access Thaifoods easier and more convenient and increase the company's operating results in the future. At present, Thaifoods Fresh Market has officially launched its products in Phra Nakhon Si Ayutthaya Province as a pilot branch in business to customer form. Thaifoods also plans to expand to nearby provinces in the future as well.

## Animal welfare

Thaifoods prioritises suppliers starting from poultry and swine farms by setting up farm standards in terms of Animal Welfare through close supervision from animal husbandry experts to promote healthy chickens and pigs, reducing stress and illness through housing management methods. Climate and environmental farming systems with a focus on biosecurity and no use of antibiotics in husbandry.

## Animal Husbandry Innovation

Thaifoods sees an opportunity for the swine business to develop even more potential. Thaifoods has signed a joint venture agreement with “Cooperl Arc Atlantique”, a French integrated pig producer. The objectives are to exchange knowledge development, greenhouse technology, farm equipment, pig breed farm management, disease prevention system, pig feed management, slaughterhouse management, and processed pigs that have always been in good cooperation.



The purpose of establishing a GGP: Great grandparent farm together in Thailand will support the use of Big Data that will be applied to manage the swine genetic management and breed development utilising farm standard technology in advanced disease prevention at the same level as European standards farms and technology to manage the particular feeding program. Generating added value of pork products production cost control and stepping into world-class pig production capability promotes Thaifoods’ swine business expansion plan in the future, creating a sustainable and enduring for the real pig production business.

## Product Development for Future Growth

Thaifoods has continuously conducted the business with determination and steady development in business operations from upstream to downstream. We believe that the key to developing quality meat products that Thaifoods cannot ignore is the quality of “animal feed”, which marks another year to build our products into the animal feed market to support farmers to have more opportunities.



Throughout these years, cattle and dairy products have gained widespread attention from consumers regarding higher consumer demand, the quality of meat consumers have prioritised, and farmers’ need. Thaifoods has developed feed products for large animals or beef cattle and dairy cattle in tablet and powder. Entering the market in the past 2020 is considered a success. This has been well accepted from business partners who are traders and farmers groups regarding the quality and nutrients that the animals will receive.

## Food innovation

In an era that the consumers began to pay attention to the quality and nutrition of food widely, Thaifoods as a manufacturer in the food industry For more than 30 years, the concept has been developed in the form of functional foods or healthy food products that will play a role for consumers and have a trend to grow in the global market in the future. The consumers' direction, making the direction of business clearer. Thaifoods has already realised that these food innovations will reduce the impact on the environment precisely and concrete. Operations that respond to consumers' needs in tandem by taking care of the environment, economy, and society will strengthen food security and be sustainable food producer for Thaifoods to enhance consumer health and effectively support the world's increase's population.



### Plant-based Meat Research

To meet consumers' needs in increasing various options and competitive potential, Thaifoods has entered into an agreement with the Thailand Institute of Scientific and Technological Research to research and develop innovative plant protein to be developed as a food ingredient product. Artificial meat products, functional food products, and this collaboration also meet consumers' needs following the concept of "Quality food, quality life" and meet sustainability challenges by supporting the use of raw materials in Thailand to promote Thai farmers and enable Thai people to consume plant protein food at a lower price than imported from abroad, receiving the same nutritional value as the actual meat.

### Cell-based Meat, Clean Meat

Thaifoods collaborates with the Chulalongkorn Institute to develop "Clean Meat", also known as Cell-based meat; Culture meat is another product of the future that Thaifoods is committed to developing pork in order to create sustainability in its business operations. Utilising cell storage of living pig tissue for breeding is raised and developed in the lab to be as close to the real meat in the industry as much as possible. Moreover, it can also be adjusted from clean meat to functional food by adding additives to various essential foods to increase the nutritional value more than real meat. Besides, the lab is cleaner. Of course, it must be number one to reduce concerns and problems with product residue, making it safe for both consumers and reducing process pollution from production and slaughter process to preserve the environment in another way.



# CLEAN ENERGY

# FLOATING SOLAR

As a result of climate change that continues to intensify, Thaifoods has turned into a severe and sustainable business that is environmentally friendly. The cost of electricity used in the production process is expected to rise from the growing business growth every year. Thaifoods has the idea to bring renewable energy to be used in the production process by using clean energy to replace the use of electricity from coal. To operate the business of Thaifoods in collaboration with Pure

Energy Public Company Limited (EA), energy experts, in floating solar installation or the introduction of solar panels which are installed on a well in the factory area in order to convert solar energy into electricity and bring it into the manufacturing process of the factory.

## Install floating solar on the factory area

## In 4 areas of Thaifoods Group



TFG Kanchanaburi



TFG Prachinburi



TFFM Suphanburi



TFFM Prachinburi

The construction has been completed as planned; at the end of 2020, Thaifoods expects it to help reduce pollution and the number of greenhouse gases that will arise from our business operations.

**One of the Thai  
Foods Group's  
missions is to  
create innovation  
and technology  
continuously...**

## THAIFOODS INNOVATION

Thaifoods encourages everyone in the organization to take part in innovation development by bringing knowledge, capability and even experience that Thaifoods people obtained from work, either directly or indirectly, which can be applied to our organization efficiently as an innovation that is important in driving the organization to keep up with the change. Thaifoods started an Innovation Contest in 2017 among the group companies because it is an essential person in driving. In the first year, it was well incorporated. Thaifoods keep arranging an Innovation Contest that until this year. This innovative work is categorized into 3 categories of work:

1. Manufacturing process innovation.
2. Quality innovation
3. Performance innovation.



## Manufacturing process innovation.

**Change machines, reduce costs, increase profits.** Won the first prize in the manufacturing process innovation category.



Reduce the number of defective products up to 80%.

Can reduce labour costs totalling more than 2 Million Baht per year

## Quality innovation.

**Scrape the existing scrap, fight the sales price crisis.** Won the first prize in the quality innovation category.



Create product value up to 75%

Can increase the monetary value average more than 2 Million Baht per year

## Performance innovation.

**Numatic system wire strapping machine.** Won the first prize in the performance innovation category.



The production efficiency is up to 60%,

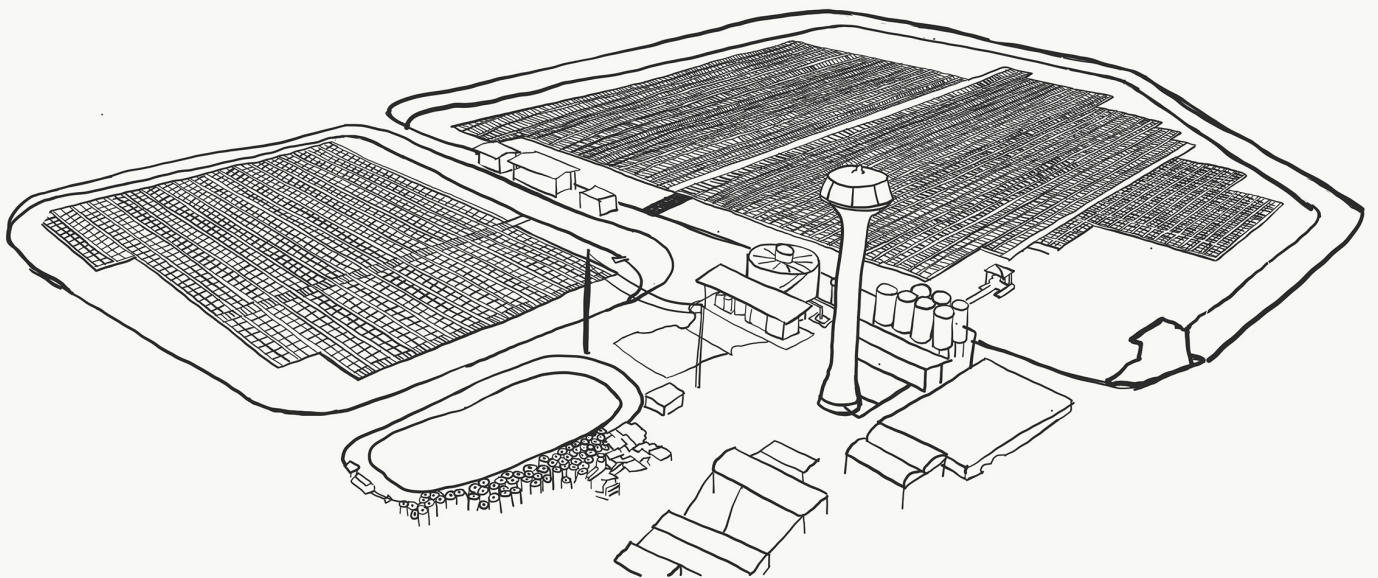
Reducing labour costs by more than 400,000 Baht per year.





# GROWTH

Growing up sustainably with us.



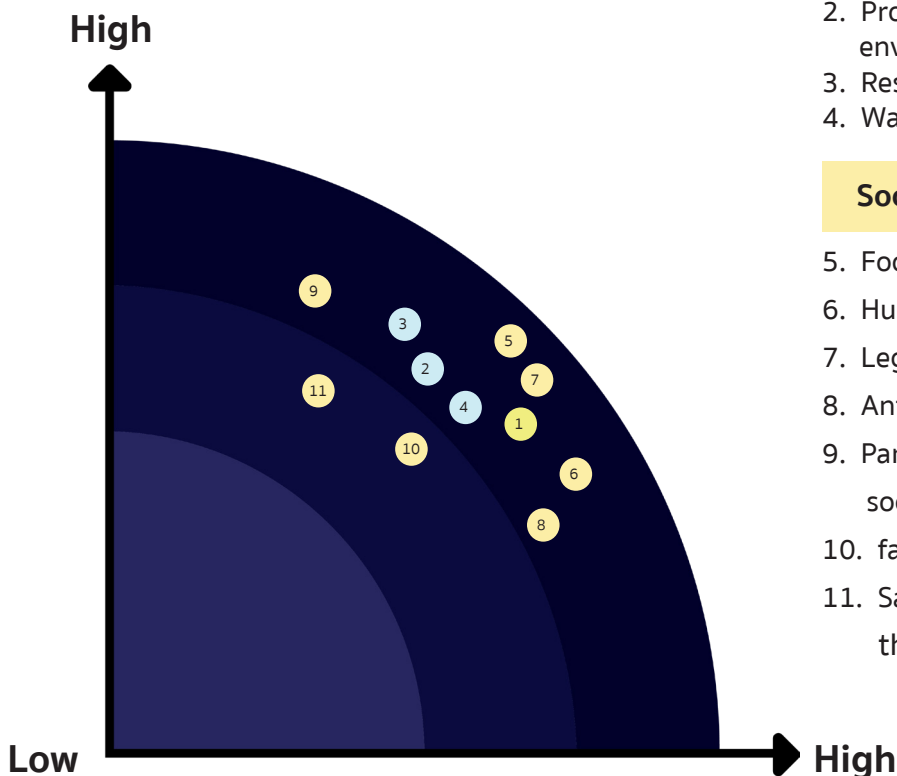


## Participation and responsibility to stakeholders

Thaifoods operates the business with responsibility and realises the importance of taking care of all affected stakeholders, benefitted, or involved in concretely driving the business in terms of economy, society and environment, whether internal stakeholders which are shareholders, employees, customers, business partners and external stakeholders, including creditors, debtors, communities, environment, farmers and government agencies. Thaifoods is always aware and expected that responding to needs or meeting expectations of stakeholder groups in terms of strategies, the direction in the care of stakeholders, as well as guidelines that will benefit the operation and development of the business as a whole to build the future at the same time and to take into account the legal rights and the various requirements that stakeholders should be gained.

### Analysis of critical issues of stakeholders on sustainability

#### Materiality



#### Economic

1. Performance and economic value distribution.

#### Environment

2. Protection and mitigation of the environment.
3. Resource and energy management
4. Waste and wastewater management

#### Social

5. Food Quality and Safety
6. Human Rights and Labor Treatment
7. Legal compliance
8. Anti-corruption
9. Participation in community and social development,
10. fair business operation
11. Safety and Occupational Health In the workplace

## Stakeholder Care

Stakeholders	The action of the company	Target
<p>Shareholders</p>	<ul style="list-style-type: none"> <li>• Annual Report / Sustainability Report</li> <li>• Shareholders' Meeting</li> <li>• Whistleblowing Channel</li> <li>• Investor relations activities</li> </ul>	<ul style="list-style-type: none"> <li>• Earnings and better returns</li> <li>• Administration under the regulatory principles of Good Corporate Governance</li> </ul>
<p>Employees</p>	<ul style="list-style-type: none"> <li>• Organize training to promote knowledge Develop skills</li> <li>• Welfare Committee</li> <li>• Communicate information via email</li> <li>• Intranet system</li> <li>• Receive opinions and complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Compensation, benefits, and welfare</li> <li>• Security and progress</li> <li>• Safety at work</li> </ul>
<p>Customers, consumers, business partners</p>	<ul style="list-style-type: none"> <li>• Meeting with the customers and business partners</li> <li>• Evaluate business partners</li> <li>• Satisfaction surveys</li> <li>• Whistleblowing Channel</li> <li>• Fair procurement and transparency</li> </ul>	<ul style="list-style-type: none"> <li>• Products and services, with quality standards and safety</li> <li>• Follow the competition frame with honest, transparency by adhering to the specified trade conditions and contracts.</li> </ul>
<p>Creditors, Debtors</p>	<ul style="list-style-type: none"> <li>• Meeting together on the agenda.</li> <li>• Annual report / Sustainability report</li> <li>• Listen to suggestions or complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Strict adherence contracts and conditions</li> <li>• Provide Appropriate returns on time</li> </ul>
<p>Community and Environment</p>	<ul style="list-style-type: none"> <li>• Community relations activities</li> <li>• Manage the environment according to the law</li> <li>• Take care of the environment</li> <li>• Listen to suggestions or complaints</li> </ul>	<ul style="list-style-type: none"> <li>• No operational impact</li> <li>• Develop quality of life and generate income</li> </ul>
<p>Farmers and Government Agencies</p>	<ul style="list-style-type: none"> <li>• Disclose information according to the law in a correct, adequate and transparent manner</li> <li>• Comply with the laws and regulations</li> <li>• Listen and exchange opinions regularly</li> <li>• Collaborated in the project. support and develop the project in various areas</li> </ul>	<ul style="list-style-type: none"> <li>• Comply with relevant laws and regulations</li> <li>• Disclose information accurately and transparently</li> <li>• Not affecting the society</li> </ul>



## Responsible material sourcing

### Supply Chain Management for Sustainability

Managing the supply chain for sustainability is at the heart of Thaifoods. Thaifoods has established a Code of Conduct for Business Partners to be used as a guideline for business partners' business operations. This ensures that Thaifoods' partners have good management in complying with laws and international standards.

### Business Ethics



Human rights  
and Protection  
of labour



Safety and  
occupational  
health



Compliance on  
Environmental rules



Unfair  
competition



Relationship Conflict  
Management



Securing  
cybersecurity



Information  
disclosure and  
confidentiality



Intellectual  
Property Rights



Anti-bribery and  
corruption



Read details of  
the Business  
Code of Conduct.

## Communicate the code of conduct to business partners

In addition to communicating the business code of conduct as a guideline for practice, Thaifoods increases confidence in developing together with the business partners by evaluating the partners annually for greater intimacy and mutual understanding.

Besides, Thaifoods also has survey partners' satisfaction annually to survey results to develop and create future sustainable growth.

## Supplier Assessment Criteria



Quality /  
Techniques



Service



Delivery



Price

## 2020 Evaluation Results

is divided into 4 levels of evaluation

criteria A (very good), B (good), C (Fair) and D (improve)

**Very  
good**

85.7%

**Good**

8.9%

**Fair**

5.3%

**Improve**

0%



Thai Foods and its affiliates notify suppliers to sign the supplier code of conduct.

## Customer Care

Thaifoods cares about quality and service, including delivering products from the factory to customers' hands. Thaifoods supervise all staff to comply with the rules and regulations and control the product standards to comply with internationally accepted standards.



Moreover, to provide comprehensive customer care, Thaifoods has annually surveyed customer satisfaction across the country to bring the comments to improve and develop products and services to meet customers' needs more appropriately.

## Customer satisfaction assessment results in 2020



Quality  
Good

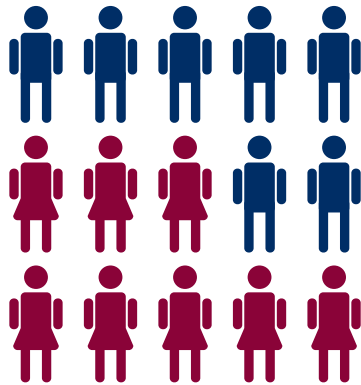


Service  
Good



Delivery  
Very Good

## Employee care



The total number of employees in the Thai Foods Group

**15,639 Persons**

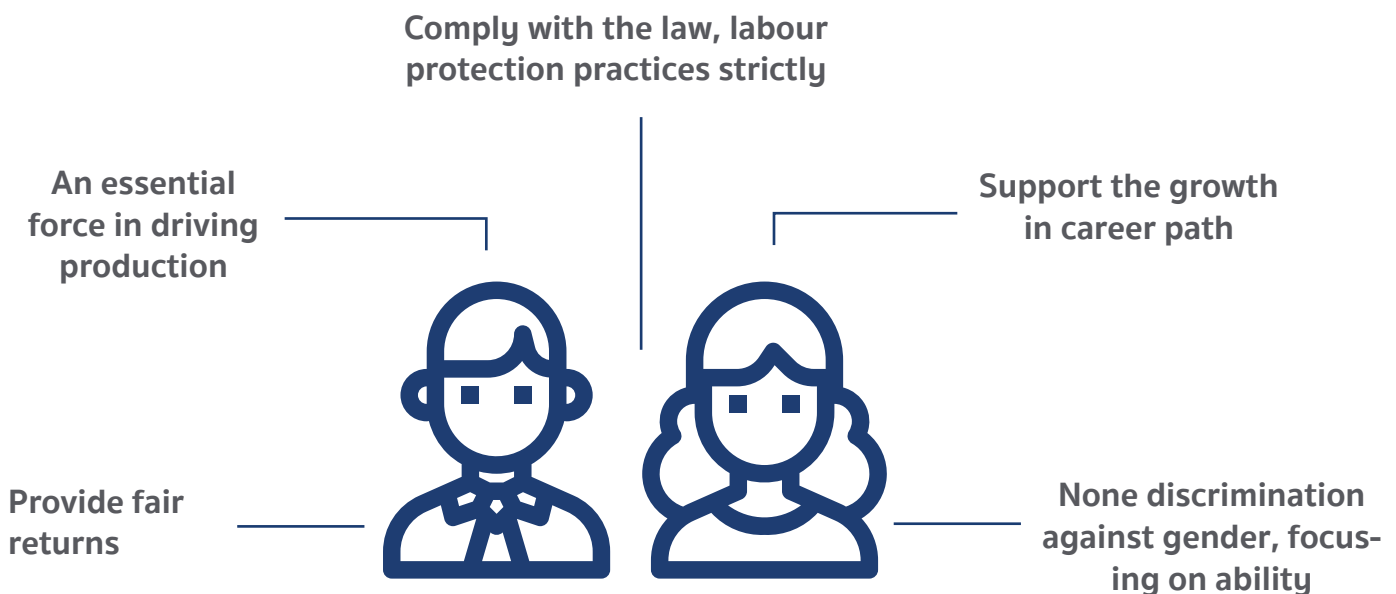
Male employees

**7,123 Persons**

Female employees

**8,516 Persons**

The stakeholder group that Thaifoods has always been determined to take care of are Thaifoods people, who drive the business with a value of Thaifoods. The company has policies and practices covering human rights principles in labour and strictly complying with legal requirements without gender discrimination, effectively supporting career growth, fair compensation according to ability, and provide suitable welfare such as social security/compensation, fund health/life insurance, provident fund, financial assistance, financial loans, housing loans, staffs' price products, lunch benefits to help reduce expenses for employees. Maintain a safe working environment for both life and property and cultivate a corporate culture for a good understanding of business operations to achieve the organisation's goals.





## Human resource development.

Thaifoods pays attention to Thaifoods people's growth at all levels because Thaifoods believes that the efficiency works will be good; it must come from personnel ready in terms of work efficiency and have an attitude in the same direction as the Thaifoods organisation. Therefore, focusing on developing the potential of Thai Foods people to be skilled. Moreover, work skills by encouraging training by conducting preliminary polls from the employees to organise the training efficiently and meet the actual needs. However, the training course content may be modified from external factors that may affect the organisation.



Employee training activities organised within the organisation.

such as relevance to laws that have been added to adjust social, political, economic or technological conditions that have been applied to the organisation's business operations. Therefore, personnel must be developed to be prepared to constantly change in order to develop the organisation to keep pace with the world and to be able to compete with other businesses to the fullest extent. There is also a follow-up and evaluation according to the requirements. The evaluation of the work measures the curriculum's suitability to meet the organisation's goals.



Number of trained personnel  
**13,437 people**

Number of training hours  
**81,419 hours**

Training value  
**2.95 Million Baht**

## Thaifoods People Engagement : **SAY STAY STRIVE**

Thaifoods has been operating for more than 30 years with its commitment in the past 2020. Thaifoods people's engagement to the organisation The organisational engagement survey results passed the criteria of 81.98 per cent, reflecting that Employees have strong ties to the organisation. Furthermore, the organisation can also analyse this information to develop and improve the organisation's potential to continue to grow sustainably.



Sense of Pride



Leadership



Quality of Work Life



Career Opportunities



Company Practices



Empowerment & Collaboration

Thaifoods organises the 2020 TFG Long Service Year Award presentation ceremony for those who have been with the organisation for a long time which is a 15-year-old worker, to thank and encourage morale to be a part of us along with the honour of Thaifoods people who retired in 2020, a total of 26 Thaifoods people participated in receiving this award.



with the epidemic situation of coronavirus disease (Covid-19). ) Hence we focus on activities that promote health for Thaifoods people and promote safety, including religious and cultural activities.

## Occupational Health and Safety

Thaifoods operates its business with the safety of Thaifoods people as primary. Which has been followed steps and how to perform work on occupational health under strict legal requirements to reduce the risk and accident rate from the working process to a minimum.



### Hearing Conservation Project

From the daily work environment in which employees risk noise at different levels from the manufacturing process. To achieve Safe for hearing operators, it directly affects the ears. Thai Foods, therefore, have Project preparation “Conserve hearing” to control and prevent harm from noise by educating employees about sound hazard prevention, as well as the selection of proper and adequate protective equipment for employees.



### Safety & Food Safety Culture Day

Thaifoods intends to enhance knowledge and concretely build an understanding of employee safety; SFSC DAY (Safety & Food Safety Culture Day) activity was held in the factory area. The Thaifoods people are the vital power to produce, access information, and enjoy organised safety activities. The event has a board of public relations to provide safety knowledge, have safety games for fun, and have a mascot costume contest to win money prizes.



## “Thaifoods Unite to Work Safe and Recklessly”

with production processes in the Thaifoods industry. It consists of machines, both small and large, including knives or sharp objects throughout the production process. Resulting in high risk and the likelihood of accidents. Unsafe actions of personal negligence caused major accidents. Alternatively, an unsafe environment could be caused; therefore, Thaifoods has created a project, “Thaifoods Unite to Work Safe and Recklessly”, to reduce accidents from work and reduce the impact of accidents and raise awareness on how to prevent work accidents for employees.



By organising a group competition that enlisted a group of contestants from the department at risk in an accident. A public relations media and a proactive morning talk activity organised on-site to make employees aware of safety and accidents that could happen and to collect statistics on the accident Whether each department has decreased or increased. To find the winner in effectively reducing the accident rate. Furthermore, achieve project objectives.

## Emergency plan training and practices



### **Fire prevention 30 times/year**

The primary fire fighting training, basic fire prevention and suppression, and fire evacuation drills.



### **Chemical protection 15 times/year**

Chemical control and storage Emergency preparations in case of chemical spills. Emergency drills in case of LPG gas leak, Ammonia leak drills, X-RAY leak drills, and emergency prevention drills from radiation leaks.



### **Other protection 10 times/year**

Emergency drills in case of a boiler explosion, electrical emergency drills, first aid emergency drills, floods Emergency drills, dust explosion, and furthermore.







## Training and emergency drills



## The goal of reducing accident

In 2021, Thaifoods aims to reduce accidents on strike for more than 3 days, a 25% reduction in the number of accidents on strike in 2020 and carried out. Public relations, including organizing training courses that are comprehensive and able to answer the needs of actual implementation accurately and in the best interest.



Value of employees' health care and safety

**17.49** Million Baht

**Significant accidents.**

0%

**Fatal accident**

0%



## Caring for the community and the environment

Living together is another important thing in conducting a sustainable business; Thaifoods provides care to the community that has always been with us. We do not neglect to support the community's quality of life in the community to grow with us. Thaifoods has implemented short-term and long-term planning for the community as appropriate for each area and has established The Corporate Social Responsibility Working Group to look after by dividing working groups in each area as follows: corporate governance,



human rights, labour, environment, proper operation, consumer issues, and community participation and development. In order to meet the needs of help and solve problems that occurred in the community, both the impact of the company's operations or that is not the effect of the company, including to achieve



the vision of the organization to operate business with responsibility and efficiency in terms of religion, including social activities. Thaifoods is a part of every activity of the community to nurture Buddhism, such as offering food to make merit on Makha Bucha Day, donate money for the restoration of the temple in the community area, employees donate blood to nursing homes, including bringing consumer items, donating to the elderly at the nursing home, and many more.





## Providing education opportunities.

Thaifoods grants students the opportunity to create experiences and provide new knowledge that cannot be found in the classroom through learning from the real work in what they are good at in the fields that Thaifoods specializes in, such as chicken business, pig business, animal feed business or even in supporting agencies that Thaifoods has the potential to drive business.



## Planting trees to restore the forest, increases oxygen to the world.

Grow together with the community at Ban Bu Siew Reservoir Kabinburi District, Prachinburi province by planted 600 trees in the village's reservoir, consisting of various vital trees such as teak, buoyancy, rubber, fields, and other perennials to adjust the surrounding



landscape to be shady and return oxygen to nature and as a place of rest and travel for the community and outsiders. With cooperation from the villagers' Group of students, representatives from government agencies in the community and Thaifoods representatives participated in this activity.



## “This meal for you”

Thaifoods cares about every change that has occurred, including economic conditions, society, environment, and every community where we have the opportunity to be a part. We always believe that people in the community have a key role in driving our business. Both young people came into being a vital force in the company’s business operations and youth. The young children are our future and the hope of being a decisive innovator. Thaifoods business is the primary industry in food. Therefore, we place importance on food’s nutritional value because Thaifoods believes that the basis for potential human development. Therefore, the “This meal for you” project was created to support food nutrition concretely by Thaifoods to support chicken meat, which is the main product of Thaifoods to the schools in the factory’s communities to supplement the nutrition of the children’s lunch menu. This project started in 2015 until now to promote health. To be of continued fitness and food support, sports and scholarships, Thaifoods did not forget to focus on the school’s sports activities. Community sports activities, sports equipment, as well as financial support to carry out activities to be successful,

**The value of supporting the community is  
3.9 million baht.**

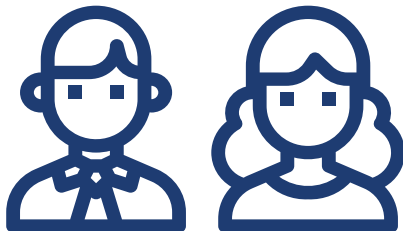
## Take care of every equality



47 disabled workers  
Equivalent to 0.30%

Thaifoods promotes decent employment and provides people with disabilities opportunities to generate income. Proud of oneself, Thaifoods has always put human rights as a guideline for business operations, and we believe inequality exists for all individuals. We, therefore, encourage the employment of persons with disabilities within Thaifoods itself, as well as all affiliates and our people who have demonstrated their competence. It was seen that external factors were never an obstacle to their self-worth. It is also another critical force in driving the organization to steadily and operating a business with these employees. Driven part Thaifoods has always given great importance to people with disabilities or people with disabilities in their communities. With an arrangement of space, Thaifoods people choose to buy products according to their satisfaction. We support only persons with disabilities or handicaps who have the right to register merchants. To sell products to support and increase channels for making a living for such groups, another way too.

## Promote employment and create careers in the community.



The proportion of Thai Foods employees in the community accounts for 50%.

Thaifoods' business operations' primary source is Thai Foods employees who are local people living in the community. In the factory area, which amounts to more than 50% of all production workers, on average. Which Thai Foods We have always supported and realized the importance of local people's employment to reduce the employees' cost of travelling time. Help reduce the family's distance in working abroad or relocating in a living, stimulating the economy around the factory, both shops and living together with dependence in the area.



**Value employment in the community**  
of 505 million baht

**revenue in factory stores average**  
15,000- 35,000 baht / month



## To hear comments from the community.

Thaifoods cares about every impact that occurs. We have an action plan for approaching issues in the communities impacted by our corporate operations, both directly and indirectly. By requesting cooperation from community leaders, government agencies in the area for corrective action, fast and on target through the complaint channel.



## Awards of Pride

### The 2020 CSR-DIW Continuous

The Department of Industrial Works has set an industrial promotion activity to show social responsibility according to the Ministry of Industry's strategy that has continuously developed a project to promote industrial enterprises to be socially responsible (Corporate Social Responsibility, Department of Industrial works: CSR-DIW). Including supporting industrial entrepreneurs to do business with the community and be accepted by the surrounding communities. Which will increase the limit of the ability to compete and create sustainable growth for the business sector, both domestic and international. The CSR-DIW is a large, medium and small industrial factory that has the potential to Follow the CSR-DIW standard on all 7 Core Subject and meet the criteria set by the Department of Industrial Works, including human rights organisation supervision,



labour practice, fair operation, consumer issues, participation and community development, and the environment, which in 2020, our Prachinburi chicken slaughterhouse is award-winning CSR-DIW continuous for 2 consecutive years.



## Meat&Bone

There are wastes from the operation of Thaifoods; Thaifoods is therefore striving to develop and select appropriate management methods to not affect the community, society and environment around the factory. Thaifoods has adopted the value-adding concept for waste with the establishment of the Meat and Bone factory in early 2019 to solve the problem of waste of organs from chickens that are not used such as chicken head, chicken intestine and bone by using the waste from the chicken slaughterhouse to be modified as an essential raw material entered into the production process of the Meat & Bone factory. When the chicken head, bone go through processing, raw materials are chicken feed and chicken oil for distribution to customers, and it is the next animal feed, which Meat & Bone had been fully operational in February 2020, the

amount of waste that is brought into the Meat & Bone process

**13,312.96 tons of**



The raw materials obtained from the waste when it comes to the Meat & Bone process



**ground chicken**  
3,234.42 tons



**oil Chicken**  
980.652 tons



**The total economic value is more than 72 million baht.**

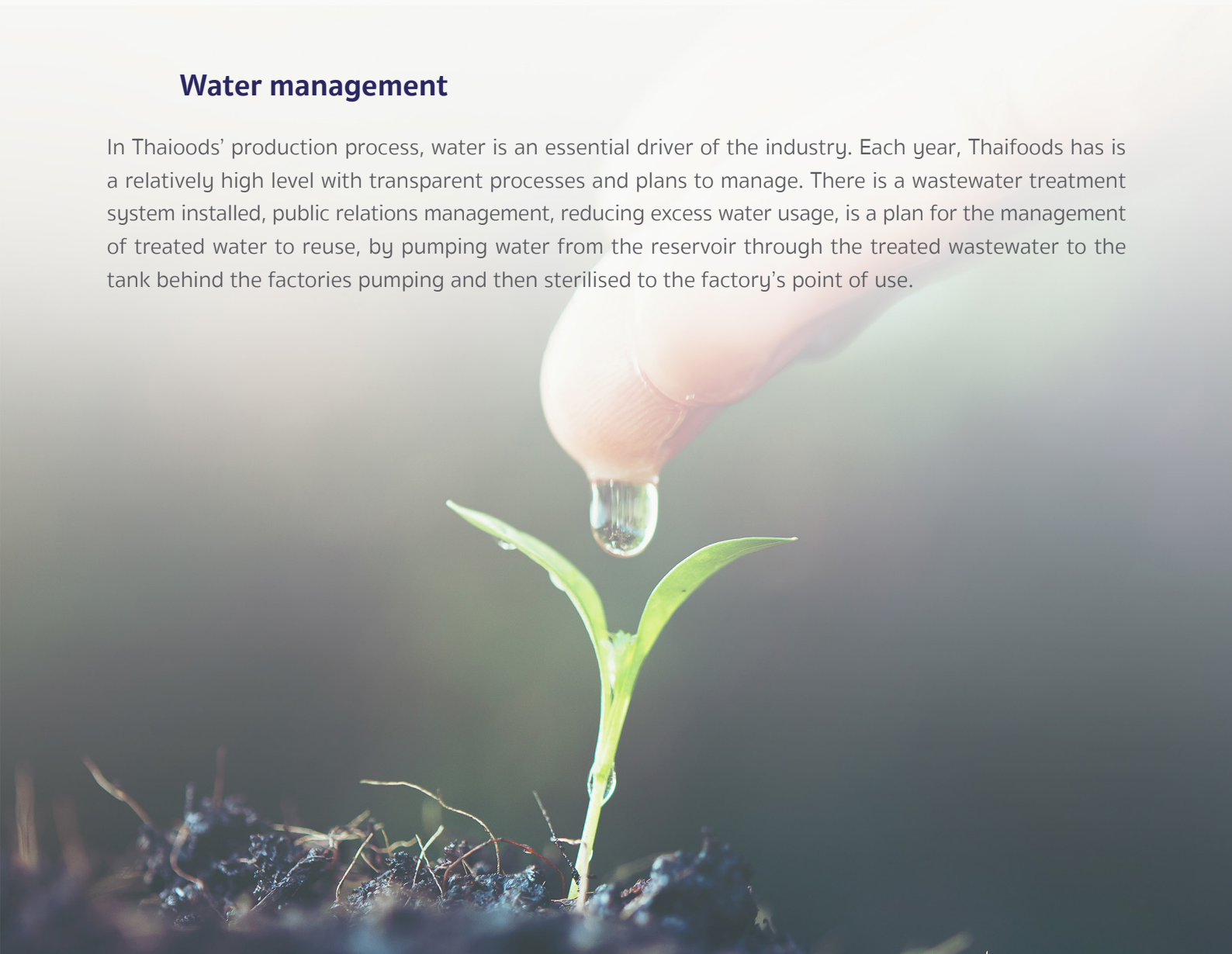
## Quality management and care of resources.

The current world climate has changed significantly from the original, which can be said to affect living life and affect business operations, both directly and indirectly, causing us to turn our attention and work together to resolve the matter seriously.

Thaifoods is committed to being a manufacturer of high quality, safe, standardised, non-contaminated products. Comply with the law and adhere to the principle of operation with safety according to international standards. It took into account the ecology and the environment as important as the management of existing resources for maximum efficiency. The procurement of resources or even processes recycling environmental protection prevents pollution from the production process both directly and indirectly. In Thaifoods, there are experts in the environment, which will supervise and control environmental impacts that will affect the community. Third parties comply with the standards and provide advice to employees, communities involved in sustainable environmental management. We intend to supervise environmental safety by supporting and advocating for supplier partners from raw material screening, production, receiving storage, and product delivery. For example, waste management, waste management, water pollution, air pollution from transportation, and so forth must be adequately implemented per regulations, laws or environmental regulations.

## Water management

In Thaifoods' production process, water is an essential driver of the industry. Each year, Thaifoods has is a relatively high level with transparent processes and plans to manage. There is a wastewater treatment system installed, public relations management, reducing excess water usage, is a plan for the management of treated water to reuse, by pumping water from the reservoir through the treated wastewater to the tank behind the factories pumping and then sterilised to the factory's point of use.





### Affected by the noise care.

Take care of noise pollution to prevent noise and maintain a suitable environment for the surrounding communities. Thaifoods has built additional soundproof walls in the factory area, higher than the original wall. In the area where the risk will impact on the community of the factory.

### Take care of the effects of odour and dust.

In terms of smell and dust, that may affect the people's living life in the community, both from the production process and the transportation. Plans to prevent direct and indirect problems by modifying raw materials that smell strong, including installation of an ozone-based odour treatment system so as not to affect the community and environment



### Waste management

Waste management, both hazardous and non-hazardous waste, Thaifoods has appropriately managed according to the regulations and law requirements include various international methods such as sorting for resale, reusing by other methods, safe landfill, fertilising, including hiring external personnel to lead hazardous waste to grip adequately organised.

## Awards of Pride



### 3Rs Award

3Rs Award, known for the capacity utilisation of the factory's solid waste department, which in 2020 passed through the Suphanburi feed mills has won. According to the 3Rs (Reuse, Reduce and Recycle) or the development of capacity, waste within the factory is adequately managed. Waste utilisation in economic return gold level and reduction in the amount of waste to be handled gold medal level, which shows that the organisation is committed to being responsible for and developing the management of waste arising from the factory's process to deliver the impact on the environment to a minimum and under the criteria set by the Department of Labour.



### Green Industry Level 3

“Green Industry” or a certificate that shows that the organisation conducts business in the industrial sector with ethics and adherence to environmentally friendly operations focus on perpetual improvement and development. Furthermore, operate with social responsibility both inside and outside the organisation throughout the supply chain to sustainable development, which; in the year 2020, Kanchanaburi chicken slaughterhouse has received the certificate of Green Industry at Level 3.

# APPENDIX



## About this report

Thaifoods prepares the sustainability report annually with the primary objective is to report the company's sustainability performance in the areas of environment, society, governance and good corporate governance, including a concrete overview of economic performance to all stakeholders and the understanding of how to operate company affairs scope of the report:

This report is a report on the performance that happened between January 1, 2020, until December 31, 2020, with the scope of the report covers the operations of Thaifoods Group Public Company Limited and subsidiaries of the Thaifoods Group. This information is disclosed in accordance with the Global Reporting Initiative: GRI Standard guidelines and has considered the "Core" level of disclosure. Material information, one topic per subject, based on indicators. Including reference Goals in implementing "Sustainable Development Goals" of the United Nations Sustainable Development Goals: SDGs to be applied in the industry. "Agriculture and food industry" appropriately.

**For more information, please contact:**

Corporate Governance Department

Thaifoods Group Public Company Limited

No. 1010, 12th Floor, Shinawatra Tower 3, Vibhavadi Rangsit Road, Chatuchak Subdistrict, Chatuchak District, Bangkok

Tel. 02 513 8989 Ext. 349 Fax 02 513 9060

Email : CG@tfg.co.th



## General Information

### THAIFOODS GROUP PUBLIC COMPANY LIMITED

#### Company Name in English

THAIFOODS GROUP PUBLIC COMPANY LIMITED

#### Security Symbol

TFG

#### Type of Business

The company operates the main business in chicken production and sale of chicken in fresh or frozen condition, processed chicken products, including the pig production and sale of and animal feed.

#### Head Office

No. 1010, Shinawatra Tower 3 Building, 12th Floor, Vibhavadi Rangsit Road, Chatuchak Sub-district, Chatuchak District, Bangkok, 10900

#### Tel.

(66) 2 513 8989

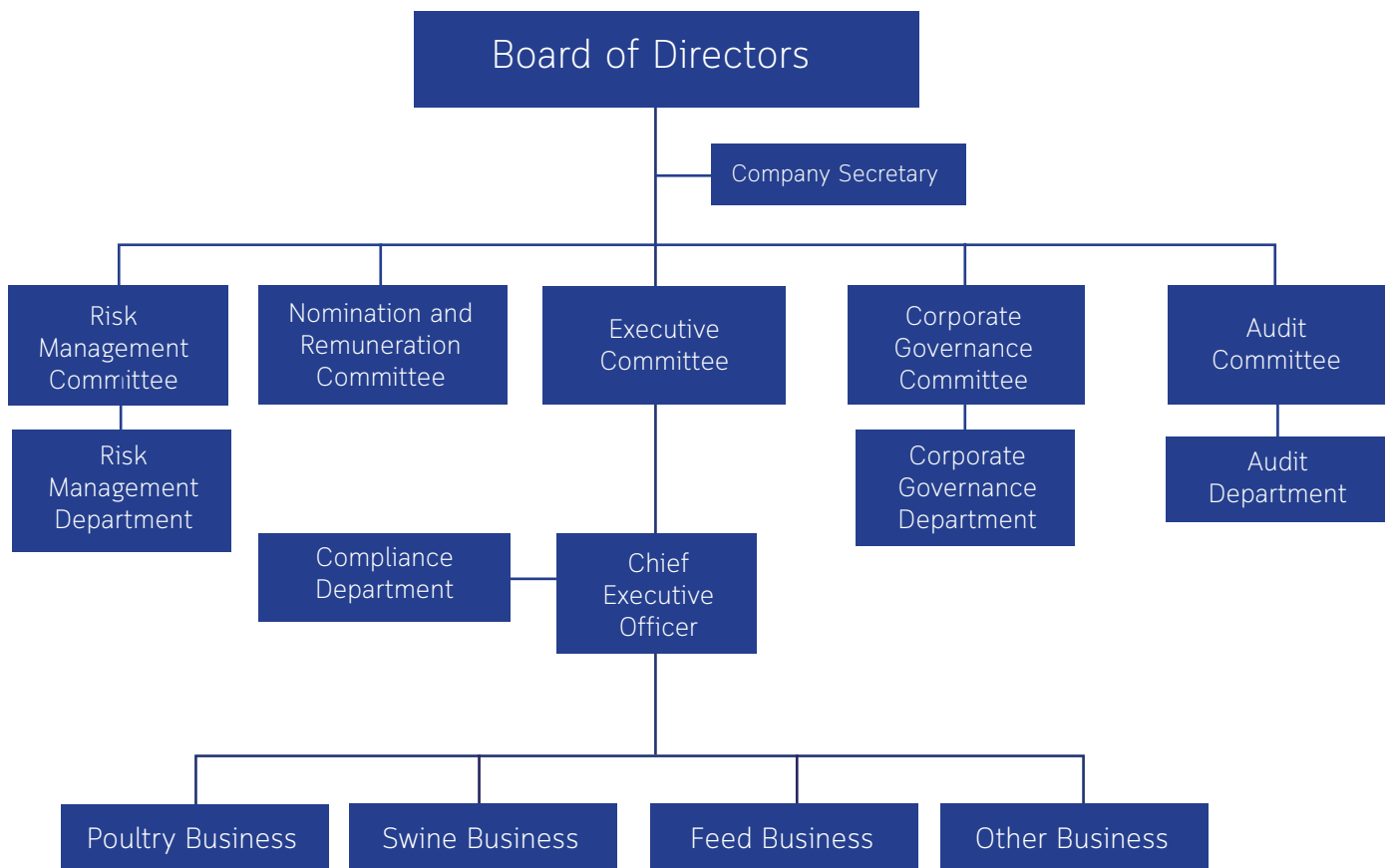
#### Fax

(66) 2 513 9060

**Registered Capital | 6,138,160,412 THB**

**Paid-up Capital | 5,607,572,686 THB**

# Management Structure



## Summary of operating results for the year 2020

Financial information (Consolidated financial statements of TFG and its subsidiaries)

Financial information	2018	2019	2020
Revenue from sales	27,933.54	28,919.19	31,388.66
EBITDA (Million Baht)	618.91	1,545.71	3,200.62
Net Profit (Million Baht)	615.59	1,440.00	2,551.33
Earnings per Share (Baht)	0.13	0.27	0.46
Dividend to Shareholders (Million Baht)	613.6	459.8	1,289.7
Rate Return on Equity (ROE) (Unit :%)	8.49	16.25	24.41
Income Tax Payable (Million Baht)	3.32	105.72	649.29
Community and Social Investment (Million Baht)	5.72	7.06	10.97
Financial Cost (Million Baht)	357.09	403.96	369.52
Human Resource Investment (Million Baht)	0.73	4.65	2.95

### Distribution Channels of Thaifoods Group and affiliates

Domestic distribution channels			International distribution channels	
Bangkok	Pathum Thani	Lampoon	Japan	Bangladesh
Kanchanaburi	Prachuap Khiri Khan	Loei	China	Taiwan
Kalasin	Prachinburi	Sisaket	Malaysia	Cambodia
Kamphaengphet	Pattani	Sakon Nakhon	Netherlands	Mongolia
Khon Kaen	Phra Nakhon Si Ayutthaya	Songkhla	Germany	UK
Chanthaburi	Phayao	Satun	England	Pakistan
Chachoengsao	Phangnga	Samut Prakan	Ireland	Kuwait
Chonburi	Phatthalung	Samut Songkhram	Denmark	Mauritius
Chaiyaphum	Phichit	Samut Sakhon	USA	Netherland
Chumphon	Phitsanulok	Sa Kaeo	Poland	UAE
Chiang Rai	Phetchaburi	Singburi	South Korea	Peru
Chiang Mai	Phetchabun	Sukhothai	Spain	
Tak	Phrae	Suphanburi	In the year 2020, there is no litigation on product quality.	
Nakhon Nayok	Phuket	Surat Thani		
Nakhon Pathom	Maharakham	Surin		
Nakhon Ratchasima	Mukdahan	Nong Khai		
Nakhon Si Thammarat	Yasothon	Angthong		
Nakhon Sawan	Yala	Udon Thani		
Nonthaburi	Roi Et	Uttaradit		
Narathiwat	Ranong	Uthai Thani		
Nan	Rayong	Ubon Ratchathani		
Bueng Kan	Ratchaburi	Lop Buri		
Buri Ram				

## Organization Human Resource Summary

### Human resource of Thaifoods Group Public Company Limited

Social operation details	unit	2018	2019	2020
Total number of employees	person	8,592	9,750	8,726
Number of employees classified by gender				
• Male	Person	3,932	4,384	3,787
• Female	Person	4,660	5,366	4,939
Number of employees classified by age				
• 18 – 22 Years old	Person	1,572	1,779	1,120
• 23 – 30 Years old	Person	3,155	3,701	3,353
• 31 – 49 Years old	Person	3,689	4,078	4,000
• 50 Years old up	Person	176	192	253
Number of employees classified by workplace				
• Headquarters	Person	435	302	159
• Kanchanaburi Factory	Person	4,746	5,552	3,092
• Prachinburi Factory	Person	3,238	3,588	1,539
• Prachinburi Sausage Factory	Person	173	308	149
Number of employees classified by the level				
• Executive (L.9 – L.15)	Person	23	24	26
• Supervisor (L.5-L.8)	Person	192	177	159
• Operational level / Officer (L.1 – L.4)	Person	8,377	9,549	8,541
Number of new employees	Person	3,919	4,630	2,579
New employees' proportion	%	45.61	47.49	29.56
New employees classified by gender				
• Male	Person	1,774	2,023	1,019
• Female	Person	2,145	2,607	1,560
New employees classified by age				
• 18 – 22 Years old	Person	1,152	1,351	726
• 23 – 30 Years old	Person	1,488	1,879	1,043
• 31 – 49 Years old	Person	1,265	1,394	801
• 50 Years old up	Person	14	6	9
Total number of employees resigned	Person	3,985	3,533	1,043
The proportion of resigned employees	%	46.38	36.24	13.22
Resigned employees classified by gender				
• Male	Person	1,931	1,599	368
• Female	Person	2,054	1,934	448
Resigned employees classified by age				
• 18 – 22 Years old	Person	1,006	777	363
• 23 – 30 Years old	Person	1,484	1,411	448
• 31 – 49 Years old	Person	1,444	1,310	342
• 50 Years old up	Person	51	35	1
Absentee rate	%	N/A	N/A	0.05
Return to work rate after maternity leave	%	100	97	100
Number of human resource complaints	Case	0	0	0
Number of business ethics violations	Case	0	0	0
Performance evaluated employees	%	100	100	100
Rate of the contribution paid to the provident fund				
• Work experience less than 5 years	%	3	3	3
• Work experience between 5-9 years	%	4	4	4
• Work experience from 10 years up	%	5	5	5



## Human resources of Thaifoods Group Public Company Limited affiliates

Social operation details	Unit	2018	2019	2020
Total number of employees	Person	6,558	7,077	6,913
Number of employees classified by gender				
• Male	Person	3,113	3,265	3,336
• Female	Person	3,445	3,812	3,577
Number of employees classified by age				
• 18 – 22 Years old	Person	1,066	1,092	722
• 23 – 30 Years old	Person	2,430	2,634	2,473
• 31 – 49 Years old	Person	2,827	3,119	3,456
• 50 Years old up	Person	235	232	262
Number of employees classified by workplace				
• Headquarter	Person	222	204	212
• Subsidiary (farm, factory, etc.)	Person	6,336	6,873	6,701
Number of employees classified by the level				
• Executive (L.9-L.15)	Person	31	35	35
• Supervisor (L.5-L.8)	Person	241	241	246
• Operational level / Officer (L.1-L.4)	Person	6,286	6,801	6,632
Number of new employees	Person	4,492	2,374	2,627
New employees' proportion	%	68.50	33.55	38
New employees classified by gender				
• Male	Person	2,040	1,136	1,499
• Female	Person	2,452	1,238	1,128
New employees classified by age				
• 18 – 22 Years old	Person	1,111	559	519
• 23 – 30 Years old	Person	1,805	961	1,087
• 31 – 49 Years old	Person	1,517	819	975
• 50 Years old up	Person	59	35	46
Total number of employees resigned	Person	2,409	2,426	955
The proportion of resigned employees	%	36.73	34.28	13.81
Resigned employees classified by gender				
• Male	Person	1,351	1,241	527
• Female	Person	1,051	1,185	428
Resigned employees classified by age				
• 18 – 22 Years old	Person	427	500	214
• 23 – 30 Years old	Person	939	373	373
• 31 – 49 Years old	Person	966	888	346
• 50 Years old up	Person	77	64	22
Absentee Rate	%	N/A	N/A	0.01
Return to work rate after maternity leave	%	100	96	100
Number of human resource complaints	Case	0	0	0
Number of business ethics violations	Case	0	0	0
Performance evaluated employees	%	100	100	100
Rate of the contribution paid to the provident fund				
• Work experience less than 5 years	%/Mouth	3	3	3
• Work experience between 5-9 years		4	4	4
• Work experience from 10 years up		5	5	5

## Human Resource Development Summary

Human Resource Development information	Unit	2018	2019	2020
Number of trained personnel	Person	N/A	N/A	13,437
Number of training hours	Hour	42,991	340,833	81,419
Average training hours per person	Hour/Person	3.07	18.43	6.05
Training Value	THB Million	0.73	5.54	2.95

## Stakeholder Engagement

Stakeholder Engagement information	Unit	2018	2019	2020
Employee engagement	%	N/A	74.34	81.98
Customer satisfaction	%	N/A	N/A	83.31

## Production Quantity

Production data in Thailand	Unit	2018	2019	2020
Chicken	Million chickens	1,594.47	1,588.63	1,694.52
Pig	Million pigs	20.85	20.48	20.45

## Safety and Occupational Health

Safety and Occupational Health information	Unit	2018	2019	2020
Total working hours	Hour	N/A	N/A	32,796,379
Significant injuring	Case	95	45	44
	%	N/A	N/A	0.00013
All casualties from work	Case	0	0	0
	%	0	0	0

## Environment

Environmental information	Unit	2018	2019	2020
Water consumption	Million M3	N/A	4.2	4.9
Total waste	Ton	16,124.88	25,387.94	34,812.32
Hazardous waste quantity	Ton	1.88	14.94	20.94
Non- hazardous waste quantity	Ton	16,123	25,373	34,791.38
เหตุการณ์เงินที่ส่งผลกระทบต่อสิ่งแวดล้อม	Case	N/A	N/A	0

Remark: This is the information of Thaifoods Group Public Company Limited Only.

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# 2020

## SUSTAINABILITY REPORT

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