



**ENERGIZING A BETTER**



**FOR ALL**

**TCP GROUP**  
**SUSTAINABILITY REPORT 2021**



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**ENERGIZING A BETTER  
WORLD FOR ALL**

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# Message from CEO and Chairman of Sustainable Development Committee of TCP GROUP <sup>(102-14)</sup>



Throughout 2021, the world had suffered the COVID-19 pandemic for the second year, and it spread even more severely than the previous year. Due to the virus mutation, the significance of public health, saving people's life and fight with Covid-19 were issues which the world still prioritized. Despite of that, in 2021 there was a movement regarding global sustainability, i.e. the 26<sup>th</sup> UN Climate Change Conference of the Parties (or COP26). The conference was attended by over 30,000 global leaders, organizational representatives, observers and journalists, amidst the prevailing Covid-19 pandemic, in Glasgow, Scotland on 1 – 12 November 2021, after the COP26 summit had been postponed from 2020 due to the Covid situation at that time. It is a pleasure to see the effort from all sectors in the global level to jointly conclude an agreement and establish a work plan to achieve the goal of carbon emission reduction until we reach carbon neutrality in 2050.



As for TCP Group, 2021 was another important milestone when the employees and executives of TCP Group joined their force to drive TCP Group to truly be an organization of sustainability. We declared the new goal “Energizing a Better World for All” with determination to energize the physical and mental power and refresh millions of people around the world through our beverages and services, together with creation of the better world for all of us. This new goal is a successful integration of the sustainability strategy into our organizational strategy in combination with the operation under TCP Sustainability Framework with the belief that the operation under TCP Sustainability Framework through the business path will lead to the success which will add the business value and achieve the true sustainability for the society and the world.

Aside from the new goal, TCP Group also reviewed TCP Sustainability Framework which has served as a guideline for the sustainability work plan determination in the organization throughout the past 4 years, starting from the day we declared this framework in 2018. Although the implementation of this work plans achieved progress as planned, the working committee realized that the world currently faced the rapid changes and disruption in many fields affecting the society and environment. Climate change significantly and severely caused the changes of global climate. The new pandemic such as Covid-19 and other constantly-emerging and unpredictable challenges urged the sustainability committee of TCP Group to work with a global consulting firm on sustainability to survey and review the strategies and goals of TCP Sustainability Framework to find out whether they were still relevant to the situations and responded to expectations of consumers and the different groups of our stakeholders.

As a result of the TCP Sustainability Framework review, we came up with the new work plan supporting the current and future sustainability and responding to expectations of the different groups of our stakeholders. TCP Group also raised the 3 sustainability goals to be our organizational goals which were carbon neutrality, circular economy and water sustainability. These 3 goals are not only the important agendas of our organization, but also the urgent agendas in the global level which all sectors in many countries prioritize and make the work plan thereof to achieve sustainability.

The new thinking and adjustment of both strategies and policies will be a main contribution, making the sustainability goals of the Organization clear and solid, and integrating sustainability into all processes of the work procedures. In addition, TCP believes in the collaboration toward the sustainability goal. In the past year, we collaborated with various business allies. Many projects are agreed and brought into practice, such as sustainable packaging. Many other projects are on the phase of joint discussion and development. We worked with an educational partner under the project “TCP cultivates knowledge for opportunity” to create the better opportunities and narrow the educational gap which is another big problem of Thai society at the current moment.

With the new goals and strategies of the organization, today TCP Group is ready to proceed to energize sustainability with innovation of excellent products and services to respond to the demands of consumers. We will jointly promote the growth in all aspects with business partners and employees and operate the business with consideration of community, society and environment on the basis of transparency and corporate governance to lead TCP to an organization of the real sustainability.

**Saravoot Yoovidhya**

Chief Executive Officer and  
Chair of Sustainable Development Committee  
TCP Group



# TCP Group (102-1) (102-2)

Starting from a conventional medicine production and distribution company in Thailand 65 years ago with Mr.Chaleo Yoovidhya as a founder, TCP Group is now a leading food and beverage production company of Thailand, owning some of the most valuable energy drink brands of the world. Aside from production of various beverage and snack products recognized by consumers in and outside Thailand, we emphasize on quality and safety control under the international standards. We apply the cutting-edge technology to the work procedure, offer creative services and establish the strong distribution network to win the trust of our business partners through the business operation which has always aimed to raise the public well-being and create values for the economy, society and environment. TCP Group is determined to deliver the quality goods and services through the management which takes sustainability as a core to “Energizing a Better World for All”.

TCP Group’s products and brands available in Thailand and around the world consist of 6 products groups which are energy drinks for example Red Bull, Ready, Som Plus, red bull extra and Warrior, mineral and sport drinks for example Sponsor, functional drinks for example Mansome, Mansome Vitamin Water and Hi! X DHC, ready-to-drink tea and juices for example Puriku, Puriku Juicy, Riku, snacks for example Sunsnack, and flavors for Red Bull energy drinks and products from the new business development unit for example Mindberry and Hopster.





# Vision and Mission <sup>(102-16)</sup>

From the beginning as an initiator of global energy drinks, TCP Group has aimed to energize physical and mental power and refresh millions people around the world all the time with our various drinks and services, together with creation of the better world for all of us by being an organization which operates the business, and at the same time, creates sustainability in many relevant dimensions.

## “Energizing a Better World for All”



### 3 key strategies to reinforce leadership in beverage market and grow sustainably in Thailand and abroad



**Fulfilling – energizing our brand**  
solidifies position as ‘House of Great Brands’, with new product development and new brands in response to all lifestyles, both in Thailand and abroad



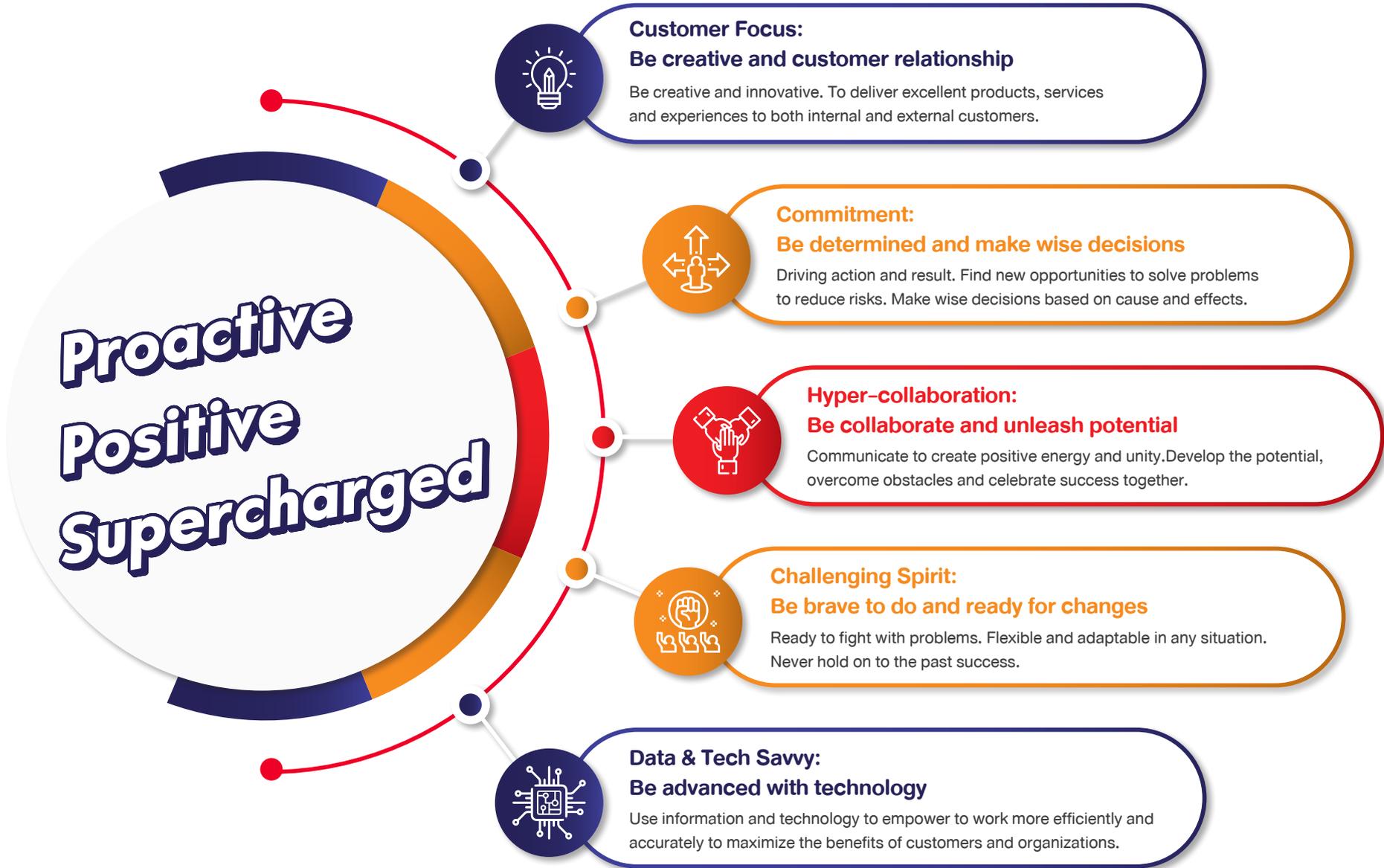
**Growing – energizing our growth**  
with plans to invest 12 billion baht both in Thailand and abroad and targeting double annual revenue within 3 years



**Caring – energizing our environment**  
integrating sustainability in working process to create positive impact on environment



# Organizational Cultures <sup>(102-16)</sup>





# TCP Group in Thailand <sup>(102-3) (102-4) (102-7)</sup>



## T.C. Pharmaceutical Industries Company Limited

T.C. Pharma is a manufacturer and exporter of foods and beverages in 13 export markets in Asia and a manufacturer and exporter of flavors for the globally-available Red Bull energy drinks.

- **Head office** : 288 Ekkachai Rd., Khlong Bang Phran Sub-district  
Bang Bon District, Bangkok 10150
- **Manufacturing factory** : 39 Moo 13 Bang Khanak-Ban Sang Road, Bang Taen Sub-district  
Ban Sang District, Prachin Buri 25150
- **Distribution proportion** : In Thailand 34.53% and abroad 65.48%



## T.G. Vending and Showcase Industries Co., Ltd.

Distributor of canned and bottled beverages through automatic beverage vending machines and provider of vending machine rental service.

- **Location** : 8 Soi 100 Ekkachai Rd., Bang Bon Sub-district, Bang Bon District, Bangkok 10150
- **Total vending machines** : 1,745 machines

## Durbell Co., Ltd.

Distributor of consumers goods, and provider of goods distribution and warehouse management service in the national level, covering inventory management, goods packing and delivery. We now serve 141,134 shops.

- **Sale and warehouse services team** : 592 teams
- **Goods delivery capacity** : 3 days
- **Storage capacity** : 50,000 palletes
- **Branch** : 24 branches



## HI-Gear Co., Ltd.

Expert on all kinds of promotional activities: We organize activities in all areas and regions throughout Thailand.

- **Location** : 288/4 Ekkachai Rd., Khlong Bang Pran Sub-district, Bang Bon District  
Bangkok 10150



# Foreign Markets in Asia <sup>(102-6)</sup>

- Federation of Malaysia
- People's Republic of China  
(China mainland, Hong Kong SAR, Taiwan province)
- Republic of Singapore
- Negara Brunei Darussalam
- Republic of Indonesia
- Socialist Republic of Vietnam
- Republic of the Philippines
- Republic of the Union of Myanmar
- Federal Democratic Republic of Nepal
- Mongolia
- Kingdom of Cambodia
- Lao People's Democratic Republic
- State of Israel



Information of  
TCP Group



# TCP in Foreign Countries (102-6) (102-12)

## Offices

### People's Republic of China

#### TC Red Bull (Beijing) Trading Co., Ltd.

Room 1610, Floor 13, Block A, 01, Floor 1-14, Building 1, Yard 59, Chemical Industry Road, Chaoyang District, Beijing

#### TC (Beijing) Investment Co., Ltd.

Room 107, North Building, No. 9 Yingbin South Road, Huairou District, Beijing

### Socialist Republic of Vietnam

#### TCPVN Company Limited

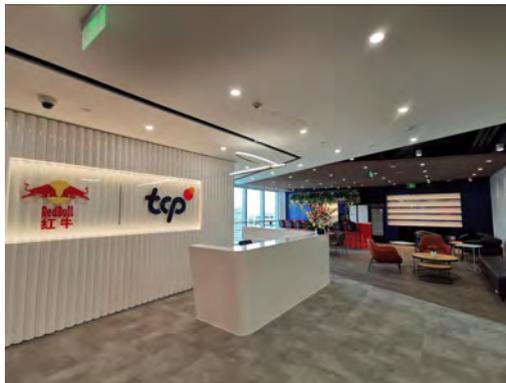
18<sup>th</sup> Floor, Viettel Building, No. 285, Cach Mang Thang Tam Street, Ward 12, District 10, Ho Chi Minh City

### Republic of the Union of Myanmar

#### TCPMM Private Limited

HAGL Myanmar Centre Tower, Tower 2, Level 17, Unit 15, 16, 18 & 20,

Kaba Aye Pagoda Road, Bahan Township, Yangon, Myanmar



## Manufacturing factories



### People's Republic of China

- Hainan Red Bull Drink Co., Ltd.
- TC Red Bull (Sichuan) Drink Co., Ltd.  
(Construction started in 2022)



### Socialist Republic of Vietnam

- Red Bull (Vietnam) Co., Ltd.



### Republic of Indonesia

- PT. Asia Health Energi Beverages



# Creation of Economic Value <sup>(102-13) (201-1)</sup>

TCP Group achieved the economic performance, as follows;

Economic details	Value (Million Baht)	
	2020	2021
Direct economic value		
• Revenue	42,527.78	44,221.19
Distribution of direct economic value		
• Operating cost	31,943.77	32,503.88
• Employee wages and benefits	2,359.23	2,464.51
• Payment to government	1,609.92	1,870.77
• Payments to providers of capital	178.19	97.14
• Community investments	4,000.00	3,672.50
<b>Cumulative economic value</b>	<b>2,436.68</b>	<b>3,612.40</b>

# Awards and Standards of Pride in 2021 <sup>(102-12)</sup>



**“Best Industry” Award**  
for corporate social responsibility  
By **Department of Industrial Work,**  
**Ministry of Industry**

T.C. Pharmaceutical Industries Company Limited  
(Prachin Buri Province)



**Leadership in Energy & Environmental Design (LEED), Platinum Level**  
**Leadership in Energy and Environment Conservation Design**  
TCP2 Building, Head Office, T.C. Pharmaceutical Industries Company Limited



**“Sustainability Disclosure” Award**  
**(2 consecutive years)**  
By **Thaipat Institute**

TCP Group



**“Safety-Certified Standard for Food Manufacturing” FSSC 22000 Version 5.1**  
T.C. Pharmaceutical Industries Company Limited (Prachin Buri Province)  
Hainan Red Bull Drink Co., Ltd.



**Honorary Certificate of “Good Labour Practices” (GLP)**  
**Department of Labour Protection and Welfare, Ministry of Labour**  
T.C. Pharmaceutical Industries Company Limited (Head Office)  
T.G. Vending and Showcase Industries Co., Ltd.  
Durbell Co., Ltd. (Head Office)  
Durbell Co., Ltd. (Bangkok Office 1 and 2)  
HI-Gear Co., Ltd.



**“CSR-DIW Continuous Award 2021”**  
**(6 consecutive years)**  
By **Department of Industrial Work,**  
**Ministry of Industry**

T.C. Pharmaceutical Industries Company Limited  
(Prachin Buri Province)



**Hygienic Standard “IPHA: Industrial and Production Hygiene Administration”**  
**Standard for enterprises with facilities, manufacturing process and personnel management which shows the clear determination of Covid-19 prevention management**  
By **the Federation of Thai Industries, Ministry of Public Health, Ministry of Industry**  
T.C. Pharmaceutical Industries Company Limited (Prachin Buri Province)



Aside from the awards and standards received in 2021, TCP Group was invited to attend the sustainability stage to present its perspective and drive the sustainability agenda to actual practice of the organization.



Mr. Saravoot Yoovidhya, CEO of TCP Group was invited as a representative of the private sector to be a speaker in water management performance for the program “We adjust, the world changes” organized by Global Compact Network Thailand.



Ms. Nucharee Yoovidhya, President of TCP Group, was invited to be a speaker about sustainability performance under the topic “Future of Sustainability: Call for Action for a sustainable World” for the online seminar “ProPak Asia”.



TCP Group became a member of Thailand Institute of Packaging and Recycling Management for Sustainable Environment (TIPMSE), the Federation of Thai Industries TCP Group signed the memorandum and declared the determination to support the circular economy through the Extended Producer Responsibility (EPR) approach with TIPMSE / FTI. <sup>(102-13)</sup>



# Value Chain of TCP Group <sup>(102-9)</sup>

TCP Group is determined to operate the business with responsibility to stakeholders. We operate the business with emphasis on the value chain, from procurement, manufacturing, transport, marketing and distribution, before delivery of quality goods and services to the consumers which is regarded as a core to generate the sustainable business growth.



## Sustainable raw material procurement

**Growth with partners:** TCP Group emphasizes the efficient raw material procurement process with cooperation from business partners, procurement policy preparation, business partner ethics, goods and services risk management and monitoring of our compliance with standards, to determine our good practices. TCP Group also prepares the self-assessment process regarding sustainability for our main business partners, covering environment, social, and governance dimensions (ESG).

**Water resource:** Water is the main raw material for beverage manufacturing. Our main manufacturing base is in Bang Tan Sub-district, Ban Sang District, Prachin Buri Province. We treat the surface water around Bang Pakong River and use in the manufacturing activity. TCP Group constructed a large reservoir in the factory to keep the water in the rainy season, minimize the risk of water deficiency and avoid the water relocation during the drought season which may affect the neighboring communities. TCP also supports the community water management through the project “Thai water supporting”.

**Support of community products:** We place high importance on material and raw material selection from domestic sources. We increase the community products’ value by buying them to offer as New Year’s presents to employees and business partners. We directly buy the organic rice from the farmers for the sustainable growth with the community.



## Excellent manufacturing and services

**Manufacturing process and products quality control:** The good hygiene management prevents and removes all risks possibly harming the consumers in accordance with the international standards such as GMP, HACCP, IPHA and FSSC22000. We are also determined to research and develop the products innovation in response to the consumers’ demands.

**Minimization of environmental impact from the manufacturing process:** We comply with the international standards such as ISO 14001, ISO 50001. We received the Green Industry Award (Level 4) from the Department of Industrial Works, Ministry of Industry.

**Use of energy and resources:** Our main manufacturing base in Thailand uses the renewable energy such as solar energy, biomass fuel from palm kernel shell, more than 60%, and prioritizes the highest optimization of energy use through research and development for the good environmental impact.



**Waste management:** We emphasize on the waste reduction from the beginning. We adopt the reuse approach in accordance with 3Rs with emphasis on the efficient use of raw materials and resources. We consider the utilization potential of each type of waste and relevant laws to reduce the need for landfill and support the recycle process.

**Community care:** The operation complies with the standard ISO 26000. We monitor and manage the impact on the neighboring communities. We established the agency to take responsibility and encourage the sustainable community engagement.



## Strong delivery and distribution

**Goods distribution centers around the country:** We have 24 goods distribution centers in all regions with more than 2,000 experienced sale staffs and more than 500 sale and delivery trucks. We are determined to deliver the best goods distribution service to our business partners.

**Transport efficiency:** We deliver the goods to the destination within 48 hours and are able to access more than 140,000 retail shops throughout the country. We cultivate the safe driving discipline in our drivers, and realize the energy efficiency with edge-cutting technology. 100% of our trucks are equipped with GPS.

**Distribution through vending machines:** To add more distribution channels for the organization' products, we distribute the canned and bottled beverages through vending machines. We adhere to the motto "Good services, generosity and care for the environment." We take the customers' satisfaction and impression as our main goal.



## Responsible marketing and selling

**Responsible marketing:** We operate the marketing and public relations with responsibility to the consumers and society to promote the positive perception and good image of the products. Our products labels show all information in accordance with regulations in each country.

**Fair trade competition:** We comply with the business ethics and trade competition law in different countries. We build the constant relationship with business partners, customers and consumers based on the reasonable and fair prices.

**Promotional activities:** The professional team, together with expertized personnel, organize various activities under the concept "Deliver the services with experiences, determined to be creative, sincere and inspectable" throughout Thailand.



## Consumers' health and safety

We deliver the safe and quality foods and beverages to the consumers under the certified manufacturing process. We emphasize on products development in response to different demands of consumers, covering less sugar products, functional beverages, safe and nutritious beverages which support physical strength and good health of consumers.





# About this Report <sup>(102-50) (102-51) (102-52)</sup>

## Sustainability report

TCP Group prepared the sustainability report to disclose our sustainability performance in all 3 dimensions; economy, society and environment under TCP Sustainability Framework to regularly communicate with stakeholders in every year. This report is the 3<sup>rd</sup> volume following the sustainability report of 2020 circulated to the public in June 2020 on the website <https://www.tcp.com/en/home/>

## Framework of the report <sup>(102-54)</sup>

The Sustainability Report that was prepared in accordance with core option from the Global Reporting Initiative (GRI).

## Scope of the report

The information in the report covered the companies under TCP Group, including

- T.C. Pharmaceutical Industries Company Limited
- T.G. Vending and Showcase Industries Co., Ltd.
- Durbell Co., Ltd.
- HI-Gear Co., Ltd.

The report period covered from 1 January to 31 December 2021. The information of companies in foreign countries were reported only for some topics.

## UN’s Sustainable Development Goals (SDGs)

TCP Group determined the goals and performance report in line with UN’s Sustainable Development Goals (SDGs).

## Communication channels <sup>(102-53)</sup>



[www.tcp.com](http://www.tcp.com)



TCP Group



**Sustainability Project Division,**  
**Corporate Affairs and Communications Department**  
 T.C. Pharmaceutical Industries Company Limited (Headquarter)  
 288 Ekkachai Rd, Khlong Bang Phran, Bang Bon District,  
 Bangkok 10150

02-408-0900

02-417-1200



# TCP Sustainability Framework

TCP Group operates the business in line with sustainable development in terms of economy, society and environment. We aim to integrate sustainability into all business operation procedures, starting from goal determination and organizational strategy. We emphasize on support for CSR activities and relationship building with stakeholders and continuously consider the impact of our business operation on all stakeholders.



The Sustainability Framework is composed of 3 main pillars covering integrity, quality and harmony.





# Support for United Nations Sustainable Development Goals (UN SDGs)

TCP Group supports UN SDGs through the sustainability framework of the organization covering the economic, social and environmental dimensions to drive the sustainable development in line with the organization's operation capacity.





# Sustainability Management

## Structure of Sustainable Development Committee and Working Committee

Sustainable Development Committee of TCP Group determines the sustainability policy and strategies and supervises the activities and projects to comply with the organization’s sustainable development direction to concretely drive sustainable development. It also supervises and follows-up the work plans, provides consultation and approves the operation framework and project’s budget. The Chairperson of Sustainable Development Committee appoints the Sustainable Development Working Committee for 6 groups comprising the representatives from the different lines of work and companies. They create the work plan and projects to support the sustainable development direction and participate in assessment of materiality on the organization’s sustainability by reviewing the work plan completion, following-up the operation and constantly reporting to the Sustainable Development Committee.

In addition, TCP Group assigned Sustainability Project Division, Corporate Affairs and Communication Department as a central agency with the main duty on driving the organization’s sustainability activities, supporting and coordinating with the Committee and Working Committee to achieve the sustainability goals as planned.





# Building Stakeholders Relationship <sup>(102-40) (102-42)</sup>

With awareness of importance of stakeholders, in 2021 TCP Group worked with Sal Forest Co., Ltd., - an expert on sustainable research and development, to conduct the Stakeholder Engagement & Materiality Assessment of TCP Group to obtain the opinions from all groups of direct stakeholders for the first time via the following procedure;

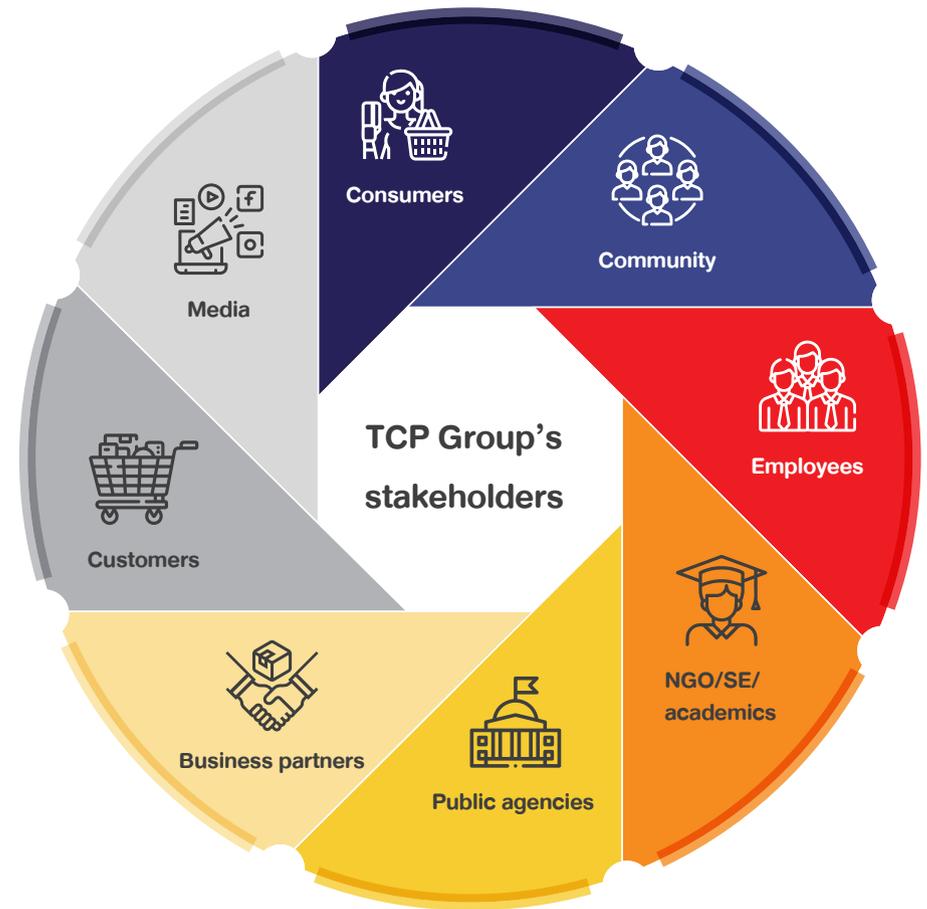
- 1) Study and gather materiality from stakeholders of TCP Group
- 2) Survey and obtain the opinions, concerns, wishes, expectations, trust in corporate governance, and suggestions of stakeholders of TCP Group
- 3) Gather materiality from the survey and conduct the Stakeholder Engagement & Materiality Assessment
- 4) Determine the guidelines to support the participation of stakeholders in accordance with the international standards and practices and make the stakeholder participation plan and sustainable communication guideline with stakeholders.

The information is beneficial for our determination of strategies, directions, action plans and directions on business development for sustainability and business impact or risk prevention, understanding and response to expectations of the involved persons or stakeholders.

Stakeholders analysis process includes:

- 1) Determination of stakeholders
- 2) Prioritization
- 3) Determination of stakeholder management

TCP Group’s stakeholders can be divided into 8 groups, as follows; <sup>(102-40)</sup>





# Stakeholder Participation and Communication Guideline

(102-41) (102-43) (102-44)

Stakeholders	Participation channels	Issues prioritized by stakeholders	Issues operated by the Company
<p><b>1. Consumers</b></p> 	<ul style="list-style-type: none"> <li>• Online channels such as Facebook fan page</li> <li>• Survey of consumers' opinion on products</li> <li>• Consumers information center</li> <li>• Volunteering activities of the Company</li> <li>• Promotional activities on sale channels</li> </ul>	<ul style="list-style-type: none"> <li>• Informative communication through the nutrition label</li> <li>• Products which fulfill the health demands</li> <li>• Importance of society and environment</li> <li>• Business transparency</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing activities and responsible labels</li> <li>• Consumers' health and safety</li> <li>• Corporate governance and legal compliance</li> <li>• Environmental goals and strategies</li> </ul>
<p><b>2. Community</b></p> 	<ul style="list-style-type: none"> <li>• Informal community engagement</li> <li>• Participation in community relationship activities, Support of traditional and festive activities</li> <li>• Help the communities in case of natural disasters or pandemics</li> <li>• Projects for participation in communication development</li> <li>• Survey of community opinion and satisfaction</li> <li>• Receipt of complaint</li> </ul>	<ul style="list-style-type: none"> <li>• Safety control around the factory</li> <li>• Management of air pollution from factory's activities</li> <li>• Water source management, water resource management</li> <li>• Continual support for community development projects</li> </ul>	<ul style="list-style-type: none"> <li>• Support for community engagement</li> <li>• Water resource management and wastewater management</li> <li>• Air pollution management</li> </ul>
<p><b>3. Employees</b></p> 	<ul style="list-style-type: none"> <li>• Meetings such as executive meeting (Town Hall), Meeting of employees of manager and director levels (TCP Leadership Academy), Welfare Committee meeting, Safety Committee Meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Products quality and safety control</li> <li>• Development of products with health benefits, launch of new products to catch up with the market trends</li> <li>• Business adjustment in response to pandemic, aging society and declining working age population</li> </ul>	<ul style="list-style-type: none"> <li>• Supervision of personnel skill development</li> <li>• Supervision of personnel well-being and welfare in normal situation and during the pandemic</li> <li>• Sustainable packaging, project initiation for responsibility expansion</li> <li>• Water resource and wastewater management</li> </ul>



**Stakeholders**

**Participation channels**

**Issues prioritized by stakeholders**

**Issues operated by the Company**

**4. NGO/SE/academics**



- Opinion box, constant opinion survey
- Online channels such as Facebook Fan page / Line / Intranet / TCP Work+ / TCP News
- Communication, Information board, e-mail, Morning talk
- Weekly or monthly division meeting
- Communication of organizational policies or cultures
- Volunteering activities of the Company

- Personnel technological skill development
- Environment-friendly packaging development
- Communication of sustainability information to employees
- Prioritization of water resource management
- Competitiveness
- Prioritization of work safety
- Climate disaster's impact on the organization

- Labor rights and occupational health and safety
- Goal of climate change management

- Join the network to build the relationship with the organization through sustainability projects
- Survey of opinions, suggestions and satisfaction on sustainability

- Provide the accurate information to consumers
- Promotional activities which produce a small amount of wastes
- Organize the environmental projects
- Greenhouse gas emission reduction activities
- Management of wastes from manufacturing process
- Business operation transparency
- Disclosure of manufacturing control standard information
- Low sugar products
- Recyclable packaging
- Post-consumer packaging waste management

- Marketing activities and responsible labels
- Consumers' health and safety
- Sustainable packaging, project initiation for responsibility expansion
- Goal of climate change management
- Corporate governance and legal compliance



### Stakeholders

#### 5. Government agencies



### Participation channels

- Business operation and performance reports to government agencies in accordance with the determined frequency
- Meetings, seminars and training activities organized by the government agencies
- Organize the sustainable projects with the government agencies
- Join the official and unofficial activities
- Participate in the hearings and give suggestions on law enforcement
- Survey the opinions, suggestions and satisfaction on sustainability

### Issues prioritized by stakeholders

- Communication with the accurate information through the labels
- New products development and launch in the market
- post-consumer packaging waste management
- Low sugar products
- Business operation with consideration of community
- Personnel care
- Problem of water resource inadequacy
- Participate in Low sugar products solution
- Greenhouse gas emission reduction activities
- Co-existence with neighboring communities
- Establish the environmental cooperation with the government agencies

### Issues operated by the Company

- Responsible Marketing and Labelling
- Consumers' health and safety
- Products innovation
- Community engagement
- Supervision of personnel skills
- Goal of climate change management

#### 6. Business partners



- [Constant] communication via e-mail, Company's website and telephone
- Meeting with business partners
- Self-assessment on partner sustainability
- Survey of opinions, suggestions and satisfaction on sustainability
- Participation in "Big Brother" project
- [Occasional] Join the sustainability projects
- Join the official and unofficial activities
- Complaint receipt channels via Integrity Line

- New products development for marketing strength
- Drive the business with innovation
- Environment-friendly packaging development with business partners
- Organizational risk management
- Water resource management with community
- Prioritization of greenhouse gas emission reduction

- Responsible Marketing and Labelling
- Products innovation
- Sustainable packaging, project initiation for responsibility expansion
- Corporate governance and legal compliance
- Water resource and wastewater management
- Goal of climate change management



**Stakeholders**

**7. Customers**



**Participation channels**

- [Constant] communication via e-mail, Company's website and telephone
- Communication via the Company's personnel
- Educational training for customers
- Survey of opinions, suggestions and satisfaction on sustainability
- Volunteering activities, CSR activities

**Issues prioritized by stakeholders**

- Co-organize the promotional activities
- Develop the sale innovation of distribution system
- Self-adjustment to customers' demands on foods and drinks
- Fair business operation

**Issues operated by the Company**

- Responsible Marketing and Labelling
- Consumers' health and safety
- Corporate governance and legal compliance

**8. Media**



- Online channels such as Facebook fan page / Line Application
- Volunteering activities, CSR activities
- Support the activities organized by the news agency or media
- Survey of opinions, suggestions and satisfaction on sustainability

- Products in line with health and environmental trends
- Post-consumer packaging waste management
- Determination of sustainability goals
- Disclosure of supply chain management information
- Water and wastewater management process in the manufacturing process
- Transparent business operation
- Fair employment
- Environmental impact from business operation

- Consumers' health and safety
- Sustainable packaging, project initiation for responsibility expansion
- Corporate governance and legal compliance



# Assessment of Materiality on Organizational Sustainability

We cooperated with Sal Forest Co., Ltd. to analyze expectations of major stakeholders and conduct the Stakeholder Engagement & Materiality Assessment of TCP Group. The operation started from the study and gathering of materiality on sustainability of food and beverage industry in and outside Thailand. The collected data was analyzed to find materiality, risks, sustainability trend which may affect the food and beverage industry of TCP Group. The study conducted the interviews with 8 groups of stakeholders to acknowledge their concerns, opinions and suggestions for TCP Group. Then, the collected data was selected and assessed to indicate the materiality through the following processes;



## 1. Identification of materiality



The goal of this process was to indicate the materiality on sustainability in line with the organization's business operation. We gathered the recommended standards or criteria, risks of food and beverage industry in the international level and materiality on sustainability from the public data mentioning TCP Group. We selected the relevant materiality on sustainability and indicated them as materiality on sustainability of TCP Group.

## 3. Validation



The Sustainability Working Committee and Sustainability Project Division checked the completion of materiality on sustainability of the organization to further present to the Sustainable Development Committee and TCP Group executives for their approval.

## 2. Prioritization of materiality on sustainability



The materiality on sustainability indicated in the first step was prioritized through the perspective of the organization, stakeholders and international materiality on sustainability. The consideration was based on the materiality test comprising 2 main activities; 1) Workshop with working committee, executives and risk management agency 2) Interviews with 8 groups of stakeholders. The results from the said activities were filtered to get the materiality on sustainability of the organization.

## 4. Continuous review and improvement

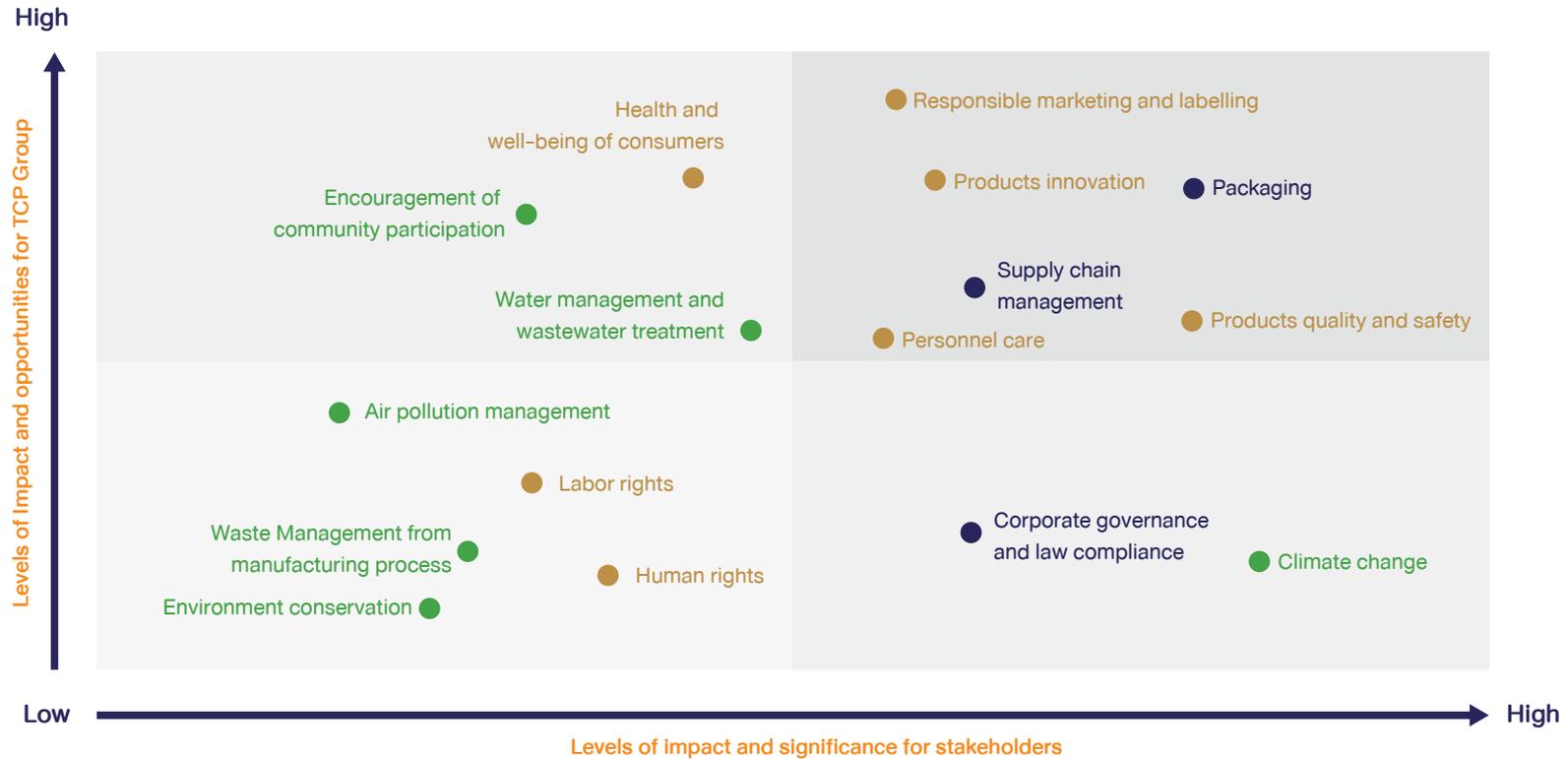


TCP Group continuously reviewed the materiality on sustainability of the organization, adopting the perspectives and suggestions to be the organizational practices in line with the sustainable operation suitable to the business and stakeholders.



# Prioritization Results of Materiality on Sustainability in 2021 <sup>(102-47)</sup>

The Identification process of materiality on sustainability of TCP Group comprised 16 material topics covering social, economic and environment operation, as follows



- |  |  |  |   |
|--|--|--|---|
| 1. Packaging                           | 5. Products quality and safety             | 9. Water management and wastewater treatment | 13. Labor rights                                |
| 2. Products innovation                 | 6. Personnel care                          | 10. Health and well-being of consumers       | 14. Waste Management from manufacturing process |
| 3. Responsible marketing and labelling | 7. Climate change                          | 11. Encouragement of community participation | 15. Environment conservation                    |
| 4. Supply chain management             | 8. Corporate governance and law compliance | 12. Human rights                             | 16. Air pollution management                    |



Based on the “16 material topics” on sustainability, TCP Group worked with ERM-Siam Co., Ltd., - the global environment and sustainability consulting firm to jointly determine the strategies and goals on sustainability of the organization. The aforementioned “16 material topics” on sustainability were considered in accordance with the internal and external contexts, expectations of stakeholders and the future environment, social and economic situations. We determined the sustainability goal and strategies covering 4 topics, as follows;



### 1. Products Excellence



#### Goal by 2024

- >80% of all products pass the “Healthier Choice” criteria
- 10 new innovative products in Thailand and abroad
- At least 5 global brands in foreign countries

### 2. Carbon Neutrality



#### Goal by 2050

- The organization achieves carbon neutrality in business operations.

### 3. Circular Economy



#### Goal by 2024

- Develop sustainable packaging (100% recyclable) and support the take-back system (Circular Economy)

### 4. Water Sustainability



#### Goal by 2030

- Replenish water to nature and communities than used in the manufacturing process (net positive water)” in Thailand, China and Vietnam.

# Responsible Business

## Performance against the target in 2021



Announcement of Risk Management Policy of TCP Group



**100%**

Announcement of Risk Management Policy of TCP Group  
(Target 100%)



**100%**

Legal Entity Risk Management Level  
Covering TCP Group Subsidiaries in Thailand  
(Target 100%)



**73%**

of Management-Level Employees (M-L) Passed Training on Good Corporate Governance Principles and Roles of the 3Lines Model (225 employees)  
(Target 100%)



**90%**

of Operational-Level Employees (S4-E2) Passed Online Tests on TCP Code of Conduct (793 employees)  
(Target 100%)

## Challenges

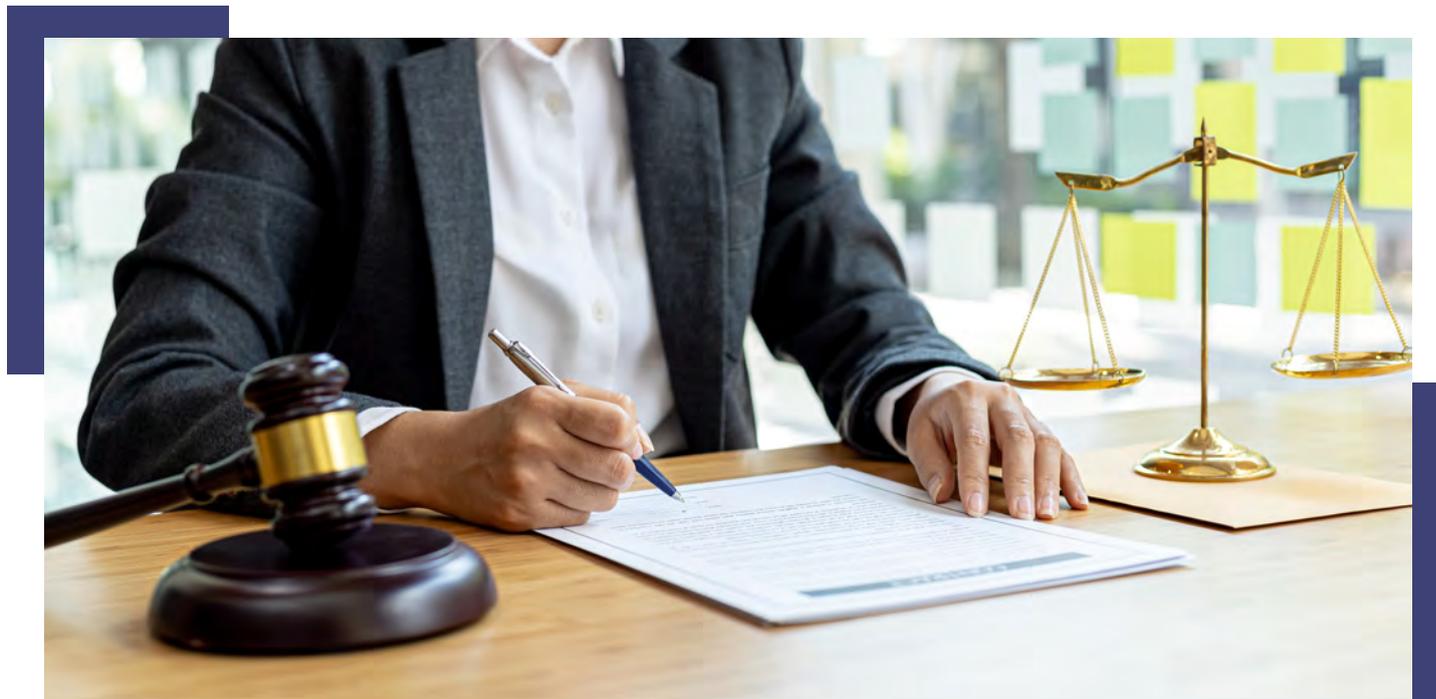
The situation of Coronavirus disease (COVID-19) pandemic that persisted from 2020 through 2021 has led all businesses to adjust to the New Normal. Employees who worked in the TCP Group's offices still worked from home, using more online systems, to reduce the COVID-19 risk during their travelling. The company also used the most defensive protection measures to support on-site employees, while strictly applying the guidelines for disease control under the "bubble and seal" principle to the manufacturing site. It is a true challenge for businesses to manage risks and seize opportunities promptly during these ever-changing and unpredictable situations where direct communication and participation are almost impossible. In addition, businesses faced some difficulties in using operational methods that demonstrate transparent business operations to continuously increase and maintain stakeholders' confidence, good corporate governance, and fair operations to employees, communities, and the environment.



# Corporate Governance and Legal Compliance

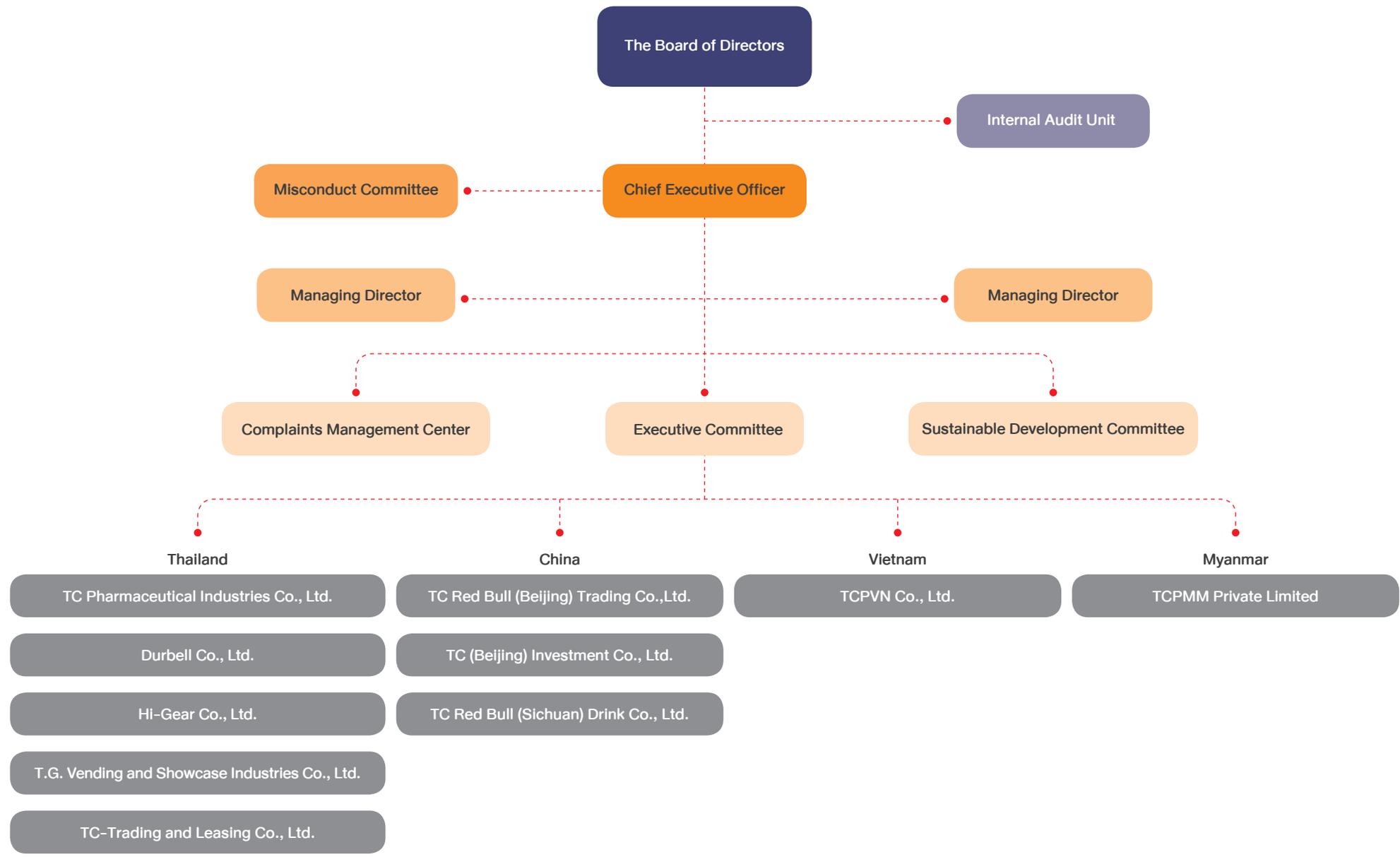
## Commitment and Management Approach

Corporate governance and legal compliance are essential foundations for every business, especially large businesses with complicated production process and long supply chains. In addition, businesses that have many stakeholders must prioritize these concepts to build trust and strength in their business operations. TCP Group conducts business with transparency, fairness, and legal compliance. There is a business unit that systematically monitors and ensures that all operations of the company do not violate any legal requirements. TCP Group is committed to conducting its business by adhering to good corporate governance principles under the Group's Code of Conduct and relevant regulatory requirements. These requirements set both internal and external guidelines that cover good governance, social responsibility, respect for human rights, and monitoring. The company has a channel for whistleblowers in case of the Code of Conduct violations, together with a clear corporate governance structure to set directions, monitor the performance of the business, prevent damages, strengthen value creation ability, and foster sustainable business growth.





# TCP Group Organizational Chart (102-18)

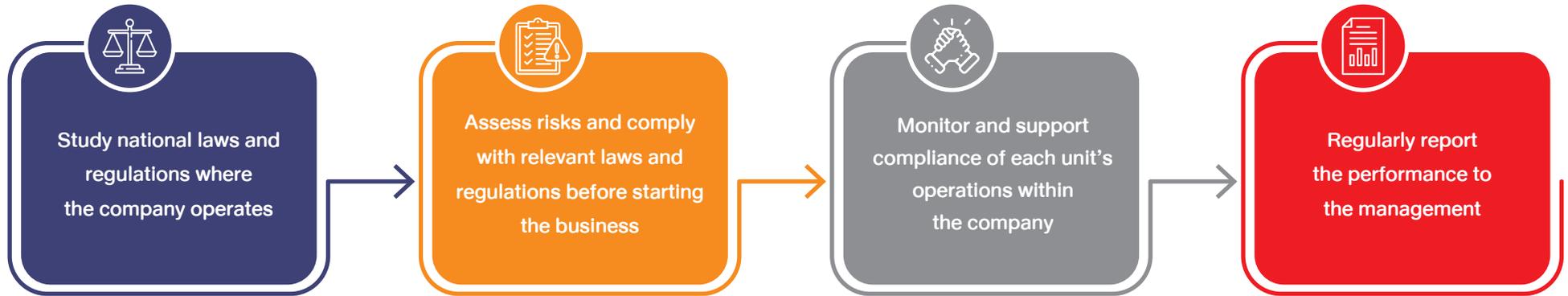




Moreover, TCP Group has also set the “**Anti-Corruption Policy**” to ensure that the Group has clear guidelines for conducting business to become a sustainable organization. The policy covers appropriate roles, responsibilities, guidelines, and requirements to prevent corruption in all business activities and supports through consideration and actions regarding business decisions that involve a high corruption risk.

**The Code of Conduct** is a good practice in conducting business that adheres to idealism. The TCP Group prepared a Code of Conduct Guideline, which is a part of the employees’ regulations that must be appropriately upheld and implemented to achieve and maintain the company’s Code of Conduct. <sup>(102-18)</sup>

TCP Group has a legal management system that is consistent with the company’s business operations and in compliance with relevant laws. The company has followed quality management system guidelines according to the international standards as follows.



In addition, the company also prepared and adjusted to comply with regulations that change from time to time. Amendments to original laws and drafts of new laws that would come into effect were monitored. Related internal departments would be notified to comply with such laws properly, such as the department’s preparation for the Water Resources Act enactment. In 2021, TCP Group became a part of the founder of the Commercial Water User Organization in the Bang Pakong River Basin, Prachinburi province. The company adjusted to and prepared for the announcements of taxes on sugar-sweetened healthy beverages the announcement of data retention and disposal policy and defining its method. The company also raised awareness among TCP Group’s employees to promote compliance with the Personal Data Protection Act B.E. 2562, which is a major law that specifies rules and measures for personal data supervision based on international standards.



TCP Integrity Line is a channel for all stakeholders of TCP Group to whistle and complain about business unethical incidents/ actions or corruption. TCP Group has appointed an Internal Audit Department, which is an independent agency that reports directly to the Board of Directors. The department ensures that there are guidelines and proper implementation for the protection and fairness of whistleblowers who report fraud or legal non-compliance incidents. A whistleblower can report directly or indirectly through the following 3 channels :



E-mail : [internalaudit@tcp.com](mailto:internalaudit@tcp.com)



External website of TCP Group : <https://integrity.tcp.com>



Submit a letter or document to “**Internal Audit Department**”  
Address: TC Pharmaceutical Industries Company Limited  
288 Ekachai Road, Khlong Bang Pran Sub-District,  
Bang Bon District, Bangkok 10150

## Performance <sup>(205-2)</sup>

In 2021, TCP Group conducted business in compliance with legal requirements, resulting in no incidents or penalties arising from violations of the law in the economic, social, and environmental aspects.

Communication with and training for employees in 2021 were carried out via online systems due to the COVID-19 pandemic. TCP Group provided training on business ethics through the ChatBot system to 793 operational-level employees (S4-E2), representing 90% of all employees at this level. There was also training on Good Corporate Governance (GRC) principles and the role of the 3 Lines Model for 225 employees in Thailand who are at least at a manager level, representing 73% of all employees at this level. In 2022, the company plans to provide training on Good Corporate Governance (GRC) principles and the role of the 3 Lines Model for employees who are at least at a manager level and are based in foreign countries, including Vietnam, China and Myanmar.





# Risk Management <sup>(102-11)</sup>

## Commitment and Management Approach

TCP Group recognizes the importance of managing risks that may occur to the organization. Therefore, the company has managed its overall risks based on international standards of COSO ERM (Enterprise Risk Management - Integrated Framework, The Committee of Sponsoring Organizations of the Treadway Commission) and ISO31000 (Risk Management, Australian / New Zealand Standards : AS/NZS ISO 31000). These standards were also applied to strategic planning in accordance with the risk management policy. The Risk Management Department was set up with clearly defined responsibilities to specify a process of supervising, controlling, monitoring, and evaluating overall risk management in all departments to be following the organization's risk management policy and plan. The department is also responsible for recommending preventive measures and ways to reduce risks to an acceptable level and reporting the progress and performance of the Risk Management Committee to the Board of Directors.



### The Company's Risk Management Process Operated in 2021

1. **Identify Corporate Risks** by emphasizing management to cover four main risk factors, namely strategy, operations, finance, legal and related regulations compliance.
2. **Determine Risk Assessment Criteria and Risk Appetite** to specify management measures for high and very high risks.
3. **Evaluate Risks** under the specified "Risk Assessment Criteria" and prepare a risk profile to manage risks within the Risk Appetite.
4. **Determine Risk Treatment** measures for the risks that exceed the company's Risk Appetite.
5. **Monitor and Review** important risks of the organization, especially risk management measures to ensure that critical risks are properly managed.

## Performance

On October 26, 2021, TCP Group announced its “Risk Management Policy and Framework” to define an operational framework for TCP Group’s risk management processes, which would be implemented throughout the organization. This was to ensure that the TCP Group has appropriately specified responsibilities for defined risk control.

In this regard, the company has achieved a 100% risk management in Thailand in 2021 as planned, both at a corporate level and legal entity level, namely Durbell Company Limited, T.G. Vending Company Limited, Hi-Gear Company Limited, and TC-Trading and Leasing Company Limited. In 2022, there are action plans for legal entity level risk management in Vietnam and China, respectively.



## The Most Important Organizational Risk Factors and Management Approach Are as Follows <sup>(102-15) (205-2)</sup>

### 1. Increase in component and logistic cost

In 2021, we found that prices of raw materials used in the production of goods such as sugar, vitamins, packaging, and transportation costs tended to increase continuously, which was the cumulative consequence of the COVID-19 outbreak situation. In addition, climate change affected agricultural production in both quantity and quality. As a result, the company used many approaches to manage these risks, such as closely monitoring the prices of raw materials and packaging, increasing efficiency and effectiveness in the production process, etc.

### 2. Major change in consumers’ behavior

Trends in consumer behavior have changed due to several factors, such as increasing average age, choosing of healthy products. This may result in decreasing popularity of energy drinks. In addition, online shopping has become more popular. The company has observed these changes all along. Therefore, there has been an adjustment in the release of new products that meet the needs of today’s consumers, including expanding sales channels through various online channels, etc.

### 3. Distributors’ Capability/Business Partner Cooperation

TCP Group products are sold in many countries. Therefore, we put great importance on business partners and distributors in all countries where we do business. The organization supports close collaboration to ensure that all business partners acknowledge the goals, and business management guidelines, as well as having a follow-up and evaluation together to achieve such goals. Moreover, the company continues to increase partners’ potential and capabilities for creating mutual growth and business goals. Being a part of the society in every country in which we operate, the company also supports various social responsibility activities properly under each situation.



# Supply Chain Sustainability

## Performance against the target in 2021



**100%**

partners signed and acknowledged business ethics for partners  
(Target 100%)



**79%**

was domestic purchasing value



Purchasing projects related to stakeholder support or enhancement  
was worth 6.3 million baht

## Challenges

The COVID-19 pandemic has changed the way we run our business. The pandemic control measures especially travel limitation has affected the transportation of raw materials, packaging, and equipment as well as TCP Group product delivery to end customers. In addition, due to our stakeholder's expectation on TCP Group to be a producer who focuses on developing environmentally friendly packaging and extend producer responsibility to other stages of the life cycle of packaging. Such various situations are all the challenges for TCP Group to work harder to increase risk management measures and approaches throughout the supply chain to ensure that we can source raw materials and packaging and manufacture and deliver our products to customers with quality, punctuality and consistency. We also consider working or conducting research and development with packaging producers to ensure that TCP Group packaging is environmentally friendly. In addition, we collaborate with our expert partners to encourage the system to collect and return used packaging to the recycling system as much as possible.



# Supply Chain Management

## Commitment and management approach

TCP Group is committed to upgrading supply chain to become more competitive with environmental, social and governance sustainability (ESG). As a result, we have defined and communicated business ethics for partners for them to acknowledge and comply with. We have also applied ESG concept to assess partner risks to identify opportunities to co-develop the supply chain.

## Performance

### TCP Group partner information (204-1) (308-1) (414-1)



No. of partners **125** partners  
No. of new partners **20** partners



Total purchasing value **14,145** million baht  
Domestic purchasing value **11,175** million baht



**100%** of partners signed and acknowledged business ethics for partners



Purchasing projects related to stakeholder support or enhancement was worth **6.3** million baht

Note : All major and minor material reporting data is only from transportation, construction and premium gift group.

## Purchasing projects related to stakeholder support or enhancement

We purchased materials and products as gifts for our employees and customers from the following communities

- Handwoven towels from Ban Don Can, Roi Et, and Na Kha Community, Ban Mueang Pleeer, Udon Thani Province
- Patek fabric pants from Saloma Patek Community Enterprise, Sungaikolok District, Narathiwat Province

Total value **3,744,517.04** baht



Direct purchase of rice from farmers including “Community Enterprise of Organic Rice Processing Group of Ban Non Yang, Yasothon Province” and “Community Enterprise of Organic Agriculture and Sustainable Lifestyle Group of Ban Bang Tan” Prachinburi Province, for our free lunch program for employees and survival bags for flood victims.

Total value of **2,639,200** baht



Yasothon Province and Prachinburi Province paddy fields



# Sustainable Packaging

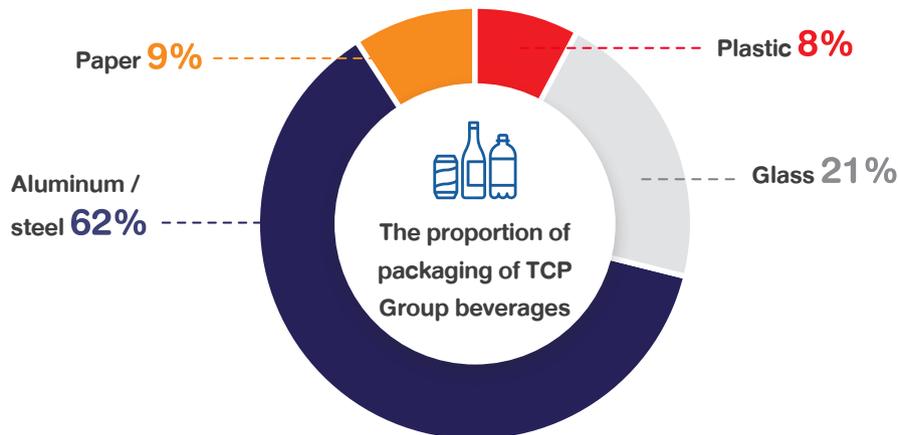
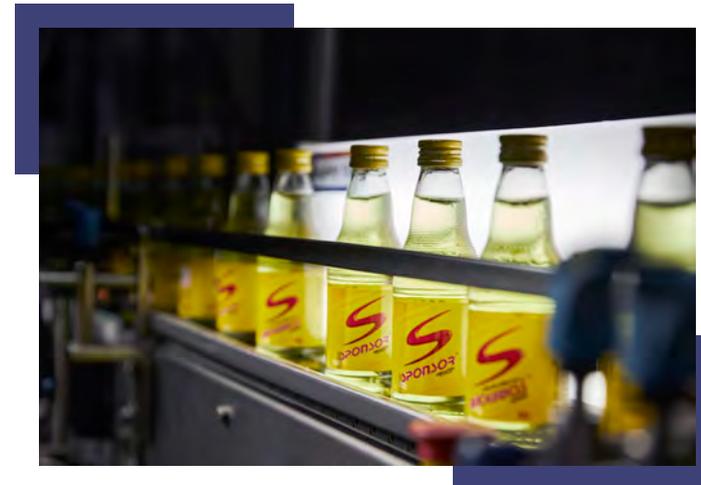
## Commitment and Management Approach

TCP Group has applied the circular economy concept to reduce a negative environmental impact from all business processes by focusing on delivering products that reduce a negative impact while having a positive impact on the society, the environment, and the economic system. We therefore are committed to taking the following actions :

- Highlight the sustainable issue of “Sustainable Packaging” as our business target
- Collaborate with expert partners to manage and build a system to extend producer responsibility that is suitable for the industry and to retrieve targeted packaging
- Ensure that TCP supply chain is environmentally friendly
- Ensure that all TCP packaging is recyclable
- Educate general public, consumers, our employees and business partners and encourage collaboration to reduce waste in the environment

## Packaging management in the production process

- Reduce the thickness of aluminum cans, starting in 2017. 1,300 tons of aluminum have been reduced.
- Manage packaging waste from the production process based on 3R and Six Sigma principle which is the approach to manage waste effectively, and control the quality and improve the production process continuously to reduce waste from the production process.





### Collaboration projects with partners to manage used packaging

- TCP Group together with GEPP Sa-ard Co., Ltd. implemented a project to sort used packaging at Baan Eua Arthorn Bang Khun Thian 2 close to the head office for 3 months (Oct – Dec 2021) through the following process.



1. Design and develop the waste sorting system
2. Promote waste sorting
3. Use GEPP Business Application to collect and analyze data

#### The project results

- Total volume of recycled materials was 1,127.80 kilograms
- Glass 706.80 kilograms equivalent to 4,712 glass bottles
- Plastic 397 kilograms equivalent to 26,466 plastic bottles
- Working capital of 3,620 baht generated
- 916.04 kgCO<sub>2</sub>e of greenhouse gas emission was reduced

- Participated in “PACKBACK Packaging retrieval...for Sustainable Days” collaboration intention activity. Federation of Thai Industries by Thailand Institute of Packaging and Recycling Management for Sustainable Environment (TIPMSE) joined hands with 50 public and private organizations including producers, distributors, collectors, and recycling factories as well as Saen Suk Municipality, Mueang Ban Bueng Municipality, and Tambon Koh Sichang Municipality to announce the pilot project in Chonburi to manage packaging based on Extended Producer Responsibility (EPR) to respond to the government’s Circular Economy policy focusing on promoting the economy while taking care of natural resources and environment.

The collage includes:
 

- A photo of a black metal waste sorting bin with a blue top section.
- A photo of a worker in a blue uniform and cap handling a large white bag of waste.
- A screenshot of the GEPP Business Application interface showing a bar chart for 'GHD Reduction (Tons/Day)' and a line graph for 'GHD Reduction (Tons/Day)' over time.





# Quality of Life in Workplace

## Performance against the target in 2021



Designed the annual employee training and development plan - 100% complete  
(Target 100%)



Accumulated over-3-day lost time injury - 3 cases  
(Target 0 case within 2024)

## Challenges

TCP Group focuses on improving employee quality of life especially in “skill development” by upskilling on top of current relevant skills and reskilling. This effort will provide employees with strong skills and new knowledge which will be important in the future. They will be prepared for changes and their efficiency will be improved. In addition, we stipulate measures and manage workplace environment to ensure it is appropriate and in accordance with the pandemic control, e.g. adjusting the cleaning plan, providing alcohol in the common areas, setting up the conditions for gathering, e.g social distancing, mask wearing. Apart from taking care of the employees, the company also pays attention to employee families by supplying vaccines and allowing them to take leave to take their family members to get vaccinated.



# Employee Retention

## Commitment and Management Approach

TCP Group focuses on recruitment, employment, performance evaluation, promotion for employees with good performance, and employee development to be able to cope with rapid changes by enhancing digital literacy through work system improvement, adaptability, and collaboration. TCP Group has adopted such skills for employee competency development through Personal Development Plan (PDP) according to 70:20:10 approach, which means, 70% learning from actual work experience, 20% learning from others, and 10% learning from training. We set up TCP Learning Plus online learning system that allows our employees to learn from anywhere at any time. PDP Online was developed for employees to receive feedback and coaching by their supervisor and peers at any time. The system also stores history of coaching and feedback from their supervisor recorded systematically so they can review them regularly. We set the target that all employees shall 100% complete self-development according to the annual PDP.



## Performance <sup>(404-1) (403-3)</sup>

### Employee skill development



**100%** of employees have their Personal Development Plan (PDP)

### Number of average training hours/person/year



No. of average employee training hours  
**9.09** hours / person / year



# Human Rights Operation

## Commitment and Management Approach <sup>(412-2)</sup> Performance

TCP Group is committed to respecting human rights and encouraging employees to comply with this practice by incorporating it in TCP Group employee ethics which all employees must acknowledge before working. It is also specified in ethics for partners to encourage our partners to adopt the respect for human rights practice throughout the value chain.

No human rights violation from business operation was found.





# Safety, Occupational Health and Workplace

## Commitment and Management Approach

TCP Group is committed to safety management in every process to comply with the applicable laws to ensure that all employees are protected with the highest level of security. We aim to reach zero serious occupational accident (over 3 days of lost time) and fatality or disability case. We also maintain good working environment and encourage work-life balance.

## Promoting awareness of safety, occupational health, and workplace

(403-1) (403-2) (403-5)

Building safety awareness and culture by training and building good working culture is considered one way to mitigate risks that may lead to fatality and injury.



Regular assessment, inspection and control of safety, occupational health and working environment operation



Conducting an emergency response drill



First aid education





# Transport Safety

Durbell Co., Ltd. under TCP Group, a leader in consumer product distribution and warehousing, is committed to operating beyond legal requirements by clearly defining the rules of using company vehicles to prevent accidents and enhancing safety by installing GPS system and car cameras.

## Performance

### Security, safety, occupational health and working environment statistics (403-8) (403-9) (403-10)

- Occupational diseases 0 case
- Occupational fatality 0 case
- Over 3-day lost time injury
  - 2020 3 cases
  - 2021 3 cases
- Lost Time Injury Rate (persons per 200,000 working hours)
  - 2020 0.2774
  - 2021 0.2336
- Severity Rate (days per 200,000 working hours)
  - 2020 1.3033
  - 2021 1.3314
- Transportation-related fatality 0 case
- Transportation-related Accident Rate
  - 2020 7.19 times per one million kilometers
  - 2021 6.37 times per one million kilometers

Note : Data from Durbell Co., Ltd. only

## Employee assistance during COVID-19 situation (403-3) (403-4) (403-6) (403-7)

TCP Group focuses on employee assistance during the COVID-19 situation. A daily supervisory committee meeting, which CEO and Managing Director regularly joined, was set up to ensure that we provide good employee assistance and security for our employees and their families. Employee assistance programs for each Group company are as follow:

### COVID-19 preventive measures : Bang Bon Head Office and Durbell Co., Ltd.

Employee safety is the first priority. As a result, TCP Group has made its best effort to take care of over 5,000 employees as follows:

- Communicating internally to educate and create awareness of the situation while expressing care. Safety Team provided information about daily statistics of infected employees and preventive measures during holidays via Line group every day.





2) Preparing personal protective equipment and supplying COVID-19 vaccines for our employees and their families. The company offered surgical masks and alternative fabric marks to employees and outsourced staff and required them to wear a fabric mask or a surgical mask all the time in the company. If their mask was broken or could be no longer worn, they can request one at the medical room. Automatic faucets and flush kits were installed to minimize exposure. Automatic sanitizer, i.e. toilet disinfectant and toilet seat cover disinfectant, dispensers were also installed. Partitions were installed in common areas and meeting rooms.



3) The measure to closely monitor employee health. Infected employees were requested to share their timeline to assess the risk of those in contact with them. They also receive guidelines and assistance for appropriate treatment.

- Requested 14-day timeline before the infection was found
- Investigated and assessed the risk to screen and prevent spread.
- Monitored all lost working time cases to monitor symptoms
- In case of high risk, they were sent to a hospital for RT-PCR test to confirm the result before returning to work.



4) The measure to avoid travelling to risky areas provided the guidelines for travelling.

- Visiting a hospital for over 4 hours or overnight
- Visiting a flea market / department store / fitness / hotel
- Joining an ordination ceremony or a funeral or organizing a wedding
- Travelling in a province or a place with infected people or staying in such place or staying with those in contact with or close to people with high risk
- Travelling by public transportation / air / taxi / public van / train / sky train or subway / public boat



5) The work-from-home measure for employees living in affected and high-risk areas to work from home.



Announcement of the work-from-home measure

- 6) The measure to monitor and screen employees before entering the offices and on-site location by getting a COVID test using an ATK according to the cycle specified by the company.



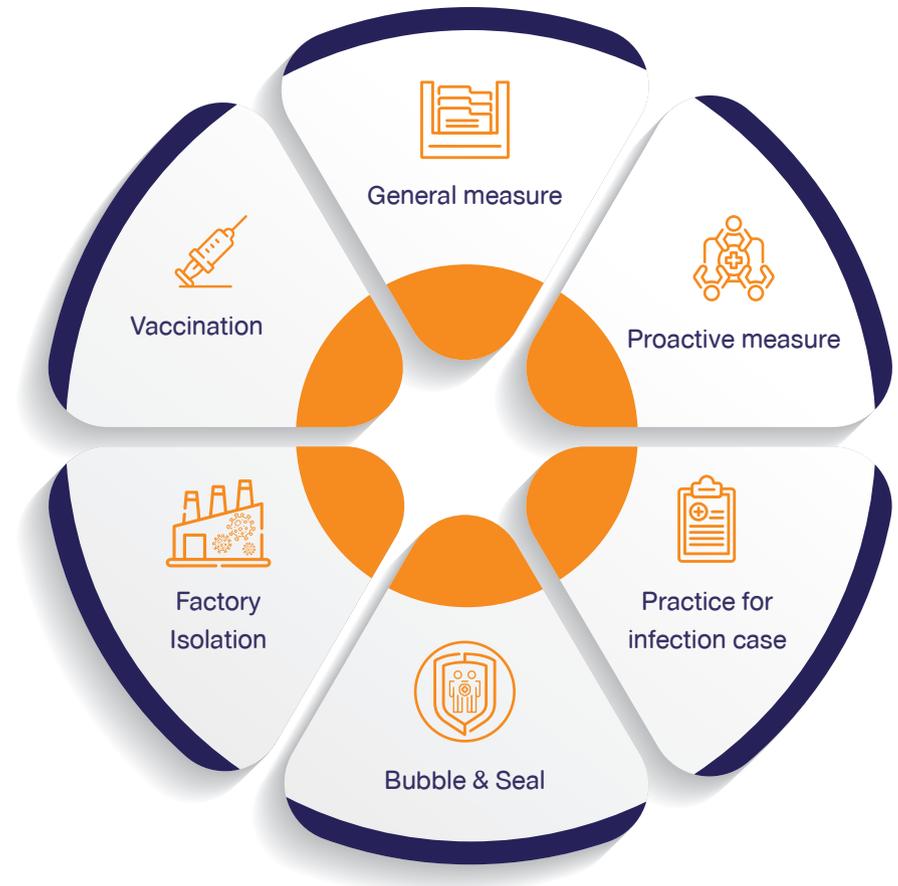
- 7) Preparing appropriate workplaces and working environment and defining office and on-site practice guidelines, e.g. changing toilets from manual flushing to automatic flushing, changing the office access control from fingerprint to face scan system, limiting the number of people joining an activity, requesting social distancing and wearing a mask all the time, designating the red bin for used ATK and mask disposal, providing alcohol in common areas and contact areas, cleaning with disinfectants that kill the virus, spraying sanitizers in the office and the vehicle.



- 8) Preparing Bubble & Seal area during the high infection rate to provide a safe place for employees in direct contact with the product and those with high risk of infection to stay to prevent spread to their family and the society.

### Covid-19 preventive measures : Prachinburi Plant

Due to the Covid -19 situation, the company must have the measures to protect and prevent employees and their family as well as communities nearby or associated with the company. Such measures can be summarized into the following dimension





### General measure

Defining new normal practices in our workplace which can be categorized into the 2 following parts

- **The measure during travelling** (employee shuttle bus) e.g. driver and employee zoning temperature check before getting on the bus, wearing a mask all the time, avoiding talking while travelling, and cleaning the bus with alcohol in every shift.
- **The measure while working in the plant** which can be categorized as follows:



**Reduce risk of exposure** Changing the time recording system from finger scan to face scan to minimize contact, changing the doors at places or buildings with high traffic to sliding doors changing the toilets to automatic ones.



**Social Distancing**, e.g. adjusting employee canteen management to ensure social distancing or grouping the employees into 2 teams, and arranging work from home.



**Cleaning control**, the plant provided adequate cleaning equipment for the employees and adjusted the cleaning method to prevent the spread of the disease.



### Proactive measures

Focusing on detecting Covid infected employees to screen and prevent the spread. Initially, it was implemented all over the plant (employees and subcontractors) using RT-PCR and now the company is still focusing on the proactive measure but the method has been changed to 100% ATK test for 2 times / week.



Screening of COVID-19 using RT-PCR test



### Practice for infected case

If an infected case found, the infected person's timeline must be reviewed thoroughly to inform employees in close contact who are considered a high-risk group to take paid quarantine leave.



### Bubble & Seal

To prevent the risk of the employees spreading Covid from their family to the plant, the Bubble & Seal was provided for over 800 employees or 35% for 45 days using the areas outside and inside the plant. This measure can ensure business continuity and importantly reduce the risk of the employees getting infected from their family or those in close contact.



Bubble & Seal measure to reduce the risk of infection from the employee's family or those in close contact while continuing the business



### Factory Isolation

To lighten the burden of government offices in terms of the premise (a main hospital or a field hospital) to treat our infected employees, the company prepared Factory Isolation to support our employees. The premise has been clearly divided into male employee zone and female employee zone.



Infected people treatment center in the plant to accommodate the infected



### Vaccination

The company purchased Covid vaccines for the employees and their family as well as nearby communities and other communities to create herd immunity. (Dose 1, 2 : Sinopharm and Dose 3, 4 : Moderna) to timely prevent spread and reduce severity in case of employees are infected.



Providing vaccines for all employees to prevent spread and reduce severity in case of employees are infected.

# Nutrition and Food Safety

## Performance against the target in 2021



**100%**

of products are certified with “Food Safety System Certification” (FSSC 22000). T.C. Pharmaceutical Industries Company Limited (Prachinburi) (Target: 100%)



**56.25%**

of all products met criteria of healthy products in Thailand. (Target: 50%)



**100%**

of complaints from Consumer Complaints Center are handled through the complaint handling process.

## Challenges

The Coronavirus disease (COVID-19) outbreak still results in adjustments of small and big businesses to cope with the challenge, regain strength, and be ready for the ever-changing situations. Businesses are not only competing with competitors in the market, but also having to keep up with the changing behavior and lifestyle of consumers in many aspects as reflected by consumer expectations, the New Normal lifestyle, protection awareness, and health strengthening. It is important for the food and beverage businesses, whose products are fundamental factor in life, to focus on developing products and services. Raw materials that are rich in vitamins and beneficial to the body must be selected and amount of sugar must be reduced to serve healthy consumers. The company focuses on taking care of consumers by ensuring the quality and safety of the products that are produced with international safety standards, finding ways to organize responsible marketing activities and providing complete and sufficient product information to meet consumers' needs at the same time.





# Health and Well-Being of Consumers

## Commitment and Management Approach

Producers in the consumer goods industry must unarguably consider the health and well-being of consumers, which is an essential aspect of any food and beverage business. This also includes properties, benefits, and quantity of products' ingredients delivered to consumers. There is an increasing rate of people suffering from non-communicable diseases (NCDs), which results partly from consuming excessively sweet, oily, and salty food. In addition, the COVID-19 situation has led consumers to become more aware and attentive to their health by focusing on enhancing the body's "immunity". Hence, TCP Group is committed to inventing, developing, and providing good and healthy products to the market, as well as responding to consumers' needs.

To support the development of innovative and healthy products that can be actually produced and delivered to consumers, TCP Group has set up a goal to have **more than 80% of its total product portfolio meeting the Healthier Choice criteria by 2024**, including sweetness reduction, specific benefits, and product development for the elderly.





## Performance

In 2021, TCP Group developed and researched for products that were more concerned with consumers' health by adding vitamins, containing less or no sugar, etc. Healthy products delivered into the market accounted for 56.25% of the total number of products, exceeding the 50% target.



## 2021 Healthy Products

### Hi! X DHC Vitamin C 150 ml

200% Vitamin C Drink DHC, the number one nutritional supplement brand that is internationally trusted from Japan, allows us to offer consumers tasty vitamin C products with great quality. It meets the needs of health-conscious consumers with high-quality vitamin C that helps strengthen the immune system in everyday life. Available in 3 flavors: Mixed Berry, Satoshi Lemon, and Yuzu Orange. This is the first time that two leading brands in the food and beverage industry have collaborated to develop a quality vitamin C drink and reinforce their commitment to providing the best for consumers.



## Mansome Vitamin Water

“Mansome Vitamin Water” is good for health with 0% sugar and 0% calories. It has a multi-vitamin formula which is rich in the following: vitamins B3 and 6, which contribute to normal functioning of the nervous system, vitamin B12 and zinc, which support the normal functioning of the immune system, and L-arginine. It can be consumed every day. Beta-Glucan formula is also rich in beta-glucan, imported from USA under trademark of Wellmune @.



## Sponsor Fitt Drink

The new generation's electrolyte drink (with minerals), 0% sugar, 0% calories, low sodium, formulated with 600 mg/420 ml of BCAA (Branched Chain Amino Acids) and L-carnitine, no color and preservatives added. Sponsor Drink rejuvenates after sweating, helps compensate for lost water and minerals from the body during exercise, work, and activities during hot weather. It contains a mixture of minerals and nutrients that are essential for the body after sweating. It helps the body absorb water quickly.





# Product Quality and Safety

## Commitment and Management Approach

Product quality and safety are at the heart of TCP Group’s business operations. The organization operates in accordance with integrated quality management, whereby the company “is committed to providing good quality services and products that are safe under the relevant regulations, resulting in customer satisfaction, preserving the environment while using energy efficiently, working safely, paying attention to employees’ well-being by using and developing per international standard systems continuously”. The company’s personnel are competent in quality control, production, quality assurance, and product development.

The Food Safety Working Group has been appointed to identify, analyze, assess risks, define, and assess situations with potential risks at all stages of the production chain. Product traceability is available until the products are delivered to consumers efficiently. The company determined critical points that must be controlled and the process shall be verified and confirmed continuously. The company also raised awareness and provided training to employees to promote understanding and importance of being a part of producing quality products that are proudly delivered to consumers.





## Performance

In 2021, T.C. Pharmaceutical Industries Company Limited (Prachinburi Factory) submitted for the Food Safety System Certification (FSSC 22000), Version 5.1 for 4 additional production plants from a total of 8 plants. Finally all 8 production plants of Thailand factory have been certified by FSSC22000 (100% completed as target). The company also requested for certification of Hainan Red Bull Drink Co., Ltd.'s the production plant in China.

### Quality standards to control and ensure the quality and safety of company's products and services <sup>(416-1)</sup>

- GMP
- HACCP
- Halal
- ISO 9001
- FSSC 22000
- ISO/IEC17025
- HAS23000
- HAL-Q
- CSR-DIW
- IPHA

### Complaint Management

TCP Group places the highest priority on the quality of products and services. In addition to product quality control and assurance measures, the company has also developed a complaint management system regarding product and service quality through the Consumer Information Center. This is to ensure that all complaints are effectively handled. In 2021, there were a total of 237 complaints related to product quality. The analysis revealed that only 60 cases or 25.31% may be caused by internal production processes. Throughout the year 2021, no products were found having direct severe effects on consumers' health, resulting in doctor visits or medical treatments.

### Complaint handling processes are as follows.



### Consumer Information Center Contact Channels

- Consumer Information Center : 02-408-0900 telephone number
- Send information via the website : [www.tcp.com](http://www.tcp.com)



# Product Innovation Process

## Commitment and Management Approach

TCP Group recognizes the importance of product innovation and production process to deliver innovative products to the market. The company focuses on responding to diverse consumer groups and keeping up with changing market demands. Therefore, the New Business Development or NBD has been set up to create innovations with an operating process similar to that of startups. The NBD carries out innovation by selecting ideas to create new products to meet customers' needs, creating prototype products to test the market, and collecting various opinions from them continuously to serve customers' demand as much as possible. Then, the products will be delivered to a bigger market to create growth by focusing on finding new business models, new sales channels for innovative products, developing fast work processes, reducing unnecessary steps, adding operational flexibility, and achieving a production volume that corresponds to the customer group size. These steps promote creation of innovative products that can keep up with consumers' interests and desires. The objective is to make this innovation process another form of the main work process, driving the organization to keep pace with the ever-changing demands and markets in the future.



In addition to operating within TCP Group, the company has also prepared, coped, and adapted through external partnerships by establishing TCP Incubator. This allows collaboration with a pioneer team and startups. TCP Incubator emphasizes on broadly creating and developing new ideas, covering 7 innovation groups:



TCP Group supports training, consulting, start-up capital, as well as helping to find partners to create interesting and beverage and food innovations for sustainable expansion. In 2021, the 1<sup>st</sup> generation of TCP Incubator presented business ideas to investors and participants during DemoDay on April 2, 2021. 120 entrepreneurs teams applied, 25 teams were selected, and there were 6 finalists.



For more information  
about TCP Incubator



# Performance

TCP Group's New Business Development Department has invented, developed, and researched to deliver products that meet new consumers' needs to the market as follows.

## Mindberry, Ready-to-Drink Jelly with Memophenol

Mindberry is a drink in gel form. It helps nourish the brain with Memophenol, which is an extract from wild blueberries and grapes, the latest innovation from France. There is research to support that it helps nourish the brain, enhances short-term and long-term memory. It is low in sugar and high in vitamin C, suitable for the elderly who need better memory and reduce amnesia.



## Red Bull Plus

Red Bull Plus is an energy drink that meets the new generation's lifestyle. These people have to work hard but are concerned about their health. It uses guarana extract to provide natural caffeine and contains 0% sugar. The adjusted taste makes it easier to drink. Red Bull Plus comes in a 250 ml. slim can and is available in Malaysia.



## Hopster Relaxing Hop Soda

Hopster is a relaxing Hop Soda drink, containing Terpene, a substance proved by research to help relax. Hopster is suitable for modern consumers in the digital age, who are stressed and want to relax. It is also perfect for party lovers who are socially responsible and want no alcohol. Importantly, it is delicious, contains no sugar, low calories, really meeting the needs of modern consumers.



## Red Bull Extra Curcumin

Red Bull Extra Curcumin is an energy drink that not only provides energy, but also contains Curcumin which is an important substance in turmeric that contributes to the functioning of a liver and vitamin B12. Therefore, it is suitable for people who have a super active lifestyle, both during the day and at night. Consumers can get desired energy and take care of their bodies at the same time. Available in Cambodia.





# Responsible Marketing and Labeling <sup>(417-1)</sup>

## Commitment and Management Approach

TCP Group is committed to responsible marketing practices by considering sufficient distribution channels for consumers' easy access. Marketing activities are regularly organized with no effect to areas' environment and communities. Moreover, the organization places emphasis on product information, which is either communicated through activities or labels attached to the products. The information must be reviewed by relevant legal requirements to have sufficient and reliable content, following consumers' needs. This ultimately ensures that customers receive complete and accurate information for their best interests.





# Performance

## Responsible Marketing and Labeling

TCP Group communicates complete and sufficient product information to consumers through various channels for easy access as follows.

- Product labels
- Company's main website Product information : <https://www.tcp.com/product/>
- Advertising in major media and social media
- Booth activities by target groups



In addition, product labels provide clear and complete nutrition information in accordance with the announcement of the Food and Drug Administration (FDA) and legal requirements. The organization is also committed to developing products that meet the Healthier Choice criteria and have distinct health information. This helps consumers make informed decisions to purchase products that meet their demands.



## Responsible Marketing Activities

Hi-Gear Company Limited, TCP Group's Subsidiary, organizes all kinds of promotional activities that emphasize responsible marketing activities. It aims to promote waste separation in all areas of various agencies' marketing activities. The "TCP Green Team" project was initiated to provide a space to separate used packaging and promote to take it back in recycling process.



# Environmental Friendly

## Performance against the target in 2021



No significant environmental law non-compliance was found



Energy consumption per production unit:  
1.280 megajoules / liter of product  
(Target 1.19 megajoules / liter of product)



Water consumption (RO,DI) per production unit:  
2.42 liter / liter of product  
(Target 2.21 liter / liter of product)



5 products certified by Water Scarcity Footprint  
(Target 2 products)



7 products certified by Carbon Footprint Product  
(Target 11 products by 2023)



2 products awarded carbon reduction label

## Challenges

During the past several years, the growth of global population has resulted in several impacts on the environment, reduced natural resources, and critical environmental quality deterioration, e.g. PM 2.5 pollutants in the air, water resources with toxin from oil spill or plastic waste from human activities. As a result, many organizations focus and speed up to find solutions to reduce environmental impacts from business operations. In addition, as the COVID-19 crisis has continued, organizations still have to strictly comply with the government measure to control and prevent the disease and limit the access to their premises by external parties while modifying the production process to improve production quality. All such factors affect the implementation of the project to reduce consumption of resources and minimize environmental impacts to achieve their targets.

However, with our serious awareness of the importance and the risk of environmental impacts, especially increasing severity of climate change, TCP Group has adjusted our corporate strategy by using such challenges to set the target of environmental operations in the 3-year strategic plan to create positive environmental impacts in a wider scope.

### Note :

- The water consumption rate report includes only RO, DI water of production plants in Thailand.
- The Energy and water resources consumption per production unit rate report includes only data of production plants in Thailand.





# Climate Change

## Commitment and Management Approach

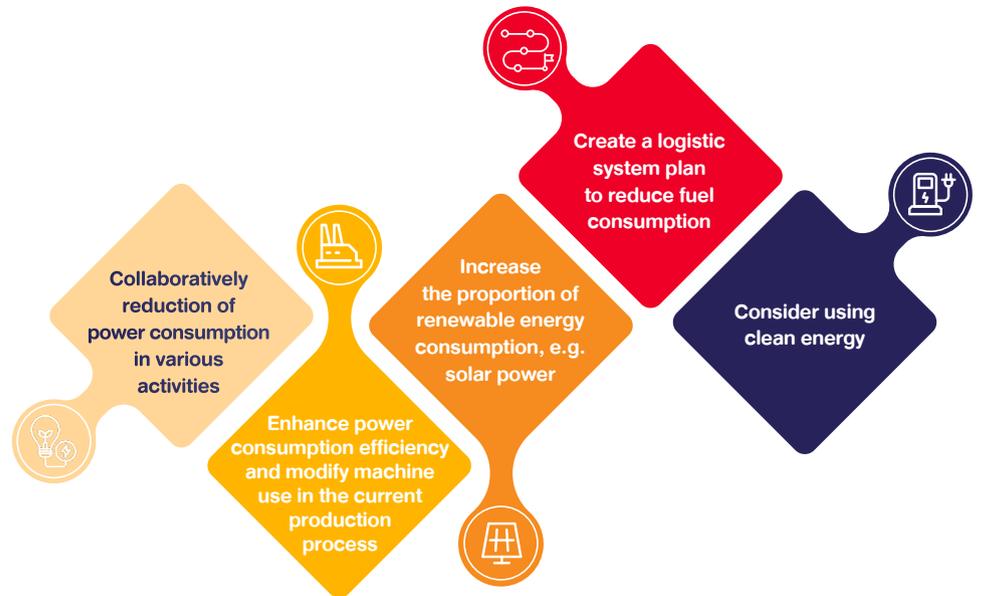
All countries around the world have focused more on coping with climate change as natural disasters are clearly more severe, e.g. flash flood due to increasing rainfall volume, drought, heat wave. In addition, the 26<sup>th</sup> UN Climate Change Conference (COP26) in Glasgow, Scotland had mutual agreements in various important issues with the same goal to control the world's average temperature to increase no higher than 1.5 degree Celsius by setting the target of carbon emission to zero by 2050.

Similarly, Thailand has set the target to reach carbon neutrality by 2050 and net zero greenhouse gas emission by 2065. Consequently, to be part of controlling the world's average temperature and to be in line with the country's target, TCP Group has started to set science based targets.

Through setting up a dedicated working team, formulating strategies for implementation, and monitoring performance continuously by the management team and communicating performance to all Group employees. The major activities are as follows:

## Climate change target

**Committed to becoming a carbon neutral organization by 2050  
and reducing greenhouse gas emission by 17% in 2024  
compared to the base year of 2020**





# Performance

To support the operation to achieve the 3-year target of carbon neutrality of TCP Group, in 2021, we have collected and calculated TCP Group's greenhouse gas emission in 2020 as the base year and calculated that of the current year of 2021, referring to the requirement of carbon footprint calculation and report for organization by Thailand Greenhouse Gas Management Organization (Public Organization), which in compliance with ISO 14064-1 (2018), GHG Protocol (2001, 2004). Our production plant in Prachinburi, Thailand is in the process of preparation GHG emissions data base on current production process for the application of carbon footprint of organization certification from Thailand Greenhouse Gas Management Organization (Public Organization). As a result, the number of greenhouse gas emission for organization of the plant has been collected, however, the data has not been completed in time for this report. For Group companies, the greenhouse gas emission data will be reported in Annual Report 2022 accordingly.

## Renewable energy consumption (305-1) (305-2)

In 2021 T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi Plant) has used zero-carbon biomass energy, e.g. palm kernel, in steam generator (Boiler) and used electric power from solar rooftop, accounting for 10% of electric power consumption. In 2021, 5,643,027.80 kilowatt-hour electricity was generated from solar rooftop system, resulting in greenhouse gas reduction of 2,820.75 tons of carbon dioxide equivalent, which was 108 tons of carbon dioxide equivalent less than 2020. In addition, various energy saving projects and water consumption reduction projects could reduce greenhouse gas emission by 1,998.85 tons of carbon dioxide equivalent.

Note : Electricity emission factor = 0.4999 kWh kg CO<sub>2</sub> e/kWh



## Carbon footprint product

Since 2018, T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi Plant) has assessed carbon footprint product (CFP) according to the principle of product life cycle assessment of ISO 14040 ISO 14044 and ISO 14067 on 7 products and will apply for certification for another 4 products in 2022 according to the target.





# Energy Management

## Commitment and Management Approach

TCP Group is committed to operating our business with responsibility for environment and climate change. We ultimately focus on energy management to ensure efficiency in accordance with ISO 50001 and legal requirement. The energy saving committee was set up to formulate strategies to achieve the target, including machine efficiency improvement, energy consumption reduction, renewable energy consideration, and regular performance reports of energy management system to the management team.

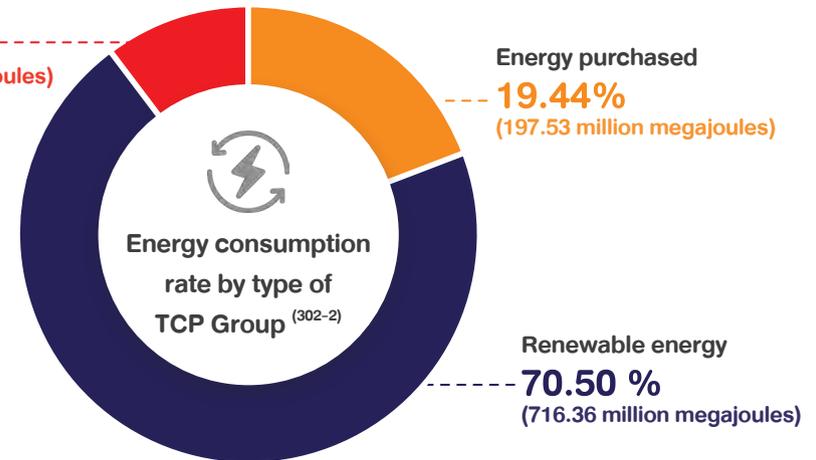


## Performance <sup>(302-1)</sup> <sup>(302-3)</sup>

In 2021, TCP Group's total energy consumption was 1,016.10 million megajoules or energy consumption per product of 1.281 megajoules per liter of product. Electricity consumption from the solar rooftop electricity generation system was 20.46 million megajoules. Biomass energy, e.g. palm kernel and woodchip, was used to replace fuel oil, accounting for 695.90 million megajoules. In total, 716.36 million megajoules of renewable energy was consumed, accounting for 70.50% of total electricity consumption (Business in Thailand).

### Fuel Consumption

**10.06%**  
(102.21 million megajoules)

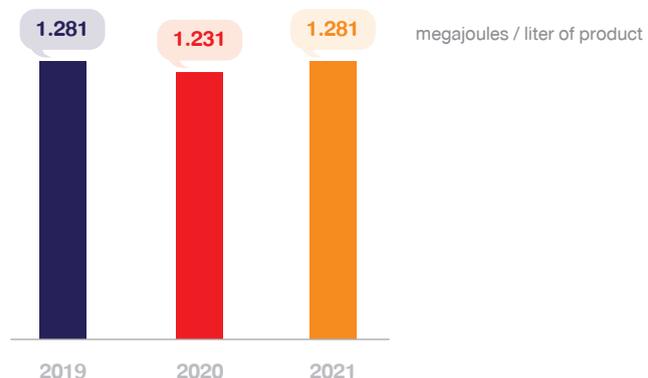


Note : Energy consumption data of TCP Group in Thailand



## Energy consumption per production unit <sup>(302-3)</sup>

Energy consumption per production unit



Note : Data from Prachinburi Production Plant of T.C. Pharmaceutical Industries Co., Ltd. only

TCP Group has modified our production process to reduce energy loss, enhance energy consumption efficiency, and increase alternative energy consumption. In 2021, energy saving projects implemented by TCP Group are as follows: <sup>(305-5, 302-4)</sup>



### Thermal energy control

Reducing thermal energy consumption by 102.48 million megajoules e.g. installation of Economizer and installation of air supply system for combustion chamber of Boiler 7.



### Electrical energy control

Reducing electricity consumption by 0.65 million megajoules e.g. air conditioner temperature control (17 units in electricity control), installation of automatic belt stopper in Production Unit 5, replacing Cooling Tower in Production Unit 2, 3, 4.



For transportation activities, Durbell Co., Ltd. has focused on operational planning to minimize errors and increase transportation efficiency to reduce fuel consumption continuously including the plan to change LED bulbs in the offices.

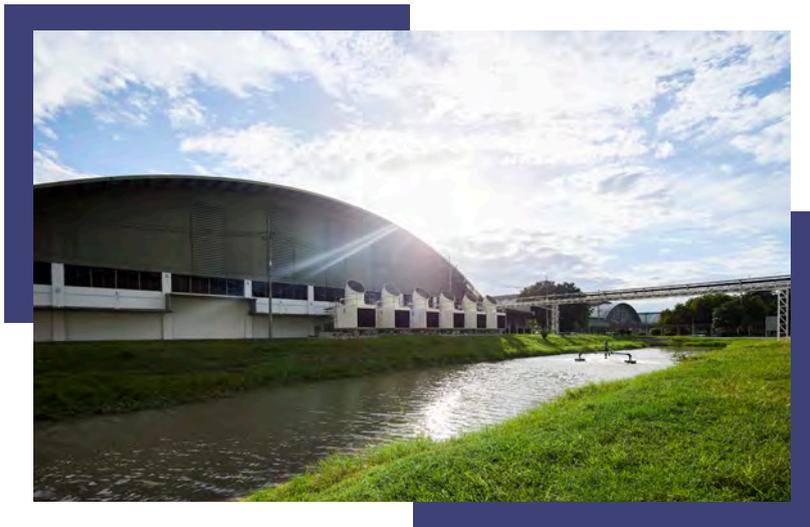




# Water and Wastewater Management

## Commitment and Management Approach <sup>(303-1) (303-2)</sup>

Water is a natural resource that is very important in a global level as it is included in Sustainable Development Goals (SDG) of No. 6 Clean water and hygiene. In addition, TCP Group uses water as the main resource for manufacturing our products and water is one of the important issues on which our stakeholders focus. As a result, we have always focused on the water resource and managed the impact of water consumption from upstream to downstream. At our Prachinburi production plant, we start from water source quality management, water collection without impact on the community, production process development to minimize water consumption, and Reuse and Recycling treated wastewater within organization (zero discharge). And also collaboration with our partners to implement projects to promote access to water sources and sustainable water management for the community to increase security potential and minimize risks and impacts.



### Water management in the production process



**Allocated water reserve areas for production process**



**Managed water collection from water sources appropriately**



**Applied water scarcity footprint assessment standard**



**Implemented 3Rs (Reuse Reduce Recycle)**

In addition, to strengthen our sustainable water management, TCP Group has incorporated the sustainable water management target into corporate strategies and targets.



## Water management target

Replenish more water for the environment and communities than the company uses in production process (Net Water Positive) by 2024 compared to the base year of 2020 Performance



## Performance

In 2018, Ministry of Natural Resources and Environment announced The National Water Resources Act with the target to solve water resources management problems, restore and conserve water resources to maximize benefit and fairness for all water users. In 2021, TCP Group’s legal team submitted the request for the establishment of “**Commercial Water User Organization of Prachinburi Province**” as we saw the opportunity to participate in setting water resources management policy and suggest regulations that are appropriate for water consumption by all parties for fairness to ensure sustainable water resources management.

## Water consumption <sup>(303-3)</sup>



Water consumption volume of TCP Group  
**3.68** million cubic meters



Surface water  
**3.54** million cubic meters  
**96.13%**



Tap water  
**0.14** million cubic meters  
**3.75%**

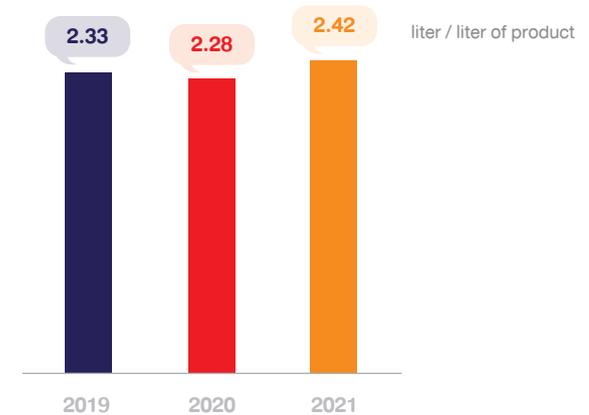


Groundwater  
**0.004** million cubic meters  
**0.11%**

Note : Water consumption data of TCP Group in Thailand

## Water consumption per product

Water consumption per product





The water management system in our plants is in compliance with ISO 14001. Despite zero discharge, our plants control the quality of treated water according to the announcement of Ministry of Industry regarding setting the standard of control of water discharge from plants, 2560 B.E. Treated water is reused for watering plants and cleaning surrounding areas of the plants and is circulated in the pond for pleasant scenery.

### Wastewater treatment data <sup>(303-4)</sup>



**Volume of treated wastewater**

**733,668** cubic meters



**Water reused and recycled**

**448,217** cubic meters



Note : Data from Prachinburi Production Plant of T.C. Pharmaceutical Industries Co., Ltd. only

### Projects to support water consumption management

In 2021, T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi Plant) implemented projects to reduce water consumption for both production and non-production activities, e.g. the project to reuse water from condensation, reducing water consumption by 22,703.64 cubic meters.

In addition, water consumption was reduced for non-production activities by reducing tap water consumption in employee housing areas by adjusting the level of toilet float balls to reduce the level of water in the tank and replacing broken sanitary wares (faucets, showers) with products with Label No. 5 Certification for water saving, resulting in water consumption saving of 9,032.41 cubic meters.

According to the water saving projects for both production and non-production activities, in 2021, Prachinburi Plant could save 48,570.05 cubic meters of water, which was higher than the target.

In addition, we analyzed balance of water and assessed direct and indirect water consumption to indicate project water consumption or product water footprint according to ISO 14046:2014 Environmental – Water Footprint – Principles, Requirements and Guidelines to use the data to improve or enhance production to optimize water resources consumption and promote efficient and sustainable water management on 5 SKUs including.



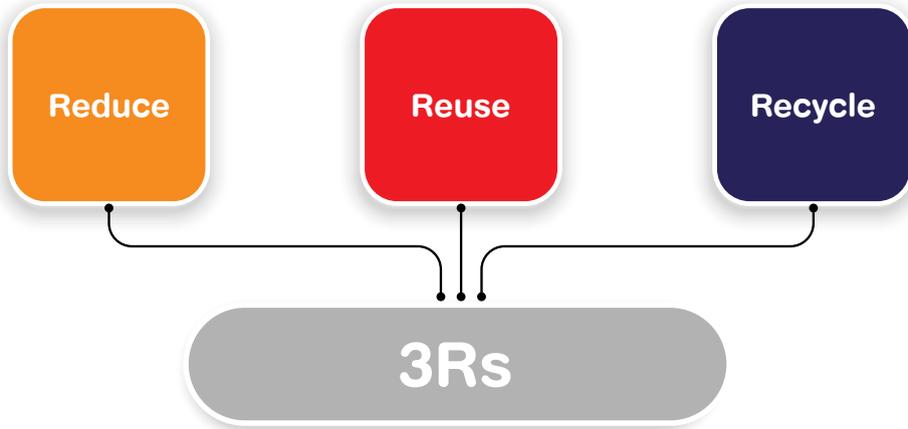


# Waste Management in Production Process

## Commitment and Management Approach Performance

TCP Group manages waste according to the corporate environmental policy, which is in accordance with relevant laws and regulations by implemented 3Rs,

In 2021, TCP Group's waste management was still in compliance with the law. 99.91% of the waste could be reused, e.g. recycling, used for animal feed, fuel blending.



In addition, TCP Group is committed to enhancing efficiency in waste management to achieve the target of Zero Waste to Landfill.

### Volume of waste by waste management method <sup>(306-2)</sup>

<b>Non-hazardous waste</b>	<b>4,425.46 tons</b>
• Sorted for recycling process	4,242.28 tons / 95.86%
• Used by other method	92.36 tons / 2.09%
• Returned to original producer for repackaging	62.11 tons / 1.40%
• Used for animal feed	26.69 tons / 0.60%
• Sanitary landfill	2.02 tons / 0.05%
<b>Hazardous waste</b>	<b>108.39 tons</b>
• Used by other method	82.24 tons / 75.88%
• Fuel blending	15.10 tons / 13.93%
• Secure landfill	10.19 tons / 9.40%
• Burn for destruction in hazardous waste incinerator	0.86 tons / 0.79%



# Air Pollution

## Commitment and Management Approach

TCP Group has air quality control management to control pollutant emission that may affect the surrounding community. The implementation is in line with corporate environmental policy including pollutant emission control to comply with the criteria, air emission quality measurement with the specified frequency, and air treatment system efficiency inspection, to ensure that the business operations have a minimum impact on the community.



## Performance

In 2021, the volume of pollutants from the stacks of T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi Plant) including total particulate matter (TSP), oxide of nitrogen (NOX), and sulfur dioxide (SO<sub>2</sub>) of 8 locations from the boiler stacks **was in line with the criteria announced by the Ministry of Industry** regarding the volume of air pollutants emitted from plants, 2549 B.E.

# Socio-Economic Development

## Performance against the target in 2021

## Challenges

TCP Group believes that a business cannot become successful in a failed society. As a result, we are committed to contributing to the country in accordance with the aspiration of Khun Chaleo Yoovidhya, the founder of TCP Group by developing the community and the society to grow simultaneously with the company's business. Last year, despite the effect of the COVID-19 pandemic on community development management resulting from social distancing measure as well as travel and social gathering limitation, we could still continue our sustainable community support project through our local network and our branch office staff <sup>(413-1)</sup> <sup>(419-1)</sup>



**59%**

Provided quality of life development in economic aspect projects for communities in 14 areas from 23 areas targeted, accounting for 59% (Target 100%)



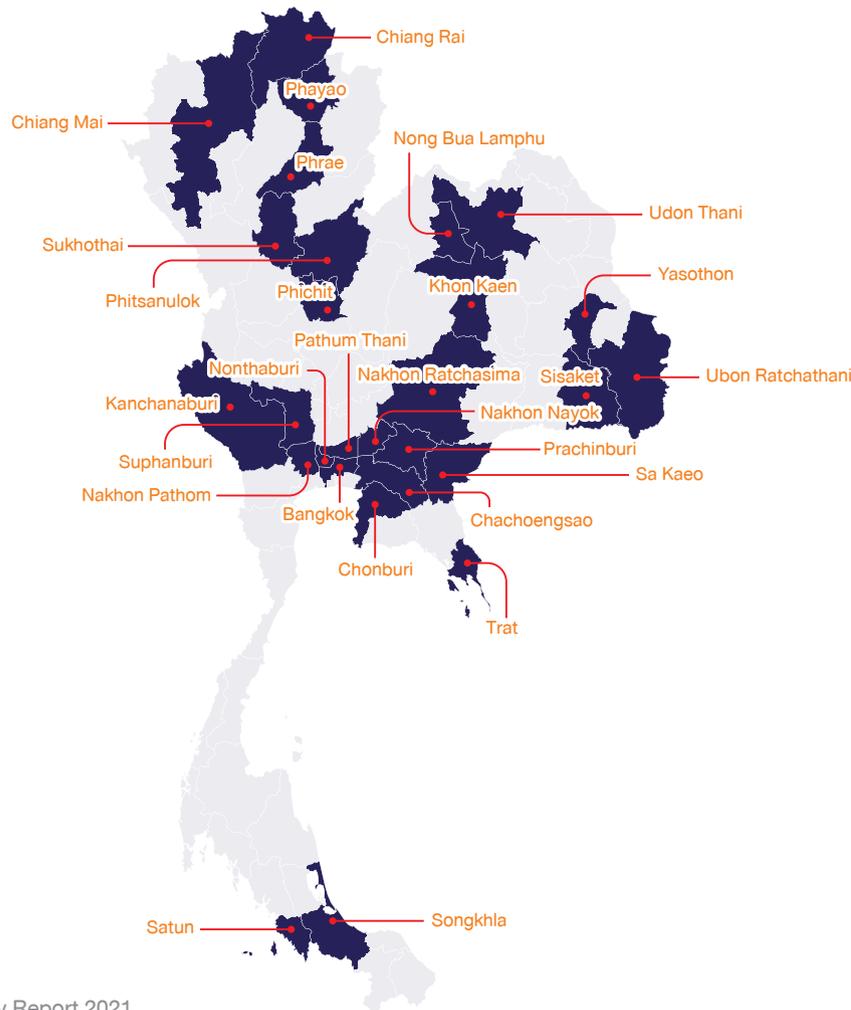
In 2021, no significant complaint from communities was found.



# Community Participation Enhancement

Based on TCP Group's commitment and experience in community development, we found that the best solution is community participation. As a result, we conducted a participatory study to identify the community's problems and needs and developed a community development plan to provide sustainable solutions. <sup>(413-1) (419-1)</sup>

In 2021 we implemented the project in **28 provinces** including



## Community development in targeted areas performance in 2021

Project	Beneficiary	Area	Economic value
Organic Agriculture in Khon Kaen	1,044 persons	395.5 rais	3,117,170 baht
Organic Agriculture in Prachinburi	1,478 persons	327 rais	4,565,824 baht
Organic Agriculture for School Lunch	5,486 persons	10 schools	463,240 baht
T.G. Vending for Community	4,609 persons	9 villages	24,000 baht
TCP Embracing Thailand's River Basin	24,714 persons	6 provinces	9,420,165 baht



## Sustainable Organic Agriculture Project in Ban Kudchiangmee, Tambon Ban Dong, Amphoe Ubolratana, Khon Kaen Province

TCP Group has supported Ban Kudchiangmee Sustainable Organic Agriculture Group for 5 years (2016 – 2021) to produce organic rice in accordance with the organic agriculture standard, manage the group, manage themselves, and create the product brand respectively. In 2021, we encouraged the community to implement marketing by themselves. TCP Group purchased rice from the community to help flood victims in Khon Kaen Province. We also supported the community to increase the fund to purchase more paddy from the community members. Changing from financial support to purchasing organic rice is the start of sustainable self-management of the community.

- Production cost reduced by 2,200 baht / rai or in total **870,100** baht
- Profit from marketing of organic products **2,019,070** baht
- Accumulated community rice purchasing fund **228,000** baht



## Sustainable Organic Agriculture Project in Tambon Bang Tan, Amphoe Ban Sang, Prachinburi Province

TCP Group has supported Tambon Bang Sustainable Organic Agriculture Group for 5 years (2016 – 2021). In 2021, we encouraged the community to implement marketing by themselves. TCP Group purchased rice from the community to help people affected by the COVID-19 in Prachinburi, flood victims in Phra Nakhon Sri Ayutthaya, Sing Buri, Pathum Thani, Nakhon Ratchasima, Chaiyaphum, and support lunch program of factory staff in Prachinburi. We also supported the community to increase the fund to purchase more paddy from the community members. Changing from financial support to purchasing organic rice is the start of sustainable self-management of the community.

- Production cost reduced by 1,446 baht / rai or in total **465,821** baht
- Profit from marketing of organic products **1,284,000** baht
- Accumulated community rice purchasing fund **1,765,700** baht
- Purchasing value of member's product **643,738** baht
- Community member revenue from the second job **242,915** baht
- Saving fund and fertilizer fund **163,650** baht





## Organic Agriculture for School Lunch

Durbell Co., Ltd. under TCP Group together with The Education for Development Foundation (EDF) promoted sustainability by implementing Organic Agriculture for School Lunch project with vegetable gardening, livestock and fishing to deliver ingredients for the lunch program to provide students with safe food in 10 schools in 8 provinces in which our branch offices are located including

- |   |  |
|---|--|
| 1. Chumchonwatnamai school,<br>Pathum Thani | 6. Banmai (Kururatchpatthana) School,<br>Nakhon Ratchasima                       |
| 2. Wattotsatis School, Pathum Thani         | 7. Bankamkling School, Udon Thani  |
| 3. Watnongketyai School, Chonburi           | 8. Ban Thachang (Nakhonratchasima Highway<br>Support 2) School, Ubon Ratchathani |
| 4. Ban Ang Krapong School, Chonburi         | 9. Banpong School, Chiang Mai  |
| 5. Watkohwangsai School,<br>Nakhon Pathom   | 10. Bannairien School, Bangkok   |

Organic Agriculture for School Lunch Project has developed a local course of organic agriculture and food study to build on farming to prepare safe food. The course can be evaluated according to the core course and can be expanded from the school to its community to reduce cost and increase income. Now there are 10 schools which can develop its own local organic agriculture course.

Total economic value	<b>463,240</b> baht
• Lunch ingredient value	<b>116,866</b> baht
• Product sales in the community	<b>303,858</b> baht
• Cost reduction for student's family	<b>42,516</b> baht



Beneficiary

**5,486** people



Benefit areas

**10** schools





## T.G. Vending for Community

T.G Vending and Showcase Industries Co., Ltd. under TCP Group together with Active Community of Tambon Nong Sarai, Amphoe Phanom Thuan, Kanchanaburi Province promoted sustainability in generating community revenue by transferring expertise of vending machine management to enable the community to manage the distribution. The company shared the revenue from sales with the community to generate revenue for the community by itself.

Based on the pilot project in 1 community, the performance was satisfactory. We have a plan to expand the project to other areas in the future.

## TCP Community Development Project in Tambon Bang Tan, Amphoe Ban Sang, Prachinburi Province

Last year TCP Community Development Project in Tambon Bang Tan, Amphoe Ban Sang was affected by the COVID-19 preventive measures and therefore no gathering was allowed to organize activities, e.g. community data return, master plan and community plan formulation and implementation. However, this project can help develop the community sustainably so TCP Group will continue this project in 2022 and find an appropriate way to run this project further.

### The project progress in 2021

1. Collaborated with community development volunteers to identify problems and needs of the community.
2. Prepared formulating a master plan for participatory community development in Tambon Bang Tan.



## TCP Embracing Thailand's River Basin (surface water and groundwater)

TCP Group together with Utokapat Foundation Under Royal Patronage of HM The King Hydro - Informatics Institute (Public Organization) and Groundwater Resources Institute, Khon Kaen University implemented "TCP Embracing Thailand's River Basin" Project in 2021 in Prachinburi river basin and Yom river basin covering 5 provinces including Prachinburi, Sa Kaeo, Nakhon Nayok, Sukhothai, and Phrae. The project aimed to support the community to learn how to self-manage water resources "Search for and use water sustainably with science and technology" and apply new theory agriculture to build sustainable water, food, and environmental security. The project focused on geosocial development for both surface water and groundwater resources. The groundwater filling project's SROI or Social Return on Investment was evaluated. It was found that during the 1-year period of the project's implementation, every 1 baht invested resulted in 2.20 baht of economic value for the project's stakeholders.

	Surface water	Groundwater
• Storage volume	711,635 m <sup>3</sup>	1,139,250 m <sup>3</sup>
• Total economic value	3,776,975 baht	5,643,190 baht
> Raw water value	3,558,175 baht	5,126,625 baht
> Farm product value	218,800 baht	516,565 baht
• Beneficiary	20,151 persons	4,563 persons
• Benefit area	21,603 rais	33,865 rais



Surface water development. Project areas in Phrae, Sa Kaeo, Nakhon Nayok, and Prachinburi



Groundwater development: Project area in Tambon Nonsi, Amphoe Kabinburi, Prachinburi Province



## TCP Energizing Education for More Opportunities

According to TCP Group’s awareness of inequality of Thai education, “**TCP Energizing Education for More Opportunities**” Project was developed in 2021. This 5-year educational project focuses on building leaders to make changes in education and build learning communities as well as encouraging teachers and students to capture more opportunities to enhance their potential for learning and work in the future, which is the key of sustainable human resources development. There are 2 sub-projects under TCP Energizing Education for More Opportunities including.

1. “**The Shining School**” Project to build learning ecosystems. This project is in collaboration with Faculty of Learning Sciences and Education, Thammasat University to develop teachers who are the key of educational development.
2. “**Fulfill the Education Dream for Youth’ project**” Project in collaboration with Equitable Education Fund (EEF) to provide educational opportunities for youths currently in the third year of secondary school to further study in the fourth year of secondary school or in the first year of vocational school with scholarship covering educational fees and associated expenses for disadvantaged students.

**TCP Energizing Education for More Opportunities Project set the target throughout the 5-year term of the project of 500 trained teachers and 100,000 students with access to quality education, 100 beneficial school, and 100 communities or learning areas participating in this project.**



In 2021, the project’s beneficiary as follows :



**Total trained teachers**

**115** teachers



**Total students with access to quality education**

**2,021** students



**Beneficial school**

**12** schools

- |                                    |                 |
|------------------------------------|-----------------|
| 1. Banyang School                  | Sisaket         |
| 2. Watpaphruk School               | Suphan Buri     |
| 3. BanKane School                  | Satun Province  |
| 4. Khamsaenwittayasan School       | Nong Bua Lamphu |
| 5. Makkasanpittaya School          | Bangkok         |
| 6. Suwanplubplapittayakom School   | Bangkok         |
| 7. Triamudomsuksanomkiao School    | Nonthaburi      |
| 8. Visuttharangsi School           | Kanchanaburi    |
| 9. Khao Noi Wittayakom School      | Trat            |
| 10. Sujjipuli School               | Chachoengsao    |
| 11. Srinakarinwittayanukho School  | Songkhla        |
| 12. Thetsaban 3 (Srakatiem) School | Nakhon Pathom   |



## Power of Giving Project

TCP Group donates medical equipment to public hospitals in need every year. The objective is to facilitate the work of public hospitals and medical staff and therefore provide benefit for patients. The Power of Giving Project not only keeps its intention to donate medical equipment to hospitals in need but also opens for our employees to propose a list of hospitals in need of medical equipment, especially those located near the company's branches or offices of TCP Group companies to encourage our local employees to participate in taking care of the community where we operate.

### 2 participating store partners to deliver medical equipment are

- Thanapiriya Public Company Limited, Chiang Rai
- Charoenphan Department Store Limited Partnership, Phayao

### 8 supported hospitals in 8 provinces are

- |                                   |  |
|-----------------------------------|--|
| 1. Ban Sang Hospital, Prachinburi | 5. Chiangrai Prachanukroh Hospital, Chiang Rai |
| 2. Pho Tale Hospital, Phichit     | 6. Non Sung Hospital, Nakhon Ratchasima        |
| 3. Long Hospital, Phrae           | 7. Yasothon Hospita, Yasothon                  |
| 4. Phayao Hospital, Phayao        | 8. Naresuan Hospital, Phitsanulok              |



## Community support budget

TCP Group has prepared the annual community support budget as budget or the company's products to support various organizations and foundations including general support and support for disasters. In 2021, TCP Group has provided support including assistance for wildfire and flood in the Central, Northern, and Southern Region as well as special budget to help dealing with the COVID-19 pandemic in Thailand and overseas etc.

However, the COVID-19 pandemic in 2021 had a severe impact and continued throughout the year. TCP Group adjusted the support in line with the current situation, e.g. Care in Every Bite Project to prepare lunch for medical staff on duty at 17 field hospitals, donating medical equipment and beverage, donating vaccines to hospitals, providing beverage at 25 vaccination service zones, donating ATK to schools, and supplying vehicles to deliver paper field beds to set up field hospitals to 12 hospitals.

**Total budget is over 37 million baht.**



# TCP Group Sustainability Performance

## “Integrity” Performance

Indicators	Performance	Unit	2020	2021
GRI 201-1	<b>Business Competency</b>			
	Revenue	Million baht	42,527.78	44,221.19
	Operating costs	Million baht	31,943.77	32,503.88
	Employee wages and benefits	Million baht	2,359.22	2,464.51
	Payment to government	Million baht	1,609.91	1,870.77
	Community investments	Million baht	178.18	97.14
	Payments to providers of capital	Million baht	4,000.00	3,672.5
	Cumulative economic value	Million baht	2,436.68	3,612.4
GRI 204-1	<b>Procurement and Purchasing</b>			
	Proportion of expenses to domestic suppliers	%	79	79
	New suppliers	Number	-	20

# “Quality” Performance <sup>(102-8) (401-1) (405-1)</sup>

Indicators	Performance	Unit	2020		2021	
			Male	Female	Male	Female
GRI 102-8	<b>Number of Personnel</b>					
	Classified by level	Person	2,815	2,253	2,755	2,176
GRI 405-1	<b>Diversity of Personnel</b>					
	<b>Classified by Level</b>					
	Operating level (D-E2)	Person	4,791		4,647	
	Management level (M1-M3)	Person	220		228	
	Executive level (L1 onwards)	Person	57		56	
	<b>Classified by Age</b>					
	Younger than 30 years old	Person	1,246		1,112	
	30-50 years old	Person	3,449		3,397	
	Older than 50 years old	Person	373		422	
	<b>Classified by Level</b>					
	Bangkok and Vicinity	Person	1,368		1,307	
Other provinces	Person	3,700		3,624		
<b>Employees with Disabilities</b>	Person	50		50		





Indicators	Performance	Unit	2020		2021	
			Male	Female	Male	Female
GRI 401-1	<b>New Employee Hires and Employee Turnover</b>					
	New employee hires	Person	496	529	462	339
	<b>Classified by Age of the Newly-Hired Employee</b>					
	Younger than 30 years old	Person	635		478	
	30-50 years old	Person	389		321	
	Older than 50 years old	Person	1		2	
	<b>Classified by Region</b>					
	Bangkok and Vicinity	Person	272		198	
	Other provinces	Person	753		603	
	Resigned employees	Person	465	465	488	303
	<b>Classified by Age of the Newly-Hired Employee</b>					
	Younger than 30 years old	Person	467		371	
	30-50 years old	Person	432		400	
	Older than 50 years old	Person	31		20	
	<b>Classified by Region</b>					
Bangkok and Vicinity	Person	271		228		
Other provinces	Person	659		563		



Indicators	Performance	Unit	2020		2021	
			Male	Female	Male	Female
GRI 404-1	<b>Employee Training and Development</b>					
	Average total employee training time	Hours / person / year	10.64		9.09	
GRI 404-3	Percentage of employees who passed the People Development Plan	Person	100	100	100	100

Indicators	Performance	Unit	2020	2021
GRI 403-2 (a)	<b>Occupational Health and Safety</b>			
	Injury rates	Person / 200,000 working hours	0.4116	0.4671
	Lost Time Injury Rate	Person / 200,000 working hours	0.2744	0.2336
	Occupational diseases	Person / 200,000 working hours	0.0000	0.0000
	Severity Rate	Day / 200,000 working hours	1.3033	1.3314
	Transportation-related Accident Rate	Case / 1,000,000 Kilometer	7.19	6.37
	Occupational fatality	Person	0	0
	Over 3-day lost time injury	Case	3	3

Remark: Accident rate per million kilometers, only Durbell Co., Ltd.

# “Harmony” Performance

Indicators	Performance	Unit	2020	2021
<b>Energy Consumption</b>				
GRI 302-1 (e)	Total energy consumption	Megajoules	959.87	1,016.10
GRI 302-1 (a)	Fuel consumption	Megajoules	261.37	102.21
GRI 302-1 (b)	Renewable energy	Megajoules	494.26	716.36
GRI 302-1 (c)	Energy purchased	Megajoules	204.24	197.53
GRI 302-1 (d)	Energy sold	Megajoules	NA	NA
GRI 302-3	Energy consumption per unit of production	Megajoules / FG Liter	1.23	1.28
<b>Greenhouse gases : GHGs</b>				
GRI 305-1	Greenhouse gases : GHG levele (s) (Scope 1)	Ton CO <sub>2</sub> eq	39,902.05	-
GRI 305-3	Greenhouse gases : GHG levele (s) (Scope 2)	Ton CO <sub>2</sub> eq	28,593.61	-
<b>Waste from Production</b>				
GRI 306-2 (a)	<b>Hazardous waste - industrial waste</b>			
	Used by other method and Fuel blending	%	92.93	89.81
GRI 306-2 (b)	<b>Non-Hazardous waste - industrial waste</b>			
	Compost to make fertilizer or soil improver	%	38.04	0.00
	Sorted for recycling process and Used by other method	%	60.75	97.94





Indicators	Performance	Unit	2020	2021
	Returned to original producer for repackaging	%	0.96	1.40
	Used for animal feed	%	0.23	0.60
	Sanitary landfill	%	0.02	0.05

### Water Resources

GRI 303-3 (a)	<b>Total volume of water extraction from all areas</b>	Million cubic meters	3.67	3.68
	<b>Surface water (total)</b>	Million cubic meters	3.53	3.54
	Fresh water (total dissolved solids content ≤1000 mg/l)	Million cubic meters	3.53	3.54
	Other water (total dissolved solids >1000 mg/l)	Million cubic meters	NA	NA
	<b>Tap water (total)</b>	Million cubic meters	0.15	0.14
	Fresh water (total dissolved solids content ≤1000 mg/l)	Million cubic meters	0.15	0.14
	Other water (total dissolved solids >1000 mg/l)	Million cubic meters	NA	NA
	<b>Groundwater (total)</b>	Million cubic meters	0.01	0.004
	Fresh water (total dissolved solids content ≤1000 mg/l)	Million cubic meters	0.01	0.004
	Other water (total dissolved solids >1000 mg/l)	Million cubic meters	NA	NA



Indicators	Performance	Unit	2020	2021
GRI 303-3 (b)	<b>Total volume of water extraction from all water-critical areas at Bang Pakong Basin</b>	Million cubic meters	3.53	3.68
	Surface water (total)	Million cubic meters	3.53	3.54
	Fresh water (total dissolved solids content ≤1000 mg/l)	Million cubic meters	3.53	3.54
	Other water (total dissolved solids >1000 mg/l)	Million cubic meters	NA	NA
	Water consumption per product	Liter / FG liter	2.28	2.41
<b>Improve the economic quality of life for the local community</b>				
	Number of beneficiaries from project implementation	Person	10,462	37,331
	Economic Value	Million baht	5.39	17.59
	The percentage of the area where the business is located has a project set up	%	43.48	59
	Significant Community Complaints	Subject	0	0



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