



**NET ZERO TRANSITION  
“FROM COMMITMENT TO ACTION”**



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# Net Zero Transition “From Commitment to Action”





# KEY OPERATIONS IN REDUCING GREENHOUSE GAS EMISSIONS FOR THE TRANSITION TO NET ZERO



## Clean and environmentally friendly energy usage

- Reducing fossil fuel consumption
- Increasing solar energy usage to 80.03% of total energy consumption



## Enhancing energy efficiency

Leveraging technology, such as Smart Manufacturing solutions, to improve energy efficiency in production systems.



## Moving towards more efficient and practical transportation

Aiming to use clean-fuel vehicles, particularly electric vehicles



## Collaborate with partners to develop sustainable packaging solutions

Committed to designing environmentally-friendly packaging that is recyclable



## Supporting the collection of used packaging for recycling purposes

Developing a used package return program to support recycling efforts.



## Reducing landfill use

Minimizing production waste by applying reuse and recycling considerations to waste material.





# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER AND CHAIRMAN OF SUSTAINABILITY COMMITTEE <sup>(2-22)</sup>



**Overall, 2023** continued to be a challenging year across all sectors economically, socially, and environmentally. Challenges included the management of energy, logistical systems, and geopolitical conflicts, all of which contributed to a global economic slowdown. In terms of sustainability, the year was marked by significant climate fluctuations. The European Union's Copernicus Climate Change Service (C3S), a climate change monitoring agency, confirmed that 2023 was the world's hottest year on record. The global average temperature rose by 1.48 degrees Celsius since June 2023, with temperatures each month almost invariably higher than those of the corresponding month in the previous year.

The rising Earth's temperature provides empirical evidence that our efforts and commitments to reduce greenhouse gases and address the rapidly worsening climate crisis have been insufficient. This situation persists despite the global pledge made at the UN Climate Change Conference (COP26) in Glasgow, Scotland, **to collaborate on achieving the net-zero carbon emissions target by 2050, aimed at mitigating the environmental impacts of climate fluctuations.**

In 2023, both public and private sectors prioritized their responsibility towards the world, the environment, and societal sustainability. Remaining vigilant about sustainability issues, they began to continuously take action in one or more areas. This commitment was evident through exchanges of attitudes and perspectives, the expression of opinions at various sustainability forums, the launch of new initiatives, and the introduction of technological advancements and innovations. All these efforts were aimed at fostering cooperation and accelerating the search for common solutions based on shared commitments to sustainability.

Last year, the TCP Sustainability Forum 2023 served as a platform where the TCP group brought together partners from the beverage industry to discuss the concept of **'Net Zero Transition, from Commitment to Action.'** This concept continues to be a guiding principle for this sustainability report.

In a world where sustainability is as important as business growth, TCP Group has adopted the goal of **'Energizing a Better World for All.'** Over the past year, TCP Group has integrated sustainability into its business strategies, aiming to drive business growth while minimizing the negative impacts and enhancing the positive effects of its business operations on both the environment and society through the following actions:

- Eco-friendly production processes through investments in renewable energy, including the installation of solar cells.
- Innovation and enhancement of operations, with its headquarters buildings in Thailand and manufacturing plants in Sichuan, China, receiving LEED standard certification.
- Developing every beverage package to be 100% recyclable.
- The process of managing water systems at plants that reduces usage and promotes reuse and recycling.
- Offering new products that respond to consumer needs in the context of a changing society.

The above activities are just examples of operations to meet the diverse needs and expectations of consumers and stakeholders. In addition, regarding employees, we focus on fair and equal human resource management, building well-being within the organization, as well as conducting business under the principles of corporate governance.

TCP Group has always placed importance on the social aspect, aiming to enhance the well-being of the community and society according to the intention of the founder, Mr.Chaleo Yoovidhya. TCP Group has implemented social projects in all dimensions, including education, health, the environment, and community development in various areas in Thailand and the countries where we have offices, including China and Vietnam.

For more details on the progress and challenges of each goal, as well as plans covering the economy, society, environment, and governance, please refer to this report. TCP Group discloses its performance by adopting the GRI Standards, which are a set of international guidelines for sustainability reporting.

Today, we still have strong confidence in the power of collaboration. On behalf of the TCP Group, I would like to express my deep appreciation to all suppliers and partners across all sectors, as well as to colleagues, all of whom are part of our synergy and the power of **'doing'** together. I am confident that today's **'action'** will empower everyone to pursue their aspirations in **'transitioning'** toward a better future for us all.

**Mr.Saravoot Yoovidhya**

Chief Executive Officer and Chairman of Sustainability Committee



## ABOUT TCP (2-1) (2-6)

## PURPOSE (2-23) (2-24)

## TCP COMPETENCY



### FULFILLING

Meeting our consumers and partners' needs with quality products and services



### GROWING

Building value for our brands and creating value for our partners throughout the supply chain



### CARING

Caring for the society and environment through the sustainable policy in every work process



# Proactive Positive Supercharged

- CUSTOMER FOCUS
- COMMITMENT
- HYPER-COLLABORATION
- CHALLENGING SPIRIT
- DATA AND TECH-SAVVY



**67 years**  
of operations



**Head Office,**  
Bang Bon, Bangkok



Staff **5,000+**  
**People**



**7** Product  
Categories



**12**  
Brands



Export to  
**13 countries**  
in Asia

## Production and export of food and beverage products

### Domestic business

#### One factory in Thailand

**SMART Factory**

- T.C. Pharmaceutical Industries Co., Ltd.

#### Two joint-venture packaging factories

- CROWN TCP Beverage Cans Co., Ltd.
- Prachinburi Glass Industry Co., Ltd.

#### Sales promotion activities

- HI-GEAR Co., Ltd.



Providing  
professional sales  
promotion event  
services



Committed to  
responsible  
marketing



Organizing  
nationwide events  
and activities

#### Distribute, store, and retail products via automated vending machines

- Durbell Co., Ltd.
- T.G. Vending and Showcase Industries Co., Ltd.



**24 branches,**  
product distribution centers,  
and warehouses nationwide



**500+ vehicles**  
engaged in sales and distribution



Access to  
**140,000+** retail stores



**1800+**  
vending machines

### Overseas businesses

#### Two manufacturing facilities in China

**SMART Factory**

- ▲ TC Red Bull (Sichuan) Drink Co., Ltd.
- ▲ TC Red Bull (Guangxi) Drink Co., Ltd. (under construction)

#### Four joint-venture beverage manufacturing facilities

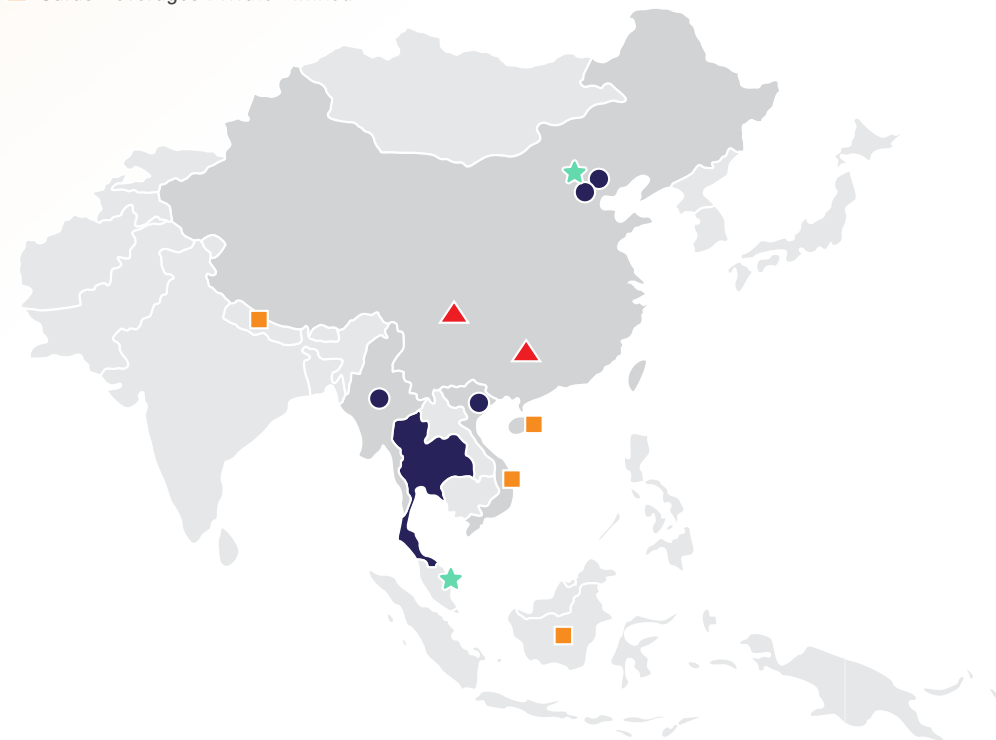
- Red Bull (Vietnam) Co., Ltd.
- Hainan Red Bull Drink Co., Ltd.
- PT Asia Health Energi Beverages
- Saras Beverages Private Limited

#### Overseas offices

- TC Red Bull (Beijing) Trading Co., Ltd.
- TC (Beijing) Investment Co., Ltd.
- TCPVN Co., Ltd.
- TCPMM Private Limited

#### Other joint-venture companies

- ★ Yee Lee Marketing Sdn. Bhd.  
Distributor of Red Bull drinks in Malaysia
- ★ Pusheng Food Sales Co., Ltd.  
Distributor of Red Bull drinks in China



## VALUE SUPPLY CHAIN <sup>(2-6)</sup>

TCP Group is committed to operating responsibly towards stakeholders. We therefore conduct business by focusing on the value chain, starting from the procurement process, production, transportation, marketing, and distribution, before delivering quality products and services to consumers. This is the key to creating sustainable business growth.



### 1. Product Design and Procurement of Raw Materials

- Develop packaging that is 100% recyclable.
- Collaborate with partners to develop environmentally friendly packaging.
- Develop products that meet consumer needs.
- Manage risks associated with products and services.
- Require key partners to assess their sustainability practices.
- Establish a code of ethics for partners and procurement policies.
- Promote environmentally friendly procurement practices.

### 2. Production and Packaging

- Control production according to international standards.
- Incorporate technology to support production (Smart Manufacturing).
- Source and treat water resources sustainably.
- Use energy efficiently and increase the proportion of clean energy.
- Reduce greenhouse gas emissions in the production process.
- Minimize waste production and efficiently manage waste from the manufacturing process.
- Prevent chemical leaks.
- Establish health and safety measures in the workplace.
- Manage warehouses efficiently.
- Nurture and develop employee skills.
- Implement labor policies and practices, and champion human rights.

### 3. Distribution of Products

- Improve distribution centers and increase transportation efficiency.
- Minimize greenhouse gas emissions in logistics operations.
- Maintain comprehensive distribution channels.
- Implement safety protocols for transportation and warehouse operations.
- Optimize energy usage in offices and warehouses.

### 4. Marketing and Sales

- Engage in responsible marketing and public relations.
- Include detailed and helpful information on product labels.
- Be mindful of ethical conduct in business operations.
- Foster lasting relationships with customers and consumers.
- Provide customers with new experiences.
- Aim to become a global brand.

### 5. Post-Consumption Management

- Communicate information to consumers to promote a circular economy.
- Collaborate with partners to collect aluminum packaging and reintegrate it into a closed-loop recycling system to produce new cans.
- Research and develop a project for collecting post-consumer packaging to feed into a recycling system.





# AWARDS AND STANDARDS OF PRIDE IN 2023



“Krating daeng” Top Outstanding Brand Brand From Footprint Thailand 2023

By Kantar Thailand



The Annual Responsibility Practice Public Welfare Project (Enterprise Category) initiated

By the Paper.



Climate Action Leading Organization (CALO) : Outstanding

By The Thailand Carbon Neutral Network: TCNN



Sustainability Disclosure Award 2023

By the Thaipat Institute



Happy Workplace : Wellness Program

By ThaiHealth Promotion Foundation



CSR-DIW CONTINUOUS AWARD

T.C. Pharmaceutical Industries Co., Ltd. (Prachin Buri Plant) (Continuously for the 9<sup>th</sup> year)

By Department of Industrial Works.



The National Occupational Safety And Health Award

- Durbell Co., Ltd. (Head Office) and Bangkok 1 branch

Safe Transport Safe Life

- Outstanding awards : Durbell Co., Ltd. 19 Branch and T.G. Vending & Showcase Industries Co., Ltd.
- Honorable Mention Award : Durbell Co., Ltd. 1 Branch

By Department of Labour Protection and Welfare.



Occupational Safety and Health Risk Management System Standard 2023

- Platinum Level: T.G. Vending & Showcase Industries Co., Ltd.

By Thailand Institute of Occupational Safety and Health (Public Organization)

## MEMBERSHIP (2-28)



Board Of Trade of Thailand



The Federation of Thai Industries



Thai Beverage Industry Association



Thailand Carbon Neutral Network



UN Global Compact Network Thailand



Thailand Institute of Packaging and Recycling



# STAKEHOLDER ENGAGEMENT (2-29)

TCP business group focuses on achieving mutually beneficial outcomes for stakeholders throughout the value chain. We meticulously define sustainability reporting content through various participatory processes, including stakeholder satisfaction surveys and interviews with organizational stakeholders. These insights guide our strategic planning, operational execution, key issues analysis, and expectations assessment to meet stakeholder needs promptly. We also implement agile change management strategies alongside effective communication tailored to stakeholder groups.

## Stakeholder Group

### 1. Consumers



## Engagement Channels

- Marketing activities and communication through online and offline channels
- Consumer product opinion surveys.
- Consumer data center.
- Surveys about the brands that consumers used most often called BUMO: Brand Use Most Often

## Focus Topic of Stakeholders

- Communicating health information on labels.
- Products that fulfill health needs.
- Social and environmental focus.
- Business transparency.

## The Company's Approach

- Corporate Governance
- Product Excellence
- Circular Economy

## Accountability

- Marketing Division
- General Trade Department
- International Business Department

### 2. Communities



- Unofficial community visits.
- Participation in community relations activities and support for traditional activities.
- Assistance to communities facing natural disasters or disease outbreaks.
- Development of engagement projects to develop communities.
- Survey of community opinion and satisfaction

- Safety control around the factory
- Management of air pollution from factory's activities.
- Water resource management.
- Continuous support for community development projects.

- Sustainable Society and Community
- Water Sustainability Management
- Low-Carbon Economy

- Corporate Affairs and Sustainability Department
- Occupational Health & Safety Department



**Stakeholder Group**

**Engagement Channels**

**Focus Topic of Stakeholders**

**The Company's Approach**

**Accountability**

**3. Employees**



- Town Hall meetings.
- Company volunteer activities.
- TCP Voice, employee satisfaction survey.
- TCP Community-Internal Communication
- Yay! Friday Afternoon activity

- Product quality and safety control and New Product Development
- Development of environmentally-packaging.
- Business adjustment in response to pandemic, aging society and declining working age population.
- Giving importance to water resource management.
- Giving importance to work safety.
- Organization impacts from climate-related disasters.

- Product Excellence
- Human Resources Management
- Water Sustainability Management
- Circular Economy
- Low-Carbon Economy

- Human Resources & Administration Division

**4. NGO/SE/ Academics**



- Participation in networks to build relations with the organization through sustainability projects.
- Surveying opinions, recommendations and satisfaction in sustainability.
- Involvement in volunteer activities.
- Organization of TCP sustainability forum.

- Providing accurate consumer information.
- No-sugar products.
- Recyclable packaging and post-consumption packaging management.
- Organizing marketing activities that create significant waste.
- Greenhouse gas reduction activities.
- Production waste management.
- Business transparency.

- Corporate Governance
- Product Excellence
- Circular Economy
- Low-Carbon Economy

- Corporate Affairs and Sustainability Department

**5. Government Agencies**



- Reports of business performance to government agencies at required intervals.
- Government meetings, seminars, training and activities.
- Implementation of sustainability projects in collaboration with the government.

- Communication of accurate labeling information.
- Development of new products to introduce to the market.
- No-sugar products.
- Post-consumption packaging management.
- Operating business with consideration to communities.
- Personnel care.
- Water resource shortage problems.
- Greenhouse gas reduction activities.
- Coexistence with surrounding communities.
- Building of collaboration with environmental government agencies.

- Corporate Governance
- Product Excellence
- Human Resources Management
- Circular Economy
- Low-Carbon Economy
- Water Sustainability Management
- Sustainable Society and Community

- Government and Regulatory Affairs Department
- Legal Department



Stakeholder Group

6. Supplier



Engagement Channels

- Supplier Meeting
- Supplier ESG self-assessment
- Collaboration in sustainability projects.
- Complaint handling channel via Integrity Line.

Focus Topic of Stakeholders

- Developing new products to strengthen marketing.
- Drive business through innovation.
- Development of environmentally friendly packaging with Business partners.
- Organization risk management.
- Water source management in collaboration with communities.
- Giving importance to greenhouse gas reduction.

The Company's Approach

- Corporate Governance
- Product Excellence
- Human Resources Management
- Circular Economy
- Low-Carbon Economy
- Water Sustainability Management

Accountability

- Supply Chain Division

7. Business partners



- Participation in activities for society.
- Product sales through the Durbell Fair.
- GT Partnership project to give knowledge and create business drive in the ordinary store market.
- Store loyalty surveys (sale per point distribution: SPPD).

- Holding joint sales promotion activities.
- Developing sales innovations in the product distribution system.
- Adaptation to food and beverage consumer trends.
- Fair Operating practices

- Corporate Governance
- Product Excellence

- General Trade Department

8. The Media



- Online channels
- Involvement in volunteer activities and activities for society.
- Support for activities organized by news agency or the media.

- Sustainability Goal Setting
- Developing products consistently with health and environmental trends.
- Post-consumption packaging management.
- Disclosure of supply chain management information.
- Water and wastewater management in production processes.
- Business transparency.

- Corporate Governance
- Product Excellence
- Supply Chain Management
- Water Sustainability Management
- Circular Economy

- Corporate Communication Department Director



# Sustainability conference to promote collaboration. Under the theme Net Zero Transition “From Commitment to Action”



Within the framework of sustainable development, TCP Group believes that achieving sustainability goals requires coordinated efforts across stakeholders throughout the supply chain, industry connections, and collaborations with various partners. In 2022, TCP Group initiated its first TCP Sustainability Forum to establish a platform for gathering insights, exchanging critical sustainability information, and fostering collaboration among industry partners in the food and beverage sector. This forum aimed to strengthen partnerships and translate sustainability commitments into actionable initiatives. Continuing this commitment, TCP Group has planned the TCP Sustainability Forum 2023 under the theme **Net Zero Transition “From Commitment to Action”**. This event aims to spark ideas and promote collaboration among partners to address new challenges in transitioning towards carbon neutrality. The forum serves as a dynamic platform for innovation and inspiration, drawing profound insights from speakers, experts, and leaders across various sectors in Thailand while sharing organizational experiences with stakeholders.



## Speakers

**Dr. Veerathai Santiprabhob**  
Board Member and Secretary-General, Mae Fah Luang Foundation under Royal Patronage

**Mr. Isara Vongkusolkit**  
Honorary chairman of Mitr Phol Group

**Mr. Tanawong Areeeratchakul**  
CEO and President of SCG Chemicals (SCGC)

**Dr. Pipat Luengnaruemitchai**  
Chief Economist, Kiatnakin Phatra Securities PCL

**Dr. Boripat Siriaroonrat**  
President of Green World Foundation

**Asst. Prof. Dr. Sitang Pilailar**  
Head of the Flood Surveillance Center under Friends in Need (of “PA”), Faculty of Engineering, Kasetsart University

**Dr. Sujitra Vassanadumrongdee**  
Researcher, Environmental Research Institute, Chulalongkorn University (ERIC)

**Dr. Thanapong Duangmanee**  
Director of Environmental Policy, Mae Fah Luang Foundation under Royal Patronage

**Miss Supralee Kampongsun**  
Miss Supralee Kampongsun Head of Thailand Program IUCN



ชมย้อนหลัง  
การบรรยายภายในงาน  
TCP Sustainability  
Forum 2023



# MATERIALITY (2-13)

TCP Group has conducted a thorough review of critical sustainability issues affecting both internal and external business operations. This encompasses assessing organizational risks, meeting stakeholder expectations, and addressing sustainability trends in the beverage and food industry. They align with international sustainability reporting guidelines (GRI Standards) and employ stakeholder engagement principles and tools (Stakeholder Engagement Standard: AA1000) through the following processes:



## 1. IDENTIFICATION

The intention of this process is to identify sustainability issues impacting the organization’s business, whereby the recommended standards or criteria and risks of the beverage and food industries on the international level along with sustainability impacts based on public data that mention TCP Group were gathered, and the organization chose the relevant sustainability issues and specified them as the materiality sustainability issues of TCP Group.



## 2. PRIORITIZATION

The sustainability issues identified in the initial step are prioritized based on their significance to both the organization and stakeholders. This prioritization is determined through a materiality assessment, which involves two main activities:

- 1) Workshop with working committee, executives and risk management agency
  - 2) Interviews with 8 groups of stakeholders.
- The results from these activities were assessed and prioritized the significant sustainability materiality issues of the organization.



## 3. VALIDATION

The Sustainability Working Group and Sustainability Projects Department assess the comprehensiveness of the organization’s sustainability materiality issues. These are then presented to the Sustainability Steering Committee and the executive board of TCP Group for approval and authorization.



## 4. CONTINUOUS REVIEW AND DEVELOPMENT

TCP Group regularly assesses the organization’s sustainability materiality issues, utilizing perspectives and recommendations as consistent practice guidelines that align with sustainability efforts and are responsive to business and stakeholder needs.

## PRIORITIZATION RESULTS OF SUSTAINABILITY MATERIALITY ISSUES



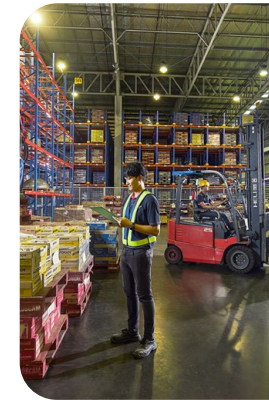
### High-Significance Topics

1. Packaging.
2. Product innovations.
3. Responsible marketing and labelling
4. Supply chain management.
5. Product quality and safety.
6. Employee care and development.



### Medium-Significance Topics

7. Climate change.
8. Corporate governance and legal compliance.
9. Water management and wastewater treatment.
10. Health and well-being of consumers.
11. Community engagement promotion.



### Low-Significance Topics

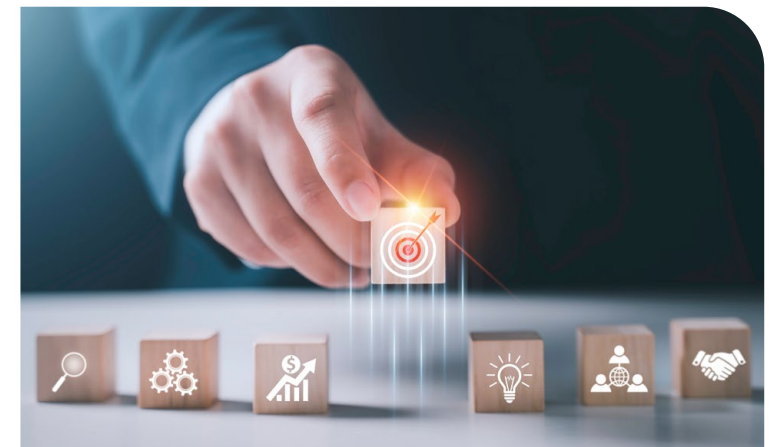
12. Human rights.
13. Labor rights.
14. Waste Management from manufacturing process.
15. Environmental conservation
16. Air pollution management.

## THE OVERSIGHT AND MANAGEMENT OF SUSTAINABILITY AND RISKS WITHIN TCP GROUP

The board of directors has appointed the Sustainable Development Committee, tasked with the following responsibilities: <sup>(2-11) (2-13) (2-14)</sup>

1. Overseeing, monitoring, and evaluating adherence to policies and operational plans in accordance with ethical principles and sustainable development goals.
2. Evaluating impacts and ensuring thorough apprehension of critical organizational issues.
3. Setting goals and policies for sustainable development aligned with TCP Group's development direction.
4. Providing consultation on formulating plans for all 6 objectives and oversee their implementation to achieve defined goals.
5. Enhancing communication, foster understanding, and encourage participation among employees at all levels to successfully drive TCP Group's sustainable development initiatives towards their goals.

Furthermore, the board has tasked the management committee with responsibilities that include strategizing, overseeing business activities, and managing risks in accordance with the Risk Management policy framework. This encompasses the entire organization, specifying control measures to mitigate impacts on TCP Group's subsidiaries appropriately and aligning with established policies and strategies.





# TCP SUSTAINABILITY FRAMEWORK

TCP’s sustainability efforts operate within the “TCP Sustainability” framework, which encompasses three main pillars: Integrity, Quality, and Harmony. These pillars cover economic, social, and environmental aspects, aiming to integrate sustainability concepts into every business process. This approach begins with setting organizational goals and strategies and is implemented through six working groups.

## tcp Sustainability







# SUSTAINABLE DEVELOPMENT STRATEGY (2-23) (2-24)

The TCP's Sustainable Development Committee plays a crucial role in guiding and supervising operations to align with the organization's sustainable development goals. This ensures that businesses operate in line with the TCP's core strategy of igniting the power of product branding, harnessing the power of business growth, and empowering care for the environments. TCP has identified 16 key sustainability issues, considering internal and external factors, stakeholder expectations, and future environmental, social, and economic circumstances. As a result, it has established strategic objectives for sustainability across four main areas.



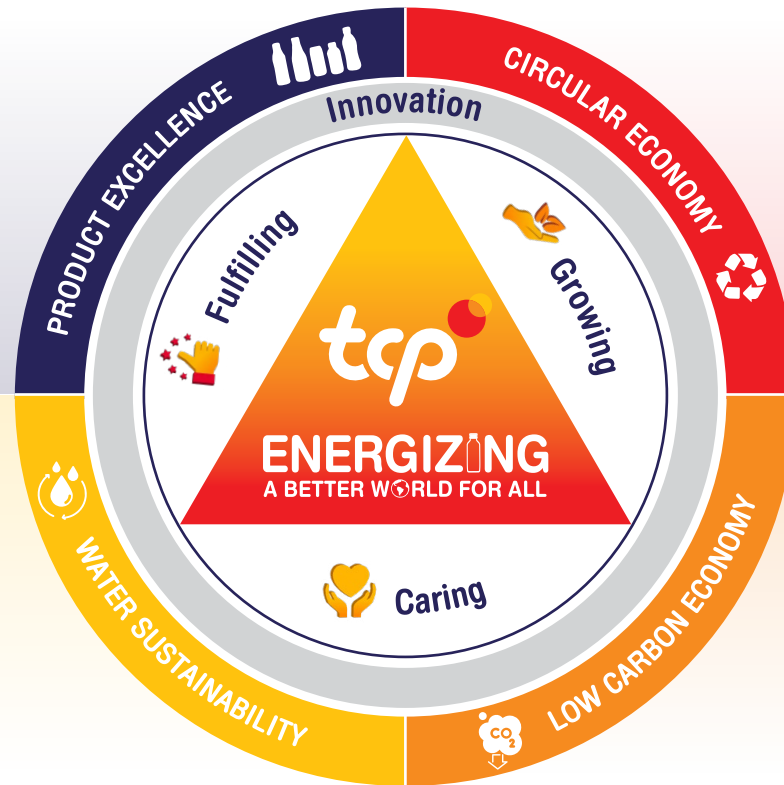
## Product Excellence

Develop existing products and new brands that fulfill unmet customer needs while promoting health and wellness.



## Water sustainability

Focus on water management in production process with maximum efficiency and set a goal to replenish water for the environment and communities more than the company uses (Net Water Positive) by 2030.



## Circular Economy

Set a goal in packaging development of TCP Group to be 100% recyclable by 2024 and Committed to applying the circular economy concept in every business process and foster collaboration with partners throughout the value chain.



## Low Carbon Economy

Set a goal of carbon neutrality from all working processes in Thailand and abroad by 2050.



## KEY GOALS AND PROGRESS

	Product Excellence	Low Carbon Economy	Circular Economy	Water Sustainability
Goals	Develop current products and create new brands to truly meet consumer needs.	2050 Carbon Neutrality Goals	In 2024 the goal is to achieve 100% recyclable packaging and integrate circular economy principles into all business processes, fostering collaboration with partners throughout the value chain.	By 2030, the goal is to return more water to the natural environment and communities than is used in the production process, achieving Net Water Positive.
2023 Performance	<ul style="list-style-type: none"> <li>• <b>72.15%</b> Products meeting health standards</li> <li>• <b>9 New products</b></li> <li>• The Red Bull brand was among those awarded <b>Top Outstanding Brands 2023</b></li> </ul>	<ul style="list-style-type: none"> <li>• Greenhouse gas emissions in both Scope 1 and Scope 2 areas were <b>reduced by 8,573.49 tons</b> of carbon dioxide equivalent, representing an <b>15%</b> reduction compared to 2021<sup>1</sup></li> <li>• <b>Outstanding</b> leader in greenhouse gas management</li> <li>• Expanded carbon footprint certification across the organization to <b>include four subsidiaries</b><sup>2</sup> encompassing all companies in Thailand</li> <li>• Increased solar energy usage to <b>8.259 megawatts</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>100%</b> of beverage packaging is recyclable</li> <li>• <b>430 tons of used packaging reclaimed</b> <ul style="list-style-type: none"> <li>- Within <b>11 projects</b></li> <li>- In <b>24 provinces</b></li> <li>- In collaboration with <b>Thai Malaya Glass Co., Ltd and the Gaew Grung Thai Group</b>, glass packages were reclaimed and returned to the production system</li> <li>- <b>Collaborated with retail stores in Ranong province</b> to organize activities for collecting post-consumer waste according to the <b>EPR framework</b>.<sup>3</sup></li> </ul> </li> <li>• Conducted training sessions on <b>EPR and the circular economy for executives and staff.</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>The TCP Embracing Thailand's River Basin project</b>, restoring water to communities and the environment. <b>2,099,534.60 cubic meters</b> covering <b>5 provinces and 3 basins</b> The program benefited <b>4,524 households</b> equivalent to an economic value of <b>10,497,673 baht</b></li> <li>• The Prachinburi factory reduced water intake for production by <b>270,282 cubic meters</b>, as compared to 2022.</li> </ul>

### หมายเหตุ

1) The report includes the greenhouse gas emissions of companies in Thailand and foreign manufacturing plants, in accordance with the Thailand Greenhouse Gas Management Organization (TGO)'s guidelines for calculating and reporting carbon footprints.

2) Companies applying for carbon footprint certification for the first time include TC Pharmaceutical Industries Co., Ltd. (headquarters) Hi-Gear Co., Ltd. Durbell Co., Ltd. and T.G. Vending & Showcase Industries Co., Ltd.

3) EPR, or Extended Producer Responsibility, refers to the principle of extending the responsibility of producers to various stages of the packaging lifecycle.



## GOVERNANCE & ECONOMIC PERFORMANCE



Roll-out risk management at process level In TCP Group of Vietnam and The People's Republic of China



integration of risk management within strategy for key countries In Thailand, Vietnam, and The People's Republic of China



of suppliers acknowledged the supplier code of conduct



percent of all employees passed the TCP code of conduct



The TCP Code of Conduct was 100% revised In 2023 the content was reviewed to ensure it was current and comprehensive, covering relevant topics both domestically and internationally.



of tier 1 suppliers passed the sustainability self-assessment



of tier 1 suppliers implemented green industry guidelines

\*50 trading partners were compliant with the certification criteria of the Department of Industrial Works.

Total Supplier in 2023  
**1,384** entities

Critical Tier 1 Suppliers **109** entities

New Suppliers **219** entities

The value of environmentally friendly procurement of goods and services **186.32** million baht Number of Suppliers **11** entities



## CORPORATE GOVERNANCE



In 2023, amid continuous global uncertainties and rapid transformations impacting people’s lives, various factors have introduced significant risks to numerous and vital business operations. This situation challenges the TCP Group to be ready to confront these changes effectively. **This involves upholding business standards to ensure compliance with laws and effective governance, improving operational efficiency, instilling stakeholder confidence, and achieving sustainable growth.**

### KEY INITIATIVES UNDERTAKEN IN 2023

#### The TCP Group business ethics review

TCP Group prioritizes ethical business practices, mandating strict adherence from executives and employees alike. These guidelines act as standards throughout the Company, ensuring thorough compliance from the board and management down to every staff member. Updated content aligns with the Company’s vision, mission, and culture values, emphasizing fair competition, non-endorsement of certain external activities, respect for human rights, and clearer examples of exemplary conduct.

#### Enterprise Risk Management

- **100% integration of risk management into the Company’s strategies at country-level** (Thailand, Vietnam, and China)
- **Risk management at branch level** under Durbell Co., Ltd. through identifying and assessing the severity of risks.
- **Risk management at department-level** through the **Control Self-Assessment** project expanded to Vietnam and China.



## GUIDELINES FOR EFFECTIVE CORPORATE GOVERNANCE OVERSIGHT

### 1. Corporate Governance (2-9)

**Corporate Governance Committee**, directions and practices are established in order to oversee business activities, prevent harm to the Company, enhance capabilities to create added value and promote sustainable and stable business growth.

### 2. Code of Conduct

Code of Conduct is developed with a comprehensive set of guidelines and regulations for TCP Group employees to adhere to and appropriately implement.

### 3. Anti-Corruption (205-1) (205-2)

**Anti-Corruption Policy** is established and communicated to all employees to ensure that they understand and adhere to. The policy covers roles, responsibilities, practices, and operational guidelines to prevent corruption in all business activities and ensure that decisions that may lead to potential corruption risks are thoroughly considered and managed.

### 4. Compliance (2-27)

TCP Group has implemented a legal management system to align with its business operations, adhering to relevant legal guidelines. Additionally, it has integrated international quality management system standards such as:

- 4.1 Conducting a thorough study of the laws and regulations in each country before engaging in business operations.
- 4.2 Assessing risks and legal compliance, regulations, and relevant rules before commencing business operations.
- 4.3 Monitoring and supporting the operations of each internal department within the Company to ensure adherence to legal requirements.
- 4.4 Consistently updating management on operational performance, including transparent disclosure of information.

### 5. Data Governance

In order to ensure high-quality and standardized data governance, maintain robust security, and uphold appropriate data privacy standards aligned with risk levels and business operations, TCP Group has implemented an **Enterprise Data Governance Policy**. This policy framework governs data management across the TCP Group, drawing from internationally recognized data management frameworks and standards, while adhering strictly to relevant laws, regulations, directives, and other applicable requirements.

### 6. The Complaint Handling Process (2-16) (2-26)

**TCP Integrity Line** allows all stakeholders of TCP Group to report or complain about incidents or actions observed that go against business ethics, including corporate fraud. This ensures appropriate actions are taken. There are practices in place to protect and ensure fairness to employees who report misconduct or non-compliance with the law through the following three channels:

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

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

**A letter or document addressed to the Internal Audit Department.**

**Address:** T.C. Pharmaceutical Industries Co., Ltd.

288 Ekachai Road, Khlong Bang Phran, Bang Bon, Bangkok 10150



## Other policies and practices related to good corporate governance management guidelines

To maintain uniform corporate governance within the TCP Group, comprehensive policies and practices have been formulated to address crucial aspects of environmental, social, and governance (ESG) considerations. These policies and practices undergo regular reviews to align with industry trends and standards in corporate governance. This approach involves analyzing trends and benchmarks in governance to create flexible policies and practices that can be effectively implemented across each subsidiary.

- Code of Conduct
- Risk Management Policy and Framework
- Anti-Corruption Policy
- Procurement Policy
- Policy on receiving and offering gifts, hospitalities, or any other forms of rewards during the New Year festival and other special occasions.
- Enterprise Data Governance Policy
- Personal Data Protection Policy
- Personal Data Retention and Destruction Policy
- Information technology Policy
- Environmental Policy
- Occupational Safety, Health, and Environment Policy



## Risk management within the business group (2-25)

The **Risk Management Policy and Framework** defines the operational framework for risk management within the TCP Group’s business processes to be implemented throughout the Company. It ensures that the TCP Group specifies appropriate roles and responsibilities for properly mitigating risks. The TCP Group’s risk management processes include the following:

### 1. Identify the Company’s key risks

by emphasizing comprehensive management across four main risk dimensions: strategic, operational, financial, and law and regulatory compliance.

### 2. Risk Assessment Criteria and Risk Appetite

Define the risk assessment criteria and acceptable risk levels (Risk Appetite) to develop measures for mitigating risks at high and very high levels.

### 3. Risk Evaluation

Assess risks according to the defined risk assessment criteria and develop a risk profile to manage and control risks within acceptable levels.

### 4. Risk Treatment

Specify risk management measures for risks level classified as high and exceeding acceptable levels.

### 5. Monitor and Review

the Company’s key risks, focusing particularly on the mitigation effectiveness to ensure that key risks are appropriately controlled and managed.



## SUPPLY CHAIN MANAGEMENT



Economic volatility, climate change impacts, international tensions, and diverse regulatory frameworks among countries have made supply chain management increasingly challenging. Ineffective management can result in production stoppages, delivery risks, and customer dissatisfaction. Hence, **TCP Group prioritizes sustainable supply chain practices to minimize these risks and enhance cost efficiency.** Collaborating closely with partners and allies is crucial to maintain standards and transparency throughout the supply chain, fostering continuous communication with trading partners to promote a sustainable society and environment.

### SUPPLY CHAIN MANAGEMENT GUIDELINES

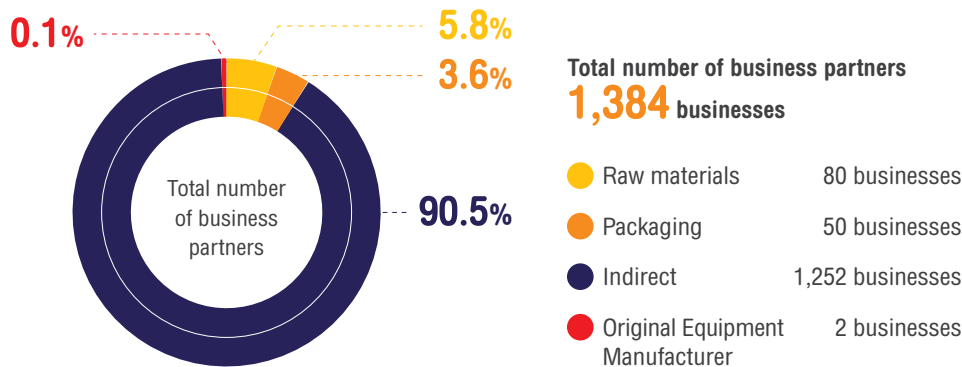
- Define procedures and criteria for selecting and assessing partners capable of maintaining sustainable business operations.
- Establish guidelines on Supplier Code of Conduct and procurement policies for both new and existing partners of TCP Group.
- Identify critical suppliers and prioritize them based on their significance for the purposes of risk management and supplier relationship management.
- The group of key suppliers assess their sustainability, utilize the findings to formulate strategies, and develop plans aligned with risks that could impact business operations, including opportunities for collaboration.
- Proactively engage in collaboration with key suppliers, empowering them to assess their sustainability, strategize based on findings, and align plans with business risks.
- Develop and elevate the potential of partners towards sustainability, enhancing operational efficiency to grow together
- Enhance and develop employee capabilities towards sustainability, while improving operational efficiency for mutual growth.

## COMMUNICATION OF GENERAL PROCUREMENT POLICIES

TCP Group has implemented comprehensive procurement policies to inform of, ensure understanding, and promote adherence to relevant processes within its procurement departments and internal units. These policies aim to establish a fair, transparent, and efficient supplier selection and procurement process, emphasizing the acquisition of goods and services that meet precise specifications, sourced from suitable providers at fair prices, aligned with TCP Group's business requirements. In 2023, the procurement department conducted online training sessions to disseminate these policies to employees, including informative short clips accessible through the Learning+ platform, fostering continuous learning for all staff.

## ENHANCING AND DEVELOPING PARTNER CAPABILITIES

### Information on business partners for the year 2023



**Tier 1 key business partners**  
**109** businesses



**New business partners**  
**219** businesses

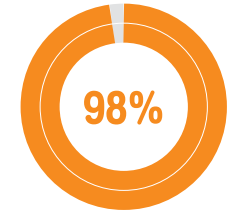
### Information on the sustainability risk management of business partners (308-1) (414-1)



of partners acknowledged and signed to affirm their commitment to follow the Code of Conduct

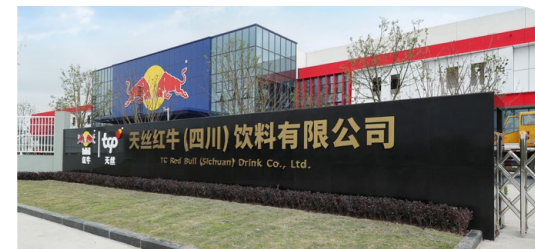


**Tier 1 key business partners** implemented ESG self-assessments



**Tier 1 key business partners** scoring over 80% in the ESG self-assessments

## KEY OPERATIONAL INITIATIVES



### TCP Group in China inaugurated the TCP Group Red Bull Beverage (Sichuan) Production.

A new factory has been inaugurated in the Economic and Technological Development Zone of Neijiang City, Sichuan Province, with the primary objective of meeting the demand from consumers in Western China. Covering an area of about 167 rai, this facility represents an investment of 2 billion yuan (approximately 10 billion baht). It houses five production lines capable of producing 1.44 billion cans annually. The factory is equipped with advanced, environmentally-friendly operational and production systems, including fully automated high-speed production lines at the forefront of industry standards, alongside a fully automated warehouse. It is also striving to meet global energy conservation standards and achieve LEED Certification for environmental sustainability.





**Red Bull, the energy drink, celebrated the inauguration of its inaugural production line in Amurapuri, Nepal.**

In Nepal, TCP Group partnered with Salus Beverages, part of the Khetan Group, to produce the Red Bull Gold Can. The Amurapuri plant manufactures 250-milliliter canned beverages specifically for the local market. The facility is equipped with machinery imported from Germany and Switzerland, operates fully automated production lines, and adheres to rigorous environmental and safety standards. Moreover, the facility utilizes electricity generated primarily from renewable sources, accounting for more than half of its total energy consumption.



**TCP Group joins hands with its business partner, Pusheng, in China, to sign an ongoing distribution agreement for Red Bull beverages.**

TCP Group conducted a signing ceremony to solidify a collaborative distribution agreement with Pusheng Food Sales Co., Ltd., marking a commitment to enhance their ongoing and future business partnership. This agreement grants exclusive rights to Pusheng Food Sales Co., Ltd. for distributing Red Bull beverages in China for a period of 20 years.

**The Yee Lee Group from Malaysia and TCP Group announce a strategic partnership.**

TCP Group will hold a 50% stake in Yee Lee Marketing through this partnership, enabling both companies to leverage their strengths and expertise to expand the market share of Red Bull products. This collaboration aims to enhance distribution synergies, improve operational efficiency, and enrich service experiences for sub-distributors and retailers. Additionally, it will introduce innovative and exciting products to Malaysian consumers.



**The Successor Development Program: The Next Gen - 1<sup>st</sup> Generation**

Durbell Co., Ltd. organized the ‘Durbell Successor Development Program: The Next Gen - 1<sup>st</sup> Generation’ project in collaboration with the Retail Excellence Center at the Panyapiwat Institute of Management (PIM). Under the concept of ‘**Learning the shortcuts to opportunity**’, participants applied acquired knowledge directly to real-world sales situations. The curriculum covered team management skills for the new generation, establishing a digital business presence, raised tax awareness, and included a study visit to the most advanced warehouses in Thailand, located at the CP All Complex. Twenty partner stores were selected to participate in the inaugural program.



### Wang Noi Distribution Center

**Durbell Co., Ltd.** is advancing its growth strategy with the opening of a new distribution center in Wang Noi District, Ayutthaya Province. This move highlights their commitment to modernizing and optimizing the logistics through smart warehouses and integrated Omni Channel services. These initiatives seamlessly connect offline and online operations, ensuring consistent partner experiences across all channels. Supported by ongoing economic expansion that is facilitated by government stimulus measures and bolstered by support from the tourism sector, their ambitious goal is to achieve a 50% revenue increase within the next 5 years (2023-2028). Key sustainability efforts include addressing environmental concerns such as air and noise pollution, as well as reducing urban congestion. They are implementing electric forklifts, LED lighting, and are in the process of testing electric vehicle (EV) transportation systems to enhance efficiency and reduce carbon emissions across their production processes.

### The 2<sup>nd</sup> annual Durbell Partnership Business Conference: Igniting sustainable success through collaborative endeavors

This forum brought together 85 of Thailand’s most capable retailers to converse, share experiences, and realize business opportunities. Through collaboration with Durbell, they were supported and propelled towards sustainable business growth, safeguarding commercial success for future generations.



### Organizing a sustainable partnership conference titled Net Zero Transition “From Commitment to Action”

TCP Group organized a sustainability forum to promote collaboration within the industry under the theme **Net Zero Transition “From Commitment to Action”**. The event included subgroup meetings where over 100 business partners participated, including affiliates like BIG (Bangkok Industrial Gas), Mitr Phol Sugar, Thai Malaya Glass (TMG), and BJC Glass. They shared strategies and practical approaches to inspire real-world practices for sustainable business operations. Mr. Kajornsak Pliensakul, Chief Supply Chain Officer of TCP Group, exchanged insights on TCP’s sustainability initiatives during the event.



## SOCIAL PERFORMANCE

Budget allocated for social programs totaled **65.54** million baht.

### Community support and development projects

- Goods to the value of **2,723,840** baht were purchased from the communities.
- The community economy development and promotion project **benefited 44,604** people.
- Economic value increased by **14.47** million baht.

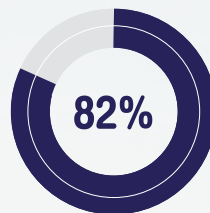
### Public Health Programs

- **Sponsoring medical equipment** for **16** hospitals in **14** provinces
- **24.42** million baht budget

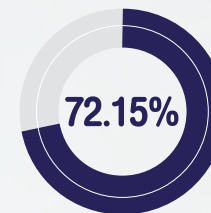
### Educational Programs

- **438** scholarships were awarded from a budget of **618,000** baht.
- Supporting the development of teachers and educational personnel under the **“Rong Rien Ploi Sang”** project in its third year: **6** schools in total.
- **The Executive Functions (EF)** Development project at **4** early childhood development centers and schools.

**Beneficiaries** of the sustainable community project numbered **126,652** individuals



Employee satisfaction survey results relevant to the TCP Group



of beverage products are health-oriented.

Employee training sessions averaged **43.50** hours per employee

**9** new products meet health and innovation criteria.

**0** incidents of human rights violations

**1** fatality from work and transportation-related incidents.

**11** work-related injuries resulting in more than 3 days of absence.



# HUMAN RESOURCES MANAGEMENT



**Employees are invaluable assets, and are key drivers in helping the organization achieve its vision, mission, and goals.** Effective human resource management is essential for navigating the rapid and uncertain changes in the global economy and society. Major challenges include adapting to technological changes, managing remote and hybrid work models, and creating an open and inclusive environment that embraces gender, cultural, and opinion diversity. To address these challenges, the Company must focus on developing new skills, nurturing leaders who align with its culture, and fostering social responsibility and commitment to sustainability.

## GOALS



2023



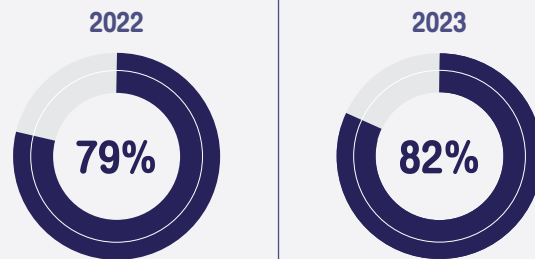
Employee satisfaction rating

≥85



## PERFORMANCE

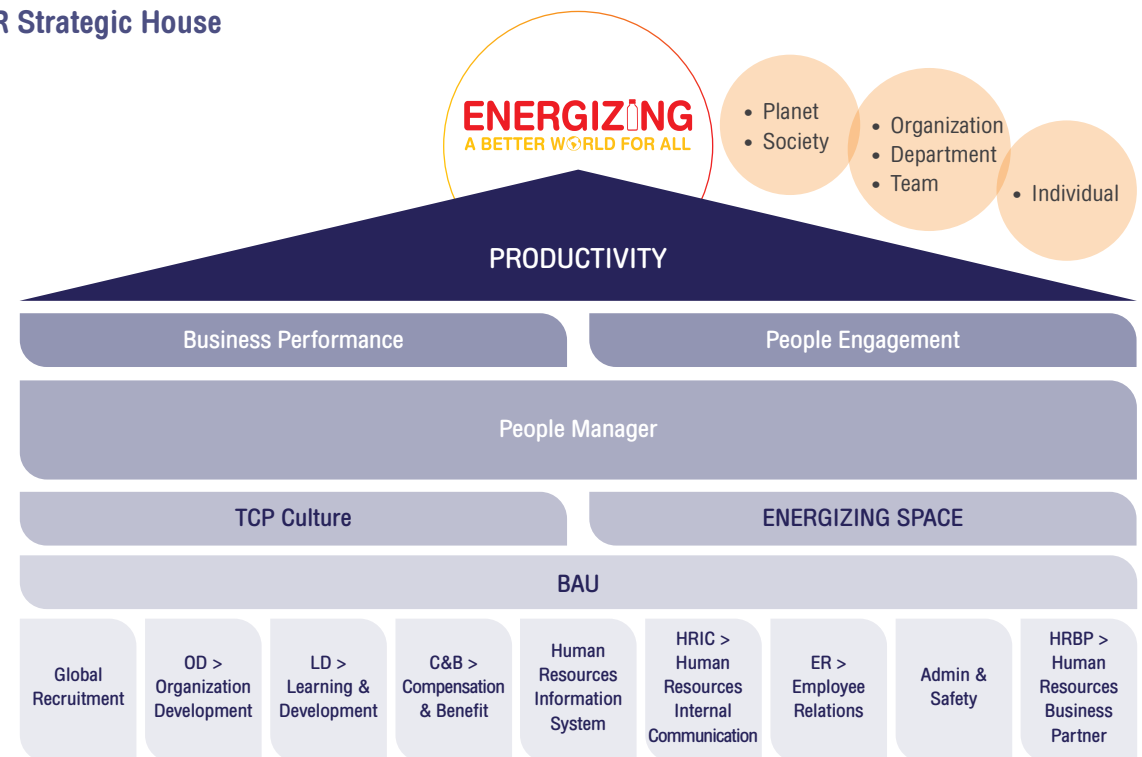
### Employee satisfaction survey results



## STRATEGY

- Promote skill development to increase employee potential and effectiveness. Encourage self-learning and support the creation of internal trainers to facilitate knowledge transfer within and among teams.
- Manage high-potential employees (talent) by enhancing management and evaluation systems to clearly demonstrate their contributions to advancing the organization.
- Foster employee commitment and engagement with the organization by promoting a healthy work-life balance, reducing stress, and maintaining physical, mental, and emotional well-being.
- Cultivate a sense of social responsibility and dedication to sustainability in the organization.

### HR Strategic House





# HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT STRATEGIES



## TCP People Manager (404-2)

TCP Group prioritizes the development of supervisors to achieve outstanding performance and ensure their teams work happily while meeting their goals. The Company supports **TCP People Manager** in harnessing their potential to achieve better results for themselves, their teams, and the organization. This is achieved through **TCP People Manager Journey**, which offers principles, tools, and practices for supervisors to implement, leading to continuous and tangible positive outcomes.

## 4F program (Food, Fin, Fit, Feel)



The Company improves living conditions and offers additional benefits through the **4F program**



FoodD Breakfast for employees



FinD Understanding Taxes



FitD Exercise activities, Yoga



FeelD Coffee Blend Workshop

## Energizing Space

TCP Group fosters an environment where employees can unleash their potential together. This includes transforming TCP1 headquarters into a playground-themed space to inspire creativity and innovation, equipping meeting rooms with technology for hybrid meetings, and providing co-working spaces for flexible work locations. Employees also have opportunities to showcase their talents, promoting growth for individuals, teams, and the organization. Furthermore, TCP Group enhances working conditions for factory workers, branch employees, and international staff in locations such as China, Vietnam, and Myanmar. The Company improves living conditions and offers additional benefits through the **4F program (Food, Fit, Fin, Feel)**, which includes various activities to boost employee well-being (**Yay! Friday**), for example.



## Creating a culture of proactive, positive and supercharged

Building a strong culture is essential. The Company has established strategies to promote a proactive, positive and supercharged culture through performance evaluations. This ensures that all employees understand the importance of core values and actively contribute to cultivating them, aligning their work and personal lives accordingly. This unified approach enhances the ability of employees to drive progress for themselves, their teams, and the organization as a whole.

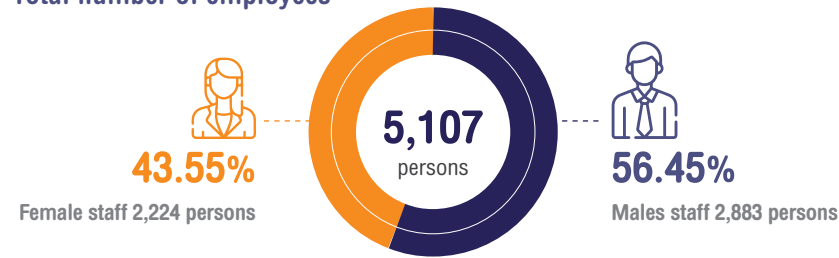
**Proactive  
Positive  
Supercharged**



## TCP GROUP EMPLOYEE DATA

(2-7) (401-1) (401-2) (405-1)

### Total number of employees



### Aged

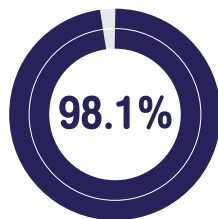
### Area



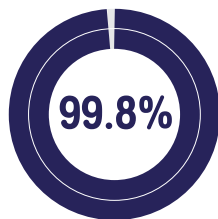
New employees  
**+870 persons**

Employees leaving  
**-793 persons**

### Employee retention rate



New employees  
(tenure 0-2 years)



high-potential employees  
(talent)



Employees  
in critical positions

## OCCUPATIONAL HEALTH, SAFETY, AND ENVIRONMENT

(3-3)

### Statistics on security, safety, occupational health, and workplace environment

(403-8) (403-9) (403-10)



#### Work-related fatalities

**1** Cases

#### Occupational diseases

**0** Cases

#### Accidents resulting in more than 3 days off work

**11** Cases

#### Lost-time injury rate

**0.2622**

(Per 200,000 hours worked)

#### Injury severity rate

**7.9682**

(days per 200,000 hours worked)



#### Rate of accidents involving commercial vehicles

**6.7459**

(occurrences per million kilometers)

\*Data concerning Durbell Co., Ltd. and T.G. Vending and Showcase Industries Co., Ltd.

### Guidelines for managing occupational safety, health, and environment within TCP Group.

(403-3) (403-4) (403-6)

- Establish policies for occupational safety, health, and environment.
- Establish an occupational safety, health, and environment management unit. Form an occupational safety, health, and environment committee to define roles and responsibilities for inspections.
- Evaluate operational risks through processes such as hazard identification, risk assessment, and incident investigation to identify both risks and opportunities. This encompasses operational procedures from safety inspections like Safety Cross Patrol and managerial safety checks through Go Gemba, performed monthly.
- Certainly! Here's a clearer version: Define the roles and responsibilities of workplace safety officers at various levels management, supervisory, technical, advanced technical, and professional in alignment with company structure and legal requirements.
- Specify the necessary resources for developing a functional and appropriate occupational health and safety management system, such as budget, personnel, and equipment.
- Raise occupational health and safety awareness among employees using tailored methods for different groups.
- Develop an internal and external occupational health and safety communication system that is accessible, comprehensive, and consistently practiced within and outside the organization.

- Promote environmental and workplace improvements for safety and orderliness in operational areas. Encourage employee involvement through SHE (Safety, Health, and Environment) Suggestion activities for safety recommendations in the workplace.
- Arrange for accredited healthcare professionals from Ministry of Public Health-approved hospitals to be stationed in each area's medical room to provide guidance, consultations, basic health check-ups, and promote health awareness. Implement ongoing promotional activities to raise awareness of healthcare and safety measures and monitor and prevent work-related illnesses or diseases.
- Provide health screenings for employees, create health check-up guides, and establish protocols for utilizing medical room services to support employee healthcare.
- Develop a training and emergency drill plan related to emergencies, emphasizing ergonomics and workplace improvement.
- Regularly conduct assessments, audits, and oversight of occupational health, safety, and environmental conditions in the workplace.
- Regularly review management strategies with executive leadership during monthly meetings.

### Accident prevention and reduction (403-7)

- 1. Elevate the management of occupational health, safety, and environmental conditions in the workplace to a systematic level that aligns with both international benchmarks and national standards in Thailand.**
  - The headquarters and Bangkok Branch 1 of Durbell have been awarded the 1<sup>st</sup> place Gold Award for Outstanding Model Workplace Safety, Health, and Environmental Management at the national level.
  - T.G. Vending and Showcase Industries Co., Ltd. has been awarded Platinum-level certification under the T-OSH OSHMS:2019 standard for its workplace safety, health, and environmental management systems.
  - Durbell Co., Ltd., Nakhon Sawan Branch, has received the Certificate of Honor for the Class-3 White Factory Project and compliance with drug prevention and problem-solving standards for the year 2023.
- 2. Promote a culture of safety and good health, starting with the cultivation of the corresponding personal values. Encourage employees at all levels to participate in building and driving safe behavior.** (403-1) (403-2) (403-5)
  - The Prachinburi manufacturing plant is reinforcing a culture and behaviors in Behavior Based Safety (BBS) to prevent and reduce accidents caused by unsafe actions.

- Raise awareness and promote safety consciousness through activities such as Safety Talks, creating Commitment Cards for safety pledges, and promoting rules, good behaviors, and Smart Safe practices via One Page Campaigns across all departments.

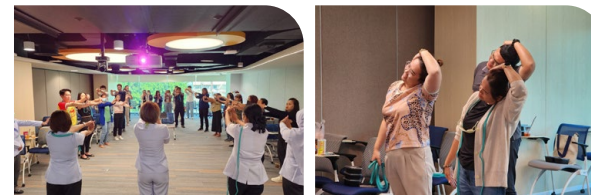


- Support and promote employee health through the “FitD” activities.

### Promote employee exercise with activities like TCP Mini Fun Run, yoga, and Body Combat.



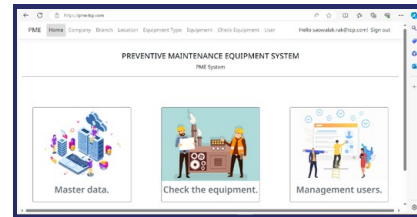
### Office Syndrome prevention activities Methods for muscle relaxation and pain relief recommended by physicians, nurses, and physical therapists.





### 3. Boost workplace efficiency through the integration of technology to enhance safety, mitigate risks of accidents, injuries, fatalities, and occupational illnesses.

- The Preventive Maintenance Equipment System (PME System) monitors emergency equipment such as fire extinguishers, fire cabinets, fire alarm systems, emergency lights, and automated defibrillators. It promptly reports any anomalies to administrators.



### Transportation safety

Durbell Co., Ltd., part of TCP Group, is a leading distributor of consumer goods and operates warehouses. The company is dedicated to exceeding legal standards by implementing clear regulations for company vehicle usage to prevent accidents. Additionally, Durbell enhances safety measures through the installation of GPS systems and vehicle-mounted cameras.

- They have received the **“Safe Transport Community Partner”** award for the second consecutive year from the Department of Welfare and Labor Protection, recognizing their efforts in elevating occupational health, safety management, and environmental practices systematically for transportation-related businesses or warehouses. Their adherence to international standards and comprehensive implementation of workplace safety regulations under the program has been commendable.
- Durbell Co., Ltd.** has received a total of 18 outstanding awards for the second consecutive year, along with 1 commendation award.
- T.G. Vending and Showcase Industries Co., Ltd.** received an award of excellence.

### ACTIVITIES TO BUILD AWARENESS AND UNDERSTANDING OF DANGERS, AS WELL AS PRINCIPLES OF CONDUCT DURING CRISIS SITUATIONS.



#### Escape, hide, fight

TCP Group, in collaboration with officers from the Bang Khun Thian Police Station, organized training and drills on responding to shooting incidents with the **‘Escape, Hide, Fight’** protocol. This initiative aims to prepare for unforeseen situations, as public shooting incidents have become increasingly common and closer to home. Learning materials have also been developed on the Learning+ platform.

### Human Rights (2-30) (412-2)

TCP Group is committed to upholding human rights and ensures that all employees are familiar with ethical standards before starting work. This dedication is reinforced through the group’s code of conduct, which encourages partners to embrace human rights guidelines throughout the value chain. Hiring practices are aligned with human rights principles, and the establishment of an Integrity Line whistleblower channel aims to prevent human rights violations and address related complaints.

TCP Group has implemented guidelines within its **“Employment and Labor Management Policy”** to underscore its dedication to fair treatment and respect for human rights among its employees. Emphasizing inclusivity and the value of diversity, the policy aims to enrich employees’ lives, cultivate loyalty to the organization, and inspire them to perform to their fullest potential.

### Good Labour Practices : GLP



TCP Group has been re-certified with the Good Labor Practices (GLP) symbol and received an accolade from the Director of the Bangkok Metropolitan Administration’s Office of Welfare and Labor Protection, Area 2. They also participated in the GLP 4-Region Business Development Program, presenting on **“Guidelines for Implementing Good Labor Practices (GLP) within TCP Group,”** achieving success.

### MOU for promoting gender equality in the workplace



On September 19, 2023, Durbell Company Limited’s Nakhon Pathom Branch was honored with a certificate and entered into an MOU to promote gender equality in the workplace. This initiative involved collaboration with the Governor of Nakhon Pathom Province, the National Council of Women of Thailand under the Royal Patronage of Her Majesty the Queen, and the Federation of Business and Professional Women of Thailand-Nakhon Pathom.



# PRODUCT EXCELLENCE



Key factors affecting consumer spending behavior in consumer goods and services include the rising inflation rate, which has been a persistent issue this year. This is reflected in gradually increasing product prices, leading consumers to reduce their spending frequency and narrow down their purchases. **Despite these adjustments, certain categories, especially those promoting health, continue to see growth.** Consumers prioritize product features and pay close attention to the sourcing of raw materials when making purchasing decisions. Therefore, businesses, especially in the food and beverage sector, need to adapt to economic fluctuations and evolving consumer preferences. They should focus on product innovation and responsibly sourced, standardized, high-quality, and safe raw materials to meet consumer demands and build confidence in their products.

## GOALS



2026

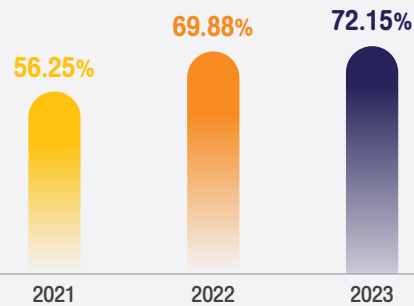
**MORE THAN 80%**

of TCP Group's product portfolio meet the criteria for health-oriented products.



## PERFORMANCE

The proportion of health-oriented products compared to the total product range.



## PRODUCT SAFETY AND QUALITY (416-1)

The product safety and quality are at the core of TCP Group’s business operations. The Company follows an integrated approach to quality management, establishing and implementing the “TCP Global Quality Standard.” Key operational foci include:

- Establishing policies for managing food quality and safety, and continually improving systems to meet international standards.
- The appointment of senior management and teams: Quality and Food Safety Team and Food Fraud Mitigation & Food Defense Team.
- Develop an effective traceability system that allows efficient consumer feedback.
- Use technology to effectively ensure products meet high quality and safety standards as required by law.
- Enhance employee awareness and pride through training, ensuring they understand and value their role in delivering high-quality products to consumers.

**The beverage production process of TCP Group in Thailand is certified for quality and safety throughout its manufacturing operations.**

- GHPs (Good Hygiene Practices) and HACCP (Hazard Analysis and Critical Control Points) are fundamental standards for food production methods and process control management.
- FSSC 22000 is a certification standard for food safety management systems in food production.
- Halal food standards
- MUI (Majelis Ulama Indonesia) is the Indonesian halal certification body, ensuring that products meet Islamic dietary laws and are suitable for consumption by Muslims.
- ISO/IEC 17025 is the certification of laboratory competence.

### Customer complaint management

TCP Group has established transparent and comprehensive channels for customers to give feedback and report quality and safety issues regarding products and services. These channels ensure that the origin of any issues is identified, and all complaints are effectively managed through regular reviews by a complaints handling committee.

### Contact channels for consumer information center

1. Consumer information center phone number: 02-408-0900
2. Report information via the website: [www.tcp.com](http://www.tcp.com)

## CONSUMER HEALTH AND WELLNESS

To advance the development of consumer health-oriented innovations, TCP Group has set a key organizational target for 2026: ensuring that more than 80% of its entire product range meets the standards for health-oriented products within TCP Group. This commitment drives research and development efforts aimed at enhancing consumer health through product improvements, focusing on areas such as:



Reducing the amount of sugar in products.



Controlling and reducing sodium levels.



Enhance nutritional value for specific benefits.



Develop products for elderly consumers

In 2023, TCP Group focused on developing and researching consumer health products, including those enriched with nutrients and vitamins, as well as products with reduced or no added sugar. Health-oriented products constituted 72.15% of the total product lineup released to the market.

### In 2023, *new product* listings that support health include:



#### Reduced sugar products

1. Red Bull Energy Soda
2. Warrior Strawberry (Malaysia)
3. Warrior Grape (Malaysia)
4. SPONSOR Go Energy Drink Original No Sugar
5. Planett, Rubia & Raspberry Soda
6. Planett, Elderflower & Hibiscus Soda



#### Specialized benefit products

5. Planett protein snack, Hot and Spicy
6. Planett protein snack, Original
7. Planett protein snack, Butterscotch
8. FarmZaa, Calamansi Honey Soda
9. Hop Soda, Raspberry Rose

TCP Group remains committed to ongoing development of innovative products and enhancing consumer health and wellness in response to genuine consumer needs, including preferences for natural and health-oriented solutions. This strategy aims to cultivate brand engagement and fulfillment through consumer experiences.



#### FarmZaa

Calamansi Honey Soda was developed by TCP Group to bolster local farmers and enhance the value of indigenous fruits. **This soda beverage contains 0% sugar** and is crafted from the renowned **Calamansi or citrus reticulata fruit**, grown in Chanthaburi province.



#### Planett

This **floral soda** drew inspiration from nature, capturing the fresh aromas of flowers and fruits fused with the crispness of soda. **The beverage boasts 0% sugar and 0% calories**, is enhanced with theanine for relaxation, and highlights the flavors of elderflower and hibiscus. It was chosen as one of the top 50 taste innovations to debut at THAIFEX - ANUGA ASIA 2023.



#### Planett Complete Protein Snack

Crunchy baked rice mixed with plant-based proteins (soybeans and shiitake mushrooms). A healthy high-protein snack.



#### BESTURAL Collagen Gummy

This collagen gummy was chosen to feature in the Future Food Product Showcase at THAIFEX - ANUGA ASIA 2023 and received the PRAEW ICONIC BEAUTY 2023 award from Praew magazine, as well as the **“Best Collagen”** recognition from KONVY.



## MARKETING AND RESPONSIBLE LABELING

At TCP, we prioritize developing a diverse range of health-oriented products and promoting consumer responsibility and safety. We provide clear nutritional information on product labels to help consumers make informed choices about nutrition. Additionally, we follow the **External Communications Policy** introduced in 2023, which underscores the principles of honesty, transparency, fairness, and clarity. This policy guides our communication and interactions with external stakeholders, ensuring compliance with legal requirements, regulations, and ethical business practices. We maintain high professional standards in media relations and public communications across all TCP Group entities.

- Customer (including consumer) communication policy
- Business partner communication policy
- Community relations policy
- Government and regulatory bodies communication Policy
- Mass media relations policy
- Crisis communication policy
- Social media communication policy

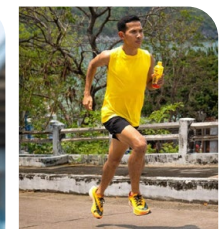
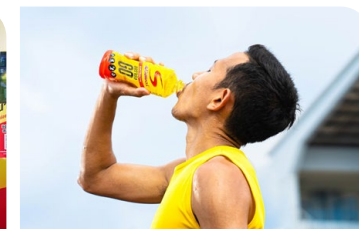
### Customer (including consumer) communication policy (417-1)

- Present accurate information without distortion, exaggeration, or misrepresentation, and comply with legal requirements and standards as per the **“Principles on Responsible Marketing of TCP Group.”**
- The use of the company’s trademarks or logos in advertising and product promotion must be done in accordance with prescribed guidelines and approved by authorized personnel before implementation.
- The marketing departments of the company in various countries consistently conduct customer feedback surveys to gather insights for enhancing product and/or service offerings to better suit customer preferences.
- The public relations and communications department must establish channels for customers to lodge complaints about products and/or services. This includes a communication process with customers to address issues promptly and appropriately, as well as providing necessary information to ensure accurate understanding and maintain the Company’s and product brands’ image.



### Add the “Please recycle” message

to the new packaging design of Red Bull glass bottle drinks, promoting consumer awareness to separate and recycle packaging after use. This initiative will extend to all beverage brands in Thailand by 2024. In 2023, it was implemented across three product brands: Red Bull, Monster, and FarmZaa.



### Present nutritional information on sports drinks at the 1<sup>st</sup> Sports Nutrition and Exercise Conference.

TCP Group supported the 1<sup>st</sup> Sports Nutrition and Exercise Conference on the topic **“Electrolytes: Enhancing Sports and Exercise Performance”** in collaboration with the Thai Nutrition Association. This initiative aimed to promote accurate understanding of exercise and sports drinks, including revealing the benefits of mineral drinks in enhancing sports and exercise performance to encourage efficient and healthy physical activity. The conference featured over 100 experts, including nutritionists, exercise scientists, and sports researchers from various institutions in Thailand and abroad.



พร้อมไปสุด ทุกความเป็นคุณ

Happy International Women’s Day



### The advertisement for Ready drink: “The power of women, always great”

Ready beverage joined in celebrating **“International Women’s Day,”** honoring the successes of women because we believe that the power of women is always great. This message was communicated through Facebook channels.



## SUSTAINABLE COMMUNITY AND SOCIETY



TCP Group focuses on reducing environmental impact and increasing positive social impact. Their commitment to a strong Thai society, where community members enjoy a better quality of life, is reflected in their overarching goal: **“Energizing a Better World for All.”** As a leading business in the production and distribution of beverages that have been part of Thai society for over 67 years, TCP not only offers healthier product options but also aims to **“Caring - Energizing Our Environment”** This goal focuses on creating equality and promoting sustainable communities through the group’s various sustainability projects. <sup>(413-1)</sup> <sup>(413-2)</sup>

### EDUCATION



TCP Group recognizes the importance of education as a key tool for promoting social equality and developing high-quality individuals who are valuable resources for the country. To support this, TCP implements educational projects that create opportunities and enhance quality. These initiatives include providing scholarships and carrying out long-term educational programs through the TCP Energizing Education for More Opportunities. This project supports both teachers and students, offering learning opportunities and fostering self-development to meet the demands of future education and careers.

## 1. Creating opportunities and access to education through various scholarship programs

Scholarship Type	Number of Scholarships	Budget (Baht)
<b>1.1 Scholarships for children of employees</b> (Academic: kindergarten - university) (Vocational: diploma - higher vocational certificate)	4,205	9,654,000
<b>1.2 Scholarships for Schools around the plant and office areas</b> (Mathayom Wat Singh School, Ban Pak Klong Bangkradan School, Sri Rak Ratbamrung School, and Wat Bang Taen Community School)	438	618,000
<b>1.3 Continuing Education scholarship, Yuvabadhana Foundation</b>	150	1,400,000



### The “Energizing Space for Kids” activity, Food Fit English Day, with scholarships awarded to energizing learning

TCP Group opened the space of its Bang Bon headquarters and Prachinburi factory to welcome students and employees of TCP Group for a scholarship award ceremony. The event aimed to create educational opportunities and improve the quality of life for the youth, helping them become quality individuals. Scholarships for the second semester of the 2023 academic year were awarded, alongside a special English learning session called “Food Fit English Day,” conducted by renowned teacher **Top Pattara Srisukho**. This session aimed to inspire students to learn and develop their English language skills, which they can apply in their studies and future careers.

## 2. The “Rong Rien Ploi Sang” project, Year 3 of Learning Ecosystem Development

TCP Group recognizes the importance of developing teachers, who are essential to the educational ecosystem. Believing in enhancing teachers’ potential and supporting them in various ways will lead to positive outcomes for students, **TCP Group collaborated with the Faculty of Learning Sciences and Education at Thammasat University on the Rong Rien Ploi Sang project**. This initiative has been ongoing for three consecutive years. In its third year, the project significantly transformed administrators, teachers, and students. It impacted structures, curricula, teaching methods, and fostered positive relationships with parents and the community. Progress includes:

- Advancing from creating a Professional Learning Community (PLC) within the project to driving comprehensive school development.
- Empowering teachers and students to actively engage in creating transformative learning environments in schools, aligning with the project’s core goal of fostering systemic change.



**6 schools participated in the project’s third year**  
 The project benefited a total of **4,009** teachers and students.

### 3. The executive function (EF) enhancement program: “Energizing Early Childhood Development at TCP for a Better Future”

TCP Group collaborated with Rak Luk Foundation to develop an integrated project aimed at promoting knowledge and enhancing executive functions (EF) – skills in controlling thinking, actions, and emotions to achieve goals. Practical training was provided to educational and public health personnel in Tambon Bang Taen, Prachinburi Province. The target groups included two child development centers and two kindergarten schools, along with parents in the community. These efforts were crucial for translating knowledge into practical action, benefiting youth development. This year trained personnel applied their knowledge in classrooms through teaching plans that emphasized EF skills such as critical thinking and emotional regulation, ensuring a diverse learning experience with clearly defined learning objectives for young children.



The project positively impacted  
**106 beneficiaries**

## PUBLIC HEALTH

The public health promotion project was another significant initiative that TCP Group consistently pursued to support community access to medical services as much as possible. Each year, TCP Group allocated funds to support public health initiatives. One of the organization’s key ongoing projects, which was in its fourth year, was the **Power of Giving project**. This project provided medical equipment to hospitals nationwide based on their needs to enhance patient care efficiency. TCP Group employees from all offices nationwide collaborated with our business partners in proposing hospitals in need of equipment to the Power of Giving project team.



In 2023, **15** hospitals in **14** provinces participated in the project. The budget for medical equipment and utensils was **24,422,149** Baht.

The Power of Giving project (2020–2023) provided assistance to **45** hospitals, **30** provinces, totaling over **106** million Baht.



## COMMUNITY DEVELOPMENT

TCP Group's community development initiatives focused on working closely with local communities, recognizing their pivotal role in fostering lasting societal resilience. In every TCP project, community involvement was essential, whether directly aimed at community development or addressing diverse environmental issues. Communities actively engaged in problem analysis and solution - seeking, supported by TCP and project partners. Together, they crafted plans that met community needs, ensuring both organizational objectives and sustainable community development were achieved effectively.

### 1. TCP Embracing Thailand's River Basin Project (Surface and Groundwater)



TCP Group is committed to sustainable water management with the goal of achieving **Net Water Positive by 2030**. This means returning more clean and safe water to communities than the company uses through efficient resource use and watershed conservation efforts. This initiative ensures that communities have sufficient and safe water resources, enabling sustainable agriculture, improved quality of life, and environmental balance. TCP Group implemented the **TCP Embracing Thailand's River Basin Project** in collaboration with the **Utokapat Foundation under the Royal Patronage**, the **Hydro-Informatics Institute (Public Organization)**, the **Research Institute for Groundwater at Khon Kaen University**, and the **World Wide Fund for Nature (WWF)**. This project promotes community knowledge on self-sufficient water management using science and technology under the concept **Finding Water, Using Water Efficiently**. It also supports the adoption of new agricultural practices to ensure water security, food security, and sustainable environmental practices. The project focuses on developing solutions tailored to the specific socio-geographical characteristics of each area, addressing both surface water and groundwater management.



▲ Agricultural yields from groundwater development



▲ Agricultural yields from surface water development

### Project implementation areas in 2023

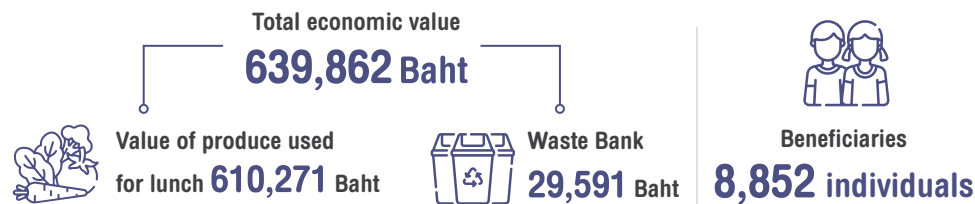
- Bang Pakong River Basin and Yom River Basin
- Prachinburi Province, Sa Kaeo Province, Nakhon Nayok Province, and Phrae Province

	Surface water	Groundwater
<b>Amount of water stored</b>	<b>1,445,204 cubic meters</b>	<b>654,331 cubic meters</b>
<b>Total economic value</b>	<b>11,908,365 Baht</b>	<b>10,884,940 Baht</b>
• Raw water estimated value	11,626,165 Baht	3,308,300 Baht
• Value of agricultural produce	192,200 Baht	7,576,640 Baht*
• Reduction of alternative energy costs	90,000 Baht	
<b>Beneficiaries</b>	<b>5,560 households</b>	<b>1,069 households**</b>
	<b>16,365 individuals</b>	<b>4,276 individuals***</b>
<b>Area benefited</b>	<b>3,113 rai</b>	<b>439.7 rai****</b>

Notes : \* Benefit is calculated from the direct use for production and agricultural activities of the beneficiaries only.  
 \*\* Direct beneficiaries number 42 households, while indirect beneficiaries number 1,027 households.  
 \*\*\* Based on an average household size of 4 individuals per household.  
 \*\*\*\* Based on an average area of 10.47 acres per direct beneficiary household.

## 2. Organic Farming for School Lunch Project

The Organic Farming for School Lunch Project by TCP Group’s subsidiary, Durbell Company Limited, is ongoing for its fifth consecutive year. It involves organic farming of kitchen vegetables, livestock, and aquaculture to supply safe ingredients for midday meals served to students. In 2023, the project supports a total of 19 schools across 15 provinces where the company has branch offices. It develops local organic farming and food education courses to encourage students to learn and practice safe organic agriculture. Additionally, the project showcases outcomes and extends its impact to the community, aiming to create exemplary families, reduce expenses, and increase incomes. Moreover, the initiative includes establishing waste banks in schools and training young farmers to promote organic agriculture in their areas.



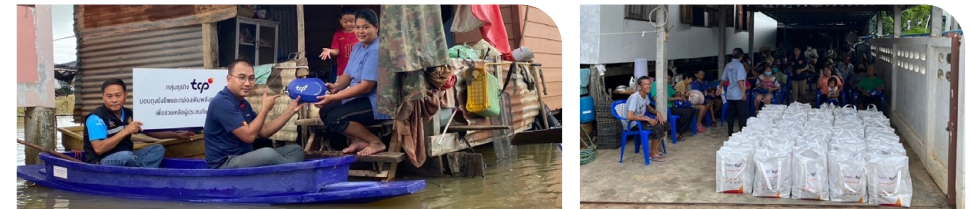
The Organic Farming for School Lunch Project (2022-2025) supports the establishment of organic farming in schools, totaling more than **20 schools** in **15 provinces**, with a total economic value of **2,059,789 Baht**.



## 3. Other Community Development Projects

### The Disaster Relief and Impact Mitigation project

In 2023, Thailand once again faced extensive and prolonged impacts from widespread flooding and natural disasters. TCP Group responded by delivering aid to various communities through survival kits containing essential consumer goods, including products from the company itself. This year, TCP collaborated with SCGC to introduce sustainable packaging solutions, such as the ‘Palungtun’ and ‘**Khlong Term Palungkai Palungjai Box,**’ made from recyclable plastics, in line with the circular economy concept. These kits facilitated rapid assistance to flood-affected individuals, aiming to uplift and empower communities across **over 3,000 sets** distributed in Tak, Phitsanulok, Sukhothai, and Ayutthaya provinces.



### “Khao Phuk Chai Project”

Supports the purchase of organic rice from farmers in Yasothon and Prachinburi provinces at fair prices. This initiative ensures safe food for employees, allowing them to participate as representatives of TCP in rice fields, learning firsthand from local farmers to understand the origins of their food.

The project benefited **596 farming households** Economic value of **2,543,840 Baht**



### The Community Economic Promotion Project

supports the sustainable organic farming group ‘**Bang Taen EM Ball**’ in Prachinburi province. They are implementing a one-year procurement plan for ‘EM Ball’ wastewater treatment bacteria to enhance water quality at a local factory. The total procurement value amounts to **180,000 Baht**.



## IMPLEMENTING SOCIAL ENGAGEMENT ACTIVITIES IN INTERNATIONAL MARKETS.

### TCP Group in the People’s Republic of China.



#### The Education for Future social welfare project in the People’s Republic of China

TCP Group supports education and rural development through the ‘Education for Future’ social welfare project in the People’s Republic of China. This initiative provides theoretical and practical training to a select group of 30 educators from 10 districts for one week. Following the training, the project includes guidance sessions lasting three days, twice within the academic year. These activities aim to help schools improve their educational curriculum, promote physical education, and develop sports models suitable for rural schools, benefiting over 10,000 students. The project received the **Annual Responsibility Practice Public Welfare Project award (Enterprise Category)** from influential media such as ‘The Paper’.



#### Supporting flood relief efforts in the People’s Republic of China

TCP Group donated beverages and a total of 1 million yuan to **The China Charity Federation** to support disaster relief and recovery efforts from flooding in the regions of Beijing, Tianjin, and Hebei.

### TCP Group in Vietnam



#### Energizing and Inspiring Workers

TCP Vietnam collaborated with the **Ho Chi Minh Communist Youth Union (HCYU)**, **Central Vietnam Youth Federation (CVYF)**, and **Vietnam Football Federation (VFF)** to organize a project aimed at showcasing understanding and concern for young workers. This initiative empowered the community, especially the younger generation crucial for national development, through activities like the Red Bull Cup football competition, specialized health check-ups, and inclusive participation events. The project empowered young people, providing opportunities to showcase various talents. Over 50,000 participants were involved, with more than 16,000 receiving health check-ups, and over 100 teams competing in football matches.



### Promoting and Energizing People with Disabilities

TCP Vietnam, in collaboration with the Committee of Vietnam Youth Federation (CVYF) and the Committee of Persons with Disabilities in Vietnam, organized the Light of Vietnam Perseverance project. The project aimed to discover and honor outstanding persons with disabilities who have overcome challenges and limitations, while also showing compassion towards society. Over 50 individuals with disabilities participated in the project, receiving recognition and engaging in activities supported by high-ranking government officials, including the Vice President of Vietnam - H.E Mrs. Vo Thi Anh Xuan honored the invitation to attend the event and met with a group of youth representatives with disabilities. She expressed admiration and gratitude to the disabled representatives for their dedication and valuable contributions to society. Additionally, she thanked various organizations, including TCP Vietnam, for their support of this progressive policy and initiative.



### Energizing and Inspiring Youths

TCP Vietnam business group, together with the Central Committee of the Vietnamese Youth Federation, organized the “Noble Youth 2023” awards ceremony for exemplary youth on December 12, 2020. The event was honored by the Secretary-General and Chairman of the Central Committee of the Youth Union and Association, who attended to commend the youth for their outstanding efforts in living a life with dignity, and contributing to promoting a positive society. Since 2019, TCP Vietnam has continuously supported this initiative through collaboration from 2023 to 2025. In 2023, 20 outstanding youths were awarded certificates, “The Noble Youth” awards, medals, and a cash prize worth 10,000,000 Vietnamese Dong.



# ENVIRONMENTAL PERFORMANCE

**Greenhouse gas emissions for Scopes 1 and 2 in 2023**

**48,402.38** tons of CO2 equivalent<sup>1</sup>

In 2023, the reduction in greenhouse gas emissions from using rooftop solar power systems amounted to **4,561.26** tons of CO2 equivalent.

**80.03%** renewable energy.<sup>2</sup>

**11** products were certified to display the carbon footprint product label.

The water withdrawal rate per unit of product is **4.19** liters per liter of product<sup>3</sup>.

In 2023 water was returned to the community and the environment through the TCP Embracing Thailand's River Basin project. **2,099,534.60** cubic meters (Accumulated volume of 17.16 million cubic meters from 2019-2023.)

**100%** of beverage packaging is recyclable. **430.41** tons of packaging were reclaimed.

**Zero** industrial waste from the Prachinburi manufacturing plant went to landfills.

**Remarks**

- 1) Report on the greenhouse gas emissions of the company in Thailand and its overseas manufacturing plants, is in accordance with the calculation and reporting requirements for organizational carbon footprint set by the Thailand Greenhouse Gas Management Organization (TGO).
- 2) Renewable energy includes biomass fuel from palm kernel shells and solar energy, calculated based on the energy usage of the corporation in Thailand only.
- 3) Water used per unit of product is calculated based on the water drawn for use at the manufacturing plant in Thailand, T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi) only.





# SUSTAINABLE WATER MANAGEMENT



The increasingly hot and dry weather, influenced by El Niño and climate change, caused Thailand to experience 6% less rainfall than normal in 2023, and 24% less than normal in 2022. This amounted to a significant disaster in water availability for agriculture, consumption, industry, and ecosystems. **TCP Group, which relies on water as a primary business resource, recognizes the importance of sustainable water management throughout its value chain.** The company has integrated water conservation into its sustainability framework and set goals to ensure water availability, balance in quantity and quality, conservation, restoration, and stakeholder engagement. This approach is fundamental to sustainable water resource development and use.

## GOALS



2025

Sustainable water management according to Alliance for Water Stewardship Standard (AWS) standards



2030

Replenish more water for the environment and communities than the company uses (Net Water Positive) by 2030



## PERFORMANCE

### Enhance water use efficiency in the production process.



Water intensity

**4.19**

liters per liter of product



Water withdrawal of the manufacturing plant in Thailand:

**2,968,082** cubic meters,

a 4% decrease compared to 2022.

### Increase the amount of water available to the environment and communities.



Returned water to communities and the environment through the “TCP Embracing Thailand’s River Basin”

project by **2,099,535** cubic meters

- Surface water 1,445,204 cubic meters
- Groundwater 654,331 cubic meters

### World class water management



- Alliance for Water Stewardship (AWS) global standard training
- Study and conduct a gap analysis of operational practices against the **AWS Standard** through self-assessment at the **Prachinburi factory**

## STRATEGY

- Mitigation and reduction of water-related risks impacting both internal and external aspects of the organization
- Reducing water consumption and improving water efficiency in production processes
- Maintaining and enhancing the efficiency of wastewater treatment systems to achieve water quality that surpasses standard discharge criteria
- Analysis to find strategies for continuous water reuse and recycling
- Increasing water quantity and restoring water quality through collaboration with stakeholders

## SUSTAINABLE WATER MANAGEMENT STRATEGIES FOR TCP GROUP

(303-1) (303-2)

TCP Group manages the impact of water use across the entire life-cycle, from source to end-use, beginning with careful stewardship of water sources. We improved production efficiency by reducing water usage and ensuring cost-effectiveness through wastewater recycling. Additionally, we collaborated with partners to restore environmental systems linked to water sources and promoted sustainable water management access for communities. These efforts aim to enhance resilience, reduce risks, and mitigate negative impacts.

### Raw water and Usable water management

(303-3)



#### Resource

Allocate storage areas for water reserves to be used in production processes, and manage the extraction of water from sources appropriately



#### Reduce

Implement water conservation projects and engage employee participation



#### Reuse

Increase the amount of water recycling in various activities

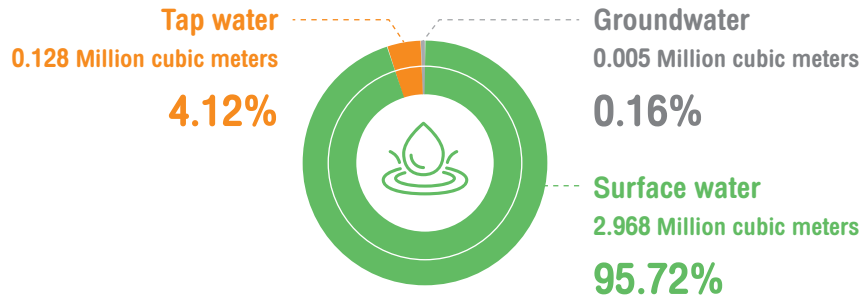


#### Recycle

Reuse treated water in non-production activities

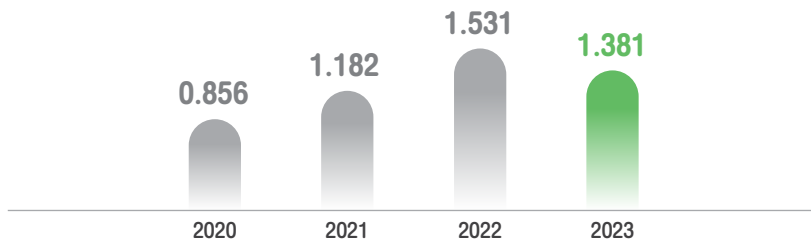


### Water Resource Use of TCP Group (303-3) 3.101 Million cubic meters



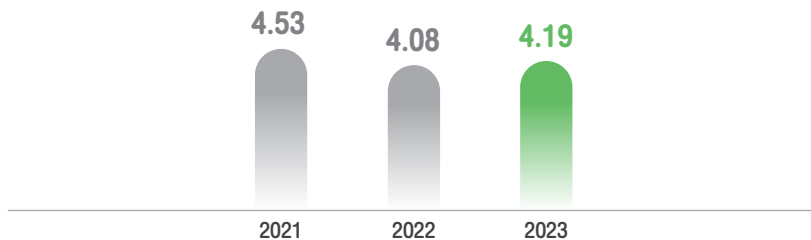
### Volume of water reused and recycled (303-5)

Million cubic meters

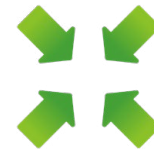


### Water Intensity

Liters / Liter of product



Note : Water usage rate per unit is derived from the production data of T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi plant)



**Reduce**  
the volume of water extracted  
for production  
**reduced by 8%**  
(270,282 cubic meters)



**Recycle**  
water volume  
**increased by 19%**  
(18,507 cubic meters)



**Reuse**  
Recycled water volume  
**decreased by 11%**  
(75,612 cubic meters)

Note : Water usage data from TCP Group in Thailand

### Product Water Footprint

Received certification for Water Footprint assessment by evaluating the units of water used in production throughout the entire value chain. The main products have received the Water Scarcity Footprint certification.





## The Water Usage Reduction project make an infographic outlining the program



Increase efficiency the Reverse Osmosis (RO) water production system to ensure water quality is suitable for **1,600** cubic meters worth of product.

Implement according to the Smart Manufacturing plan for **41,437.11** cubic meters.



Change the conveyor belt lubrication system to **Dry lubricant** at manufacturing plants 3 and 5, totaling **966.19** cubic meters.

## Wastewater Management (303-4)

T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi plant), serving as the main production facility of TCP Group, adheres to the Ministry of Industry's 2017 standards for wastewater discharge control. The facility controls the quality of water passing through its wastewater treatment system. Moreover, treated water is recycled for plant irrigation and cleaning purposes, ensuring that no wastewater is discharged outside the factory premises (Zero discharge).

## Wastewater Management information (303-4)



Treated and reused wastewater  
**659,408.00** cubic meters



Reused and recycled water  
**1,381,013.00** cubic meters

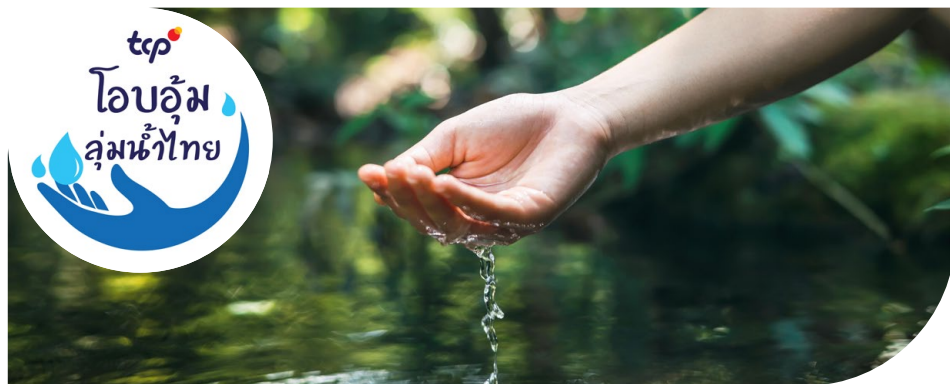


## WATER STEWARDSHIP COLLABORATION

### River basin committee

The main production facility of TCP Group is located in Prachinburi Province. The company actively participates as a member of the project team to enhance community involvement in water management, environmental restoration, and improving community quality of life in the lower Prachinburi River Basin. They also collaborate in integrated efforts to prevent and address agricultural and consumer risks at the convergence point of the Nakhon Nayok River's right bank and the lower Prachinburi River, including representation in the **"Prachinburi Province Commercial Water Users Organization"** since 2022, contributing to sustainable water resource management policies and promoting equitable water usage among all stakeholders.

### TCP Embracing Thailand's River Basin



TCP Group collaborated with the Utokapat Foundation under the Royal Patronage of HRH Princess Maha Chakri Sirindhorn, the Information and Water Resources Institute (a public organization), and the Underground Water Resources Research Institute at Khon Kaen University to implement the community empowerment project **"Find Water, Use Water with Science and Technology"** since 2017. In 2023, they expanded their cooperation to conserve, restore, and manage water resources in Prachinburi Province. They also partnered with the World Wide Fund for Nature (WWF) to enhance conservation efforts, manage water resources allocation for agricultural areas, and sustainably utilize natural resources. This initiative has improved the ecology and community livelihoods in the lower Prachinburi River Basin.

### Key activities

#### SURFACE WATER

#### Bang Pakong River Basin, Tambon Khao Mai Kaew, Amphoe Kabin Buri, Prachinburi Province

**Issues :** The community faces water shortages for consumption and agriculture due to extensive agricultural activities. Constraints prevent drilling wells for tap water supplies. Although there's a water supply system, its capacity is inadequate. Water reserves are lacking in the dry season, and small canals and natural ponds are insufficient for storing enough water.

**Project Activities :** TCP Group collaborated with the Utokapat Foundation under the Royal Patronage of HRH Princess Maha Chakri Sirindhorn and the local community on several initiatives. These included excavating and expanding a 3-rai pond, refilling it with raw water for irrigation purposes, and constructing water intake structures, sediment traps, and drainage pipes for the canal.

**Outcomes :** **Water quantity increased by 154,500 cubic meters per year**, benefiting 780 households for consumption and domestic use.



▲ Kaem Ling, Tambon Khao Mai Kaew, Amphoe Kabin Buri, Prachinburi



▲ Kaem Ling, Tambon Dong Lakhon, Amphoe Mueang, Nakhon Nayok Province

## SURFACE WATER

### Yom River, Phrae Province

**Issues :** The area faced challenges such as a shortage of potable water for consumption, intermittent flooding, and drought. The raw water supply was inadequate for the mountainous region's water distribution system during the dry season, and the water distribution network did not cover the entire area effectively.

**Project Activities :** TCP Group collaborated with the Information and Water Resources Institute (a public organization) and the local community on several initiatives. These included constructing 20 check dams and sediment traps, along with water storage tanks for the water supply system. They also improved the quality of drinking water by installing filtration systems and clean water filters. Furthermore, they installed a solar-powered water pumping system and laid 1,900 meters of irrigation pipes to support agriculture, ensuring adequate water storage for the community throughout the year.

**Outcomes :** **Water volume increased by 189,120 cubic meters/year**, benefiting 1,193 households and 493 rai of agricultural land.



▲ Water reservoir tank, Tambon Nam Lao, Amphoe Rong Kwang, Phrae Province



▲ Expanding water reservoirs, Tambon Sroi, Amphoe Wang Chin, Phrae Province

## GROUNDWATER

### Sustainable groundwater development and management project in Bang Pakong River Basin, Tambon Nonsi, Amphoe Kabin Buri, Prachinburi Province

TCP Group, in collaboration with the Underground Water Resources Research Institute, Khon Kaen University, implemented a project to recharge groundwater through 11 recharge ponds for the communities in Tambon Nonsi, Amphoe Kabin Buri, Prachinburi Province.



▲ Recharging groundwater through ponds in Tambon Nonsi, Amphoe Kabin Buri, Prachinburi Province

### The results of the TCP Embracing Thailand's River Basin 2023



Increased water from groundwater recharging was **654,331** cubic meters.



The project benefited **180** households (Directly impacting 10 households and indirectly benefiting 170 households)



The project area covered **3,943.75** rai of land.

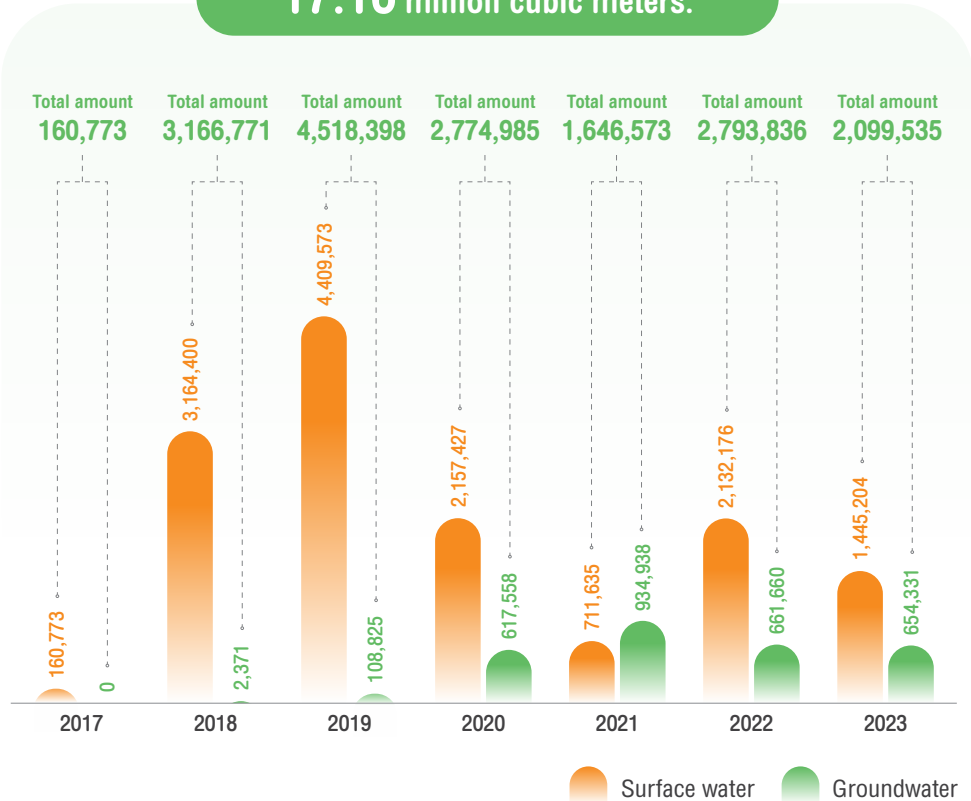
## Increased Water Availability

cubic meters



Summary of **Increasing the amount of Water for the Environment and Communities** through the “TCP Embracing Thailand’s River Basin” project, **accumulated over 7 years** from 2017 to 2023,

**17.16 million cubic meters.**



## SUSTAINABLE MANAGEMENT AND CONSERVATION OF WATER RESOURCES IN ACCORDANCE WITH INTERNATIONAL STANDARDS.

Through its sustainable strategy initiative with ERM-Siam Co. Ltd., a leading sustainability consulting firm, TCP Group has identified that partnering with the global “AWS” Alliance for Water Stewardship is integral to its core business strategy for sustainable water management. This collaboration has empowered TCP to enhance and elevate sustainable water management practices, leveraging AWS standards as the globally recognized framework for water resource stewardship. The operational framework aims to address challenges in water resource usage by fostering a shared understanding among stakeholders operating in TCP’s areas, encompassing diverse risks and opportunities associated with local water sources. Furthermore, TCP actively supports ongoing development in water resource management, focusing on sustainable resource balance, maintaining water resource health, effective management practices, and conserving the sustainability of critical water sources.

Since 2022, TCP Group has prepared to implement operations aligned with AWS certification objectives. The team underwent AWS Standard training and achieved certification in 2023. Subsequently, they conducted a self-assessment of operational gaps against AWS Standards at their Prachinburi production facility, Thailand’s primary manufacturing plant.



## LOW CARBON ECONOMY



**Climate change** is recognized as the most critical risk due to its **high likelihood of occurrence and severe impact**, as highlighted in the **World Economic Forum’s Global Risks Report**. It has **consistently ranked among the top 5 risks since 2010**. Therefore, tackling climate change through reducing greenhouse gas emissions (mitigation) and adapting to changing climate conditions (adaptation) continues to be a challenge that every business must address. TCP Group remains dedicated to implementing strategies for a low-carbon economy, while fostering collaboration with business partners across the supply chain to hasten progress **towards achieving net-zero greenhouse gas emissions by 2065**.

### GOALS



2030

Achieve greenhouse gas reduction in Scopes 1 and 2 by 38% according to science-based targets (SBTi) when compared to the 2021 base year.



2050

Achieve Carbon Neutrality.



2065

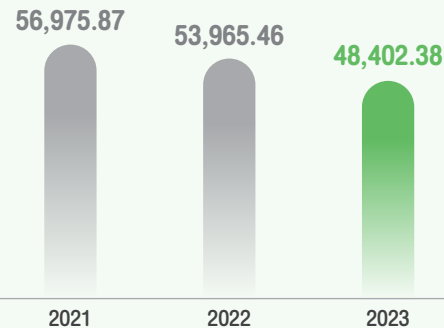
Achieve net zero emissions.



## PERFORMANCE

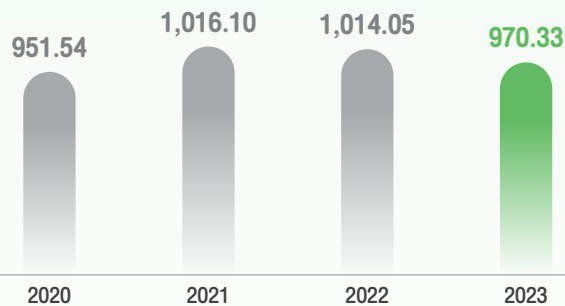
### Greenhouse gas emissions in Scope 1 and Scope 2 <sup>1</sup>

tons of carbon dioxide



### Energy consumption <sup>2</sup> (Thailand)

million megajoules



Note : 1) The report covers greenhouse gas emissions from companies in Thailand and production facilities abroad, following the guidelines for calculating and reporting carbon footprint set by the Greenhouse Gas Management Organization (Public Organization).

2) The report focuses solely on energy usage by companies within Thailand.

## STRATEGY



Reducing greenhouse gas emissions across all activities



Improving energy and resource efficiency



Enhancing the use of renewable energy or clean energy



Developing low-carbon products




Studying reforestation and afforestation for carbon sequestering



Building awareness and understanding among employees about climate change

## KEY OPERATIONAL INITIATIVES

- **Installed a solar rooftop electricity generation system** totaling 8.259 megawatts
  - The Prachinburi manufacturing plant has a capacity of 7.76 megawatts
  - Head office (Bang Bon) has a capacity of 0.499 megawatts
- **T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi manufacturing plant)** has advanced its industrial production to Smart Manufacturing by installing and applying automated systems to enhance product manufacturing processes. This includes utilizing data for product improvement and machinery maintenance, ensuring the delivery of high-quality products to both business partners and consumers, while also managing costs more effectively than before.
- **The organization measures and verifies its carbon footprint** and registers its carbon footprint with the Thailand Greenhouse Gas Management Organization (TGO) adding four more companies in Thailand.
-  **T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi manufacturing plant)** has been awarded the Climate Action Leading Organization (CALO) accolade for outstanding performance in measuring and reducing greenhouse gas emissions, achieving Gold-level certification.
- **T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi manufacturing plant)** has joined as a leading factory in the science-based targets initiative to align with the goal of achieving net-zero greenhouse gas emissions in scopes 1 and 2 by 2040 and scope 3 by 2050.

## STRATEGIES FOR MANAGING CLIMATE CHANGE AND ENERGY

To effectively address climate change and align with the goal of limiting global temperature rise to 1.5 degrees Celsius, TCP Group are fully committed and proactive. They have set ambitious greenhouse gas reduction targets in line with the Paris Agreement through science-based targets (SBT). These targets encompass all aspects of their operations, from office buildings to production processes. TCP Group has established a dedicated task force to ensure continuous strategy implementation. They manage energy in compliance with ISO 50001 international standards and local regulations, focusing on reducing energy consumption, increasing renewable energy usage, and enhancing overall energy and resource efficiency through Smart Manufacturing systems. Moreover, TCP Group collaborates closely with partners and various organizations to drive forward initiatives aimed at reducing greenhouse gas emissions.

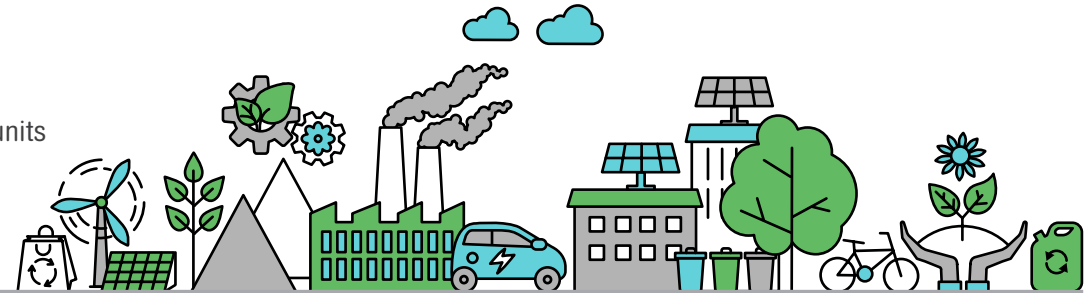
### Reducing greenhouse gas emissions (305-1) (305-2) (305-5)

# 15%

**overall reduction in greenhouse gas emissions compared to the baseline for 2021**

In 2023, the combined greenhouse gas emissions (scopes 1 and 2) of all business units in Thailand, including key overseas manufacturing plants of TCP Group,

**Decreased by 8,573.49** tons of carbon dioxide equivalent compared to the baseline.



**Note:** Calculations and reporting of carbon footprint are based on guidelines from the Greenhouse Gas Management Organization (Public Organization).

Verification of scope 1, 2, and 3 greenhouse gas emissions data is conducted by external agencies and registered with the Greenhouse Gas Management Organization (Public Organization), in addition to T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi plant), the main manufacturing facility operating continuously every year. In 2023, the task force expanded operations to include all companies in Thailand.

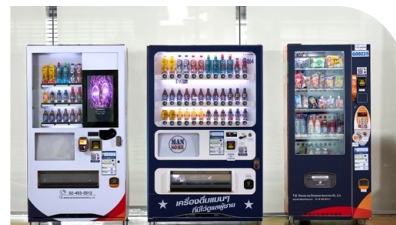
**1) T.C. Pharmaceutical Industries Co., Ltd.**  
(Head office)

t.c.pharma



**2) Durbell Co., Ltd.**

T.G. VENDING



**3) TG Vending and Showcase Industries Co., Ltd.**

DURBELL

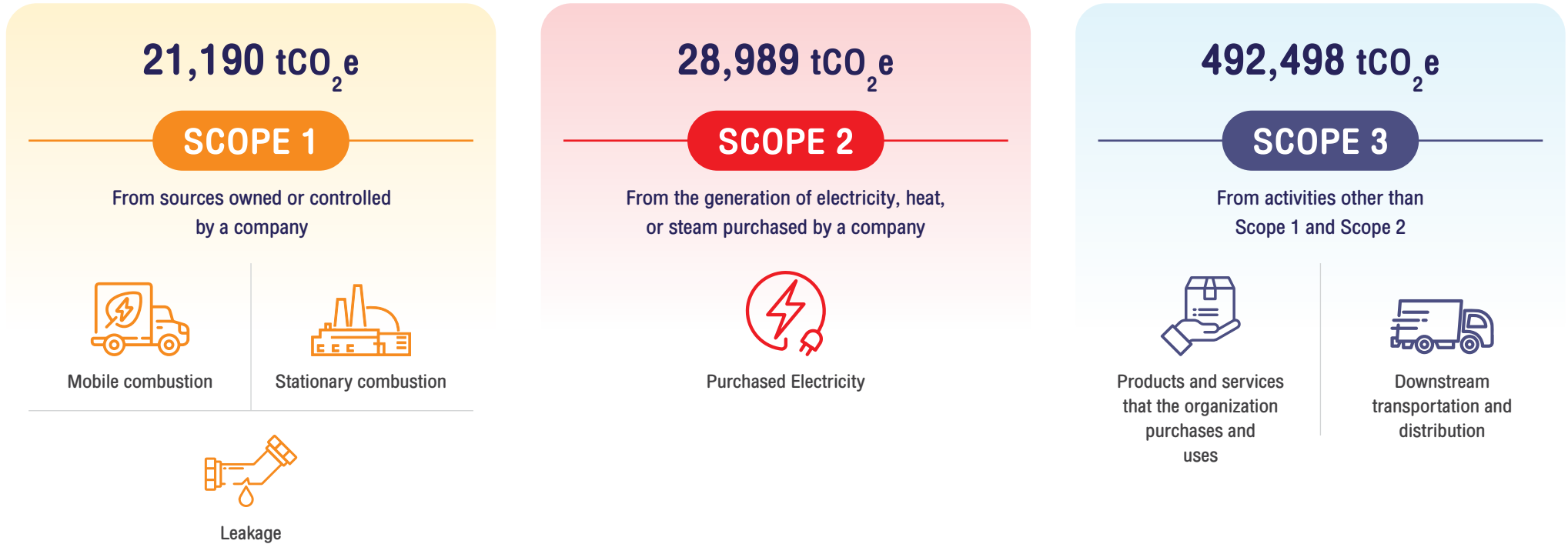


**4) Hi-Gear Co., Ltd.**

HI-GEAR



The greenhouse gas emissions of scope 1, 2, and 3 for the year 2022 of all companies in Thailand.



### Carbon Footprint Product

Carbon Footprint Product certified of main products







## Greenhouse Gas Reduction Project <sup>(304-2)</sup>

### Solar energy electricity generation project



The Prachinburi factory installed a solar rooftop electricity generation system, adding 7.76 megawatts, with a total installed capacity of 12.21 megawatts. It can generate 10,178,000 kilowatt-hours per year, equivalent to 23% of total electricity consumption. This can reduce greenhouse gas emissions by 5,000 metric tons of carbon dioxide equivalent.



The Bang Bon head office installed a solar rooftop electricity generation system, increasing from 0.006 megawatts to 0.4992 megawatts, with a total installed capacity of 0.505 megawatts. It can generate 590,000 kilowatt-hours per year, equivalent to 28% of total electricity consumption. This can reduce greenhouse gas emissions by 295 metric tons of carbon dioxide equivalent.

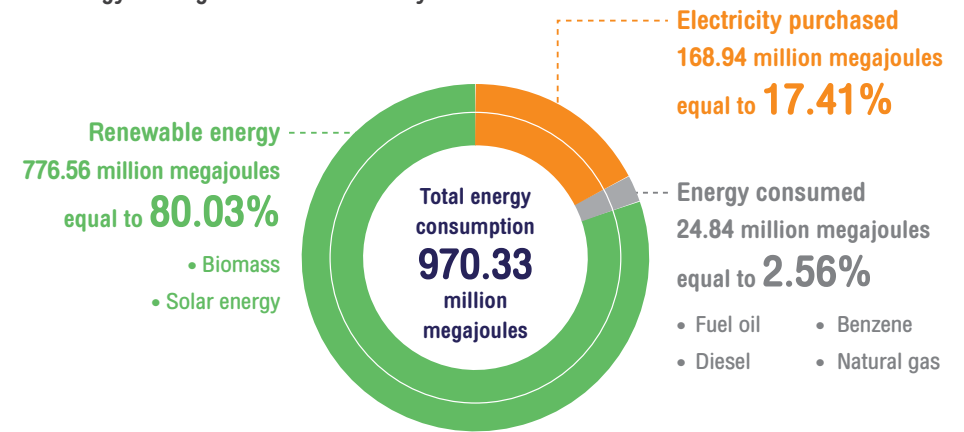
### Biomass steam boilers project



The Prachinburi factory uses biomass fuel to make steam, generating 750,000,000 megajoules of heat annually, which can replace 19,600,000 liters of fuel oil per year. This results in a reduction of over 6,360 metric tons of carbon dioxide equivalent greenhouse gas emissions.

## Energy management and conservation

### Energy management data for the year 2023 <sup>(302-1)</sup>

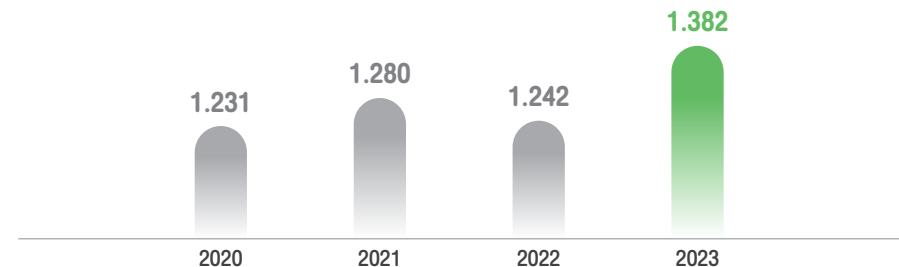


The proportion of renewable energy use increased by **5.71%** compared to the year 2022 (75.46%)

Note : Data in megajoules categorized by fuel type, as consumed by TCP Group in Thailand.

### Energy intensity <sup>(302-3)</sup>

Megajoules / liter of product

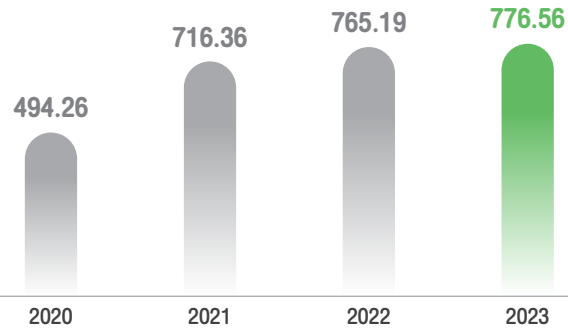


Note : Data specific to the Prachinburi factory, T.C. Pharmaceutical Industries Co., Ltd.



### Increasing renewable energy usage

million megajoules



### Energy conservation project (302-4)

#### Thermal energy



Implementing the Smart Manufacturing plan  
= **7,747,252.41** megajoules per year



The installation of Economizer boiler No.8  
= **515,523.32** megajoules per year.

#### Electricity



The installation of the Inlet Fan Control (IFC) and the Installation Control Center (ICC) for automatic wind pump control  
= **381,412.46** kilowatt-hours per year.



Implementing the Smart Manufacturing plan  
= **174,942.30** kilowatt-hours per year.



Upgrading to a high-efficiency cooling tower  
= **55,000** kilowatt-hours per year.



Replacing lead-acid batteries with lithium-ion batteries for 17 forklifts in the warehouse  
= **100,000** kilowatt-hours per year.





## GUIDELINES FOR MANAGING AIR POLLUTION (305-7)

The issue of PM 2.5 dust in Thailand remains a problem that requires urgent prevention and resolution due to the impacts and severity of these tiny particles. PM 2.5 dust can bypass nasal hair filtration and penetrate deep into the lungs. This type of dust can originate from various sources, including exhaust fumes from vehicles, especially diesel engines, toxic emissions from industrial smokestacks, and biomass burning, such as burning leaves and dry grass. TCP Group recognizes the importance of and is aware of the health impacts on personnel and the surrounding community. Therefore, TCP group has established environmental policies, set up working committees, defined operational goals, and continuously monitored progress to ensure that the business group’s operations have minimal impact on the community.



### Prevention of Boiler Pollutants

In 2023, the emissions from the smokestacks of **T.C. Pharmaceutical Industries Co., Ltd. (Prachinburi plant)**, which include total particulate matter (TSP), nitrogen oxides (NOX), and sulfur dioxide (SO2) from 9 points, were within the limits set by the Ministry of Industry’s 2006 determination of acceptable pollutant concentrations emitted into the air from factories.



### Reducing pollutants from exhaust fumes

Since 2022, the External Transportation Management Team has pursued the goal of achieving “**zero vehicles fined for black smoke emissions.**” They have been using certified equipment (Diesel Smoke Opacity Meter) to measure vehicle exhaust emissions, based on the new diesel engine vehicle smoke standards set by the Ministry of Natural Resources and Environment. This ongoing effort includes all diesel engine vehicles. In 2023, TCP Group established an Internal Vehicle Oversight Committee to centralize the monitoring and inspection of current black smoke issues. This committee also focuses on developing strategies for transitioning to renewable energy sources in the future.



## CIRCULAR ECONOMY



Business operations are inherently linked to the environment, both as contributors to environmental impact and as recipients of its consequences. Most raw materials used in production are derived from natural resources, which are limited in supply. Despite efforts to find alternative resources and manage some waste for reuse, these measures are often insufficient to meet demand and still result in residual waste that impacts the environment in the long term. This is why the concept of the circular economy, which aims to transform the lifecycle of resource use into a more circular model, is critical. The circular economy seeks to minimize waste and maximize the utility of existing resources by using fewer resources and energy, thereby reducing greenhouse gas emissions. This approach is essential for revolutionizing the efficient use of energy and raw materials. **TCP Group has adopted the circular economy concept throughout its value chain, making it a key strategy for the organization.** Additionally, TCP collaborates with business partners to drive innovations that lead to sustainable resource management.

### TARGET



Develop packaging to be  
**100%**  
recyclable by 2024

and support collection for recycling





## PERFORMANCE



Average packaging is **100%** recyclable.

Collect used packaging back into the recycling system

**430.52** tons



**Glass**  
**258.78**  
tons



**PET bottle**  
**111.54**  
tons

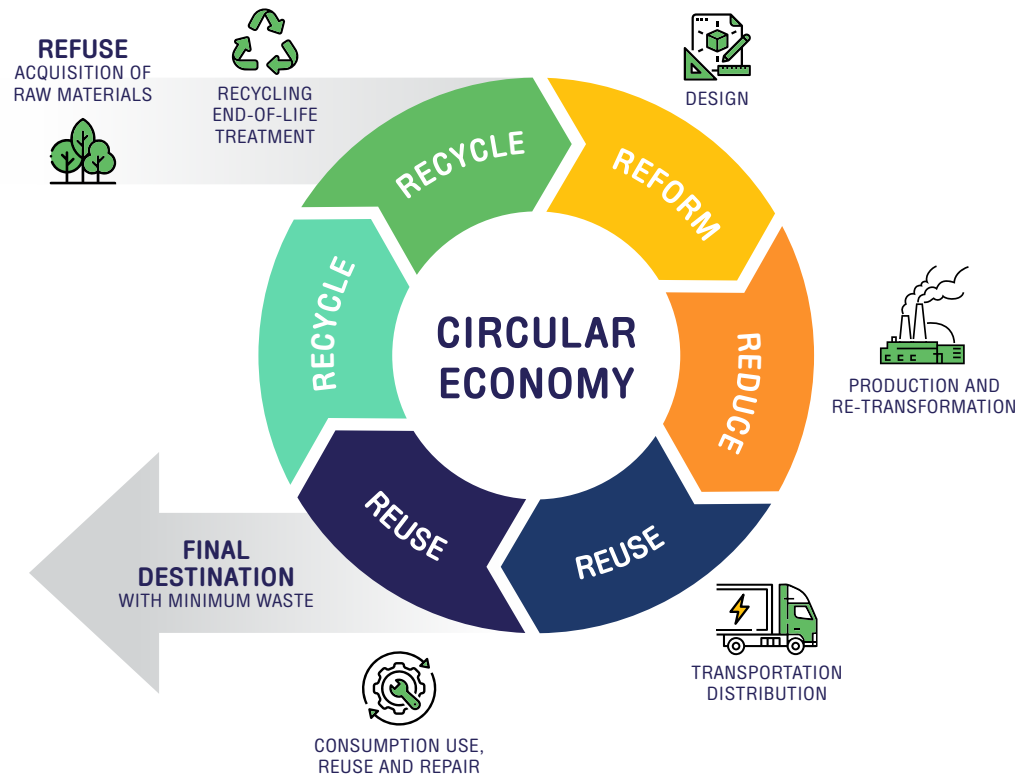


**Can**  
**60.19**  
tons



## STRATEGY

- Reduce material usage and design sustainable packaging that can be reused, recycled, or naturally decomposed.
- Research and develop the use of packaging made from post-consumer recycled (PCR) materials.
- Improve production processes to maximize resource efficiency, reduce energy consumption, and minimize waste.
- Manage waste according to the principles of the 3Rs (Reduce, Reuse, Recycle) to minimize waste generation, maximize reuse and recycling of resources, and reduce landfill disposal to zero.
- Support systems for sorting and collecting used packaging within the organization's recycling system, while collaborating with external partners to drive these initiatives forward.



## GUIDELINES FOR PROMOTING A CIRCULAR ECONOMY

The concept of the circular economy is established as one of the organization's strategies. Operational approaches focus on designing for resource efficiency and maximum circularity, enhancing production efficiency to minimize waste generation, and effectively managing waste to create a continuous resource loop within a closed-loop system without external waste disposal. Additionally, fostering partnerships throughout the value chain to reduce negative impacts and create positive impacts on society, the environment, and the economy.

**Elevate sustainable packaging**  
designing it to use resources efficiently and maximize circularity



**Enhance the practice of Extended Producer Responsibility (EPR)**  
in packaging stewardship



**Improving production efficiency**  
to reduce waste generation and effectively managing waste

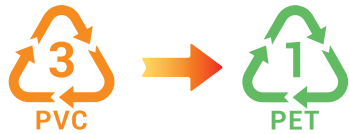




**Elevate sustainable packaging**  
**Designing for maximum resource efficiency**  
**and circularity**



**Discontinue the use**  
**of colored PET plastic bottles**



Switch **100%**  
of packaging labels from  
**PVC** plastic to **PET**



**Reduce the weight of PET plastic**  
for Sponsor Go 420ml products from  
**24.08 g. to 22.7 g.** (a reduction of 5.7%)



**Change the square glass bottle to a round bottle,**  
reducing the weight from **136 g. to 120 g.** (a reduction of 12%)



**Improving production efficiency to**  
**reduce waste generation and**  
**effectively managing waste**

**Manage waste in the production process sustainably under the 1P3Rs principle, aiming to achieve the goal of zero industrial waste to landfill**

- **Prevention** of waste generation from the source
- **Reduce** by increasing efficiency, minimizing unnecessary material usage
- **Reuse** : Consider maximizing the benefit from waste materials effectively
- **Recycling** : Following the principles of the circular economy

### Performance

**Waste management information** (306-2) (306-3) (306-4) (306-5)



- **Sorted for recycling process 4,242.28 tons**  
**95.86%**
- **Alternative utilizations 92.36 tons**  
**2.09%**
- **Return to Vendor for Repackaging or Reuse 62.11 tons**  
**1.40%**
- **Used for animal feed 26.69 tons**  
**0.60%**
- **Sanitary landfill 2.02 tons**  
**0.05%**



- Alternative utilizations 82.24 tons **75.88%**
- Fuel blending 15.10 tons **13.93%**
- Sanitary landfill (Hazardous waste) 10.19 tons **9.40%**
- Incinerate in a hazardous waste incinerator 0.86 tons **0.79%**

### Managing waste through the TCP Zero Waste program

Project	Project outcome
1. TCP Zero Waste Project for sustainable waste management Waste management in Head office.	<b>54.15 tons</b>
2. The waste bank project in employee dorms Waste management within TCP Pharmaceutical Industries Co., Ltd. (Prachinburi factory).	<b>2.50 tons</b>
3. The community waste bank of Bang Tan Sub-district, Prachin Buri Province Managing community waste around the Prachinburi factory, with participation from students of Srirak Rat Bamrung School.	<b>9.08 tons</b>
4. TCP Teams Saving the World Managing waste from marketing activities	<b>22.48 tons</b>



### Enhance the practice of Extended Producer Responsibility (EPR) in packaging stewardship to the recycling system



Collaborating with **GEPP Company Limited** on a project to enhance the efficiency of post-consumer packaging sorting. Also, partnering with the Community Waste Bank project at Housing Authority developments, with 20 projects nationwide, and piloting a glass bottle return model with Thai Malaya Glass (glass melting plant) and Thai Glass Recycling Group (glass bottle recycling facility), both suppliers to TCP Group. This initiative aims to recycle used glass bottles back into the recycling process (Close Loop Project).

**Project outcome : 227.89 ตัน**

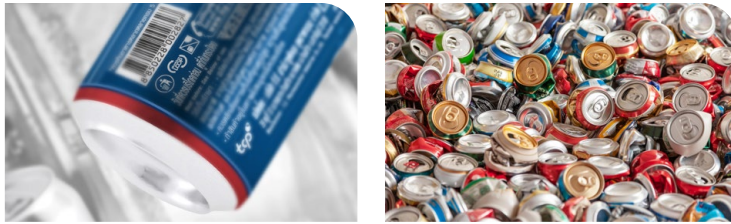


Collaborating with the **International Union for Conservation of Nature (IUCN)**, we are developing a project to expand Extended Producer Responsibility (EPR) for post-consumer beverage packaging in Thailand and Vietnam. This pioneering initiative focuses on enhancing the efficiency of collecting used packaging that can be recycled.

**Project outcomes : Thailand 55.36 tons, Vietnam 55.40 tons**







The “Transparency of Aluminium Can Closed-Loop Recycling” collaboration supports the development of a complete closed-loop recycling system for aluminium cans in Thailand, to be implemented in 2023, applying to all cans produced domestically.

**Project outcome : 476.7 tons or 37,436,046 cans.**



TCP Spirit Khana Set Sang year 2 “Up the mountains in the North, on the path of zero waste” at the Doi Tung Development Project, a royal initiative in Chiang Rai province. Volunteers participated in natural education classrooms focused on the ‘Circular Economy,’ engaging in a variety of activities. These included learning proper waste sorting techniques, exploring ways to create value from waste materials, understanding industrial material recycling processes, and promoting resource reuse for environmental sustainability.



Enhance “upcycling” in collaboration with partners who support circular economy practices



Collaborate with Grandy Intertrade Co., Ltd. and Thai Sindee Trading Co., Ltd. to produce uniforms for TCP Spirit employees and volunteers made from yarn derived from recycled PET plastic bottles.



Collaborate with SCGC to innovate sustainable packaging solutions like the “Palungtun” and “Khlong Term Palungkai Palungjai,” made from recycled plastic, aligning with circular economy principles. These boxes are designed to swiftly deliver essential supplies during disasters, fostering resilience and morale for all.



# 2023



## APPENDIX



## ABOUT THIS REPORT



## SUSTAINABILITY REPORT PREPARATION GUIDELINES

### กรอบการรายงาน (2-1) (2-6)

TCP Group’s sustainability report for fiscal year 2023 aims to disclose its performance across environmental, social, and governance dimensions. It emphasizes strategies, management approaches, targets, and operational outcomes to effectively engage stakeholders throughout the value chain. The report follows the Global Reporting Initiative Standards 2021 (GRI Standards) and undergoes verification and approval by relevant business unit executives and the company’s sustainability committee. As of the fiscal year 2023 reporting period, external certification has not been pursued.

### Scope of Reporting (2-2) (2-3)

The scope of this report spans from January 1<sup>st</sup> to December 31<sup>st</sup>, 2566, focusing on business relevance, data accuracy, and impacts on company operations related to social and environmental aspects. It covers operations of TCP Group and its subsidiaries within Thailand, with specific topics addressed for international operations.

The report includes information covering companies within TCP Group as follows:

- T.C. Pharmaceutical Industries Co., Ltd.
- T.G. Vending & Showcase Industries Co., Ltd.
- Durbell Co., Ltd.
- Hi-Gear Co., Ltd.

### Sustainable Development Goals (SDGs)

TCP Group sets goals and reports on operational activities aligned with the Sustainable Development Goals (SDGs) of the United Nations.

### Communications Channels

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

**Post** : Sustainability Project Department, Corporate Relations and Communication Department,  
T.C. Pharmaceutical Industries Co., Ltd. (Head Office)  
288, Ekkachai Road, Khlong Bang Phran Sub-district,  
Bang Bon District, Bangkok 10150

**Tel.** : 02-408-0900

**Fax** : 02-417-1200



## SUSTAINABILITY PERFORMANCE OF TCP GROUP

### Economic Dimension

Indicator	Performance	Unit	2020	2021	2022	2023
<b>Business Capabilities</b>						
GRI 201-1	Revenue	Million THB	42,527.78	44,221.19	49,675.61	46,262.41
	Operating costs	Million THB	31,943.77	32,503.88	35,748.79	35,528.43
	Employee wages and benefits	Million THB	2,359.23	2,464.51	2,748.78	2,874.17
	Payment to government	Million THB	1,609.92	1,870.77	2,236.50	1,961.68
	community investments	Million THB	178.19	97.14	56.23	73.50
<b>Procurement</b>						
GRI 204-1	Tier 1 Critical Suppliers Passing Sustainability Self-Assessments	Percent	100	100	100	100
	New suppliers	Suppliers	-	20	245	219

### Environmental Dimension

Indicator	Performance	Unit	2020	2021	2022	2023
<b>Energy Consumption</b>						
GRI 302-1 (e)	Total Energy Consumption	Million Megajoules	959.87	1016.10	1,014.05	970.33
GRI 302-1 (a)	Fuel Consumption	Million Megajoules	261.37	102.21	39.74	24.84
GRI 302-1 (b)	Renewable energy	Million Megajoules	494.26	716.36	765.19	776.56



## Environmental Dimension

Indicator	Performance	Unit	2020	2021	2022	2023
<b>Energy Consumption (continue)</b>						
GRI 302-1 (c)	Energy purchased	Million Megajoules	204.24	197.53	209.13	168.94
GRI 302-1 (d)	Energy sold	Megajoules	NA	NA	NA	NA
GRI 302-3	Energy consumption value per production unit	Megajoules/FG Liter	1.231	1.281	1.242	1.382
<b>Greenhouse Gases</b>						
GRI 305-1	Greenhouse Gas Emissions (Scope 1) <sup>1</sup>	Ton CO <sub>2</sub> eq	-	13,498	21,190	-
GRI 305-3	Greenhouse Gas Emissions (Scope 2) <sup>1</sup>	Ton CO <sub>2</sub> eq	-	25,939	28,989	-
<b>Production Waste</b>						
GRI 306-2 (a)	<b>Hazardous Waste - Industrial Waste</b>					
	Used by other method	Percent	92.93	89.81	94.84	26.07
	Fuel blending					22.69
	Incineration					51.25
GRI 306-2 (b)	<b>Non-Hazardous waste - Industrial Waste<sup>1</sup></b>					
	Fermentation into Fertilizer or Soil Improvement Substances	Percent	38.04	0.00	55.75	26.37
	Sorted for recycling process and Used by other method	Percent	60.75	97.95	43.31	71.88
	Return to Vendor for Repackaging or Reuse	Percent	0.96	1.40	0.62	0.87
	Used for animal feed	Percent	0.23	0.60	0.23	0.40
	Incineration	Percent	-	-	0.02	0.12

Note: <sup>1</sup> Greenhouse gas emissions data in 2020, scope 1,2 per year, of T.C. Pharmaceutical Industries Co., Ltd. (Prachin Buri Plant) only. Year 2022, the amount of greenhouse gas emissions data scope 1, 2 of all Companies in Thailand



## Environmental Dimension

Indicator	Performance	Unit	2020	2021	2022	2023
<b>Production Waste (continue)</b>						
	Sanitary landfill	Percent	0.02	0.05	0.06	-
	Fill the land (scrap materials from construction)	Percent				0.36
<b>Water Resources</b>						
GRI 303-3 (a)	<b>Total water withdrawal from all areas in megaliters</b>	Million Cubic Meters	<b>3.659</b>	<b>3.667</b>	<b>3.382</b>	<b>3.101</b>
	Surface water (total)	Million Cubic Meters	3.534	3.538	3.238	2.968
	Fresh water (total dissolved solids content ≤1000 mg/l)	Million Cubic Meters	3.534	3.538	3.238	2.968
	Other water (total dissolved solids >1000 mg/l)	Million Cubic Meters	NA	NA	NA	NA
	Tap water (total)	Million Cubic Meters	0.120	0.124	0.138	0.128
	Fresh water (total dissolved solids content ≤1000 mg/l)	Million Cubic Meters	0.120	0.124	0.138	0.128
	Other water (total dissolved solids >1000 mg/l)	Million Cubic Meters	NA	NA	NA	NA
	Groundwater (total)	Million Cubic Meters	0.005	0.004	0.005	0.005
	Fresh water (total dissolved solids content ≤1000 mg/l)	Million Cubic Meters	0.005	0.004	0.005	0.005
	Other water (total dissolved solids >1000 mg/l)	Million Cubic Meters	NA	NA	NA	NA
GRI 303-3 (b)	<b>Total water withdrawal from all areas with water stress in megaliters, (Bang Pakong River Basin)</b>	Million Cubic Meters	<b>3.659</b>	<b>3.667</b>	<b>3.382</b>	<b>3.101</b>
	Surface Water (Total)	Million Cubic Meters	3.534	3.538	3.238	2.968
	Fresh Water (Total Dissolved Solids < 1,000 mg/l)	Million Cubic Meters	3.534	3.538	3.238	2.968
	Other Water (Total Dissolved Solids > 1,000 mg/l)	Million Cubic Meters	NA	NA	NA	NA
	Water Withdrawal Rate per Product Unit	Liters/Product Liter	NA	4.53	4.08	4.19



## Environmental Dimension

Indicator	Performance	Unit	2020	2021	2022	2023
<b>Economic Quality of Life Development for Local Communities</b>						
	Number of Project Beneficiaries	People	10,462	37,331	118,822	108,972
	Economic Value	Million THB	5.39	17.59	24.92	14.47
	Significant Community Complaints	Case	0	0	0	0

## Social Dimension

Indicator	Performance	Unit	2020	2021	2022	2023
<b>Occupational Health and Safety</b>						
GRI 403-2 (a)	Injury rates	cases/200,000 work hours	0.4116	0.4671	0.1611	0.3631
	Lost Time Injury Rate	cases/200,000 work hours	0.2744	0.2336	0.0805	0.2622
	Occupational diseases	cases	0.0000	0.0000	0.0000	0.0000
	Severity Rate	Days/200,000 work hours	1.3033	1.3314	1.1007	7.9682
	Transportation-related Accident Rate <sup>2</sup>	cases/1,000,000 kilometers	7.19	6.37	7.5	6.7
	Occupational fatality	Cases	0	0	0	1
	Over 3-day lost time injury	Times	3	3	2	11

Note: <sup>2</sup> means the accident rate per million kilometers; applies to Durbell Co., Ltd. only.



## Social Dimension

Indicator	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
GRI 102-8	<b>Total Employee</b>									
	Total Employee	Person	2,815	2,253	2,755	2,755	2,762	2,187	2,898	2,230
GRI 405-1	<b>Employee Diversity</b>									
	<b>Sorted by Level</b>									
	Operator Level (D-E2)	Person	4,791		4,647		4,650		4,727	
	Management Level (M1-M3)	Person	220		228		237		325	
	Executive Level (L1 and up)	Person	57		56		62		76	
	<b>Sorted by Age</b>									
	Younger than 30 years	Person	1,246		1,112		1,132		971	
	30-50 years old	Person	3,449		3,397		3,379		3,637	
	Older than 50 years	Person	373		422		438		520	
	<b>Sorted by Level</b>									
	Bangkok Metropolitan Region	Person	1,368		1,307		1,269		933	
	Provincial Areas	Person	3,700		3,624		3,680		3,987	
	oversea	Person							208	
	<b>Total Disabled Employees Hired</b>	Person	50		50		50		50	





## Social Dimension

Indicator	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
GRI 401-1	<b>New Employee Hires and Employee Turnover</b>									
	New employee hires	Person	496	529	462	462	508	746	436	419
	<b>Sorted by Age of New employee hires</b>									
	Younger than 30 years	Person	635		478		799		459	
	30-50 years old	Person	389		321		452		394	
	Older than 50 years	Person	1		2		3		2	
	<b>Sorted by Region</b>									
	Bangkok Metropolitan Region	Person	272		198		221		137	
	Provincial Areas	Person	753		603		1,033		635	
	Oversea	Person							83	
	<b>Employee Turnover</b>	Person	465	465	488	488	445	610	381	412
	<b>Sorted by Age of Employee Turnover</b>									
	Younger than 30 years	Person	467		371		540		378	
	30-50 years old	Person	432		400		460		391	
	Older than 50 years	Person	31		20		55		24	
	<b>Sorted by Region</b>									
	Bangkok Metropolitan Region	Person	271		228		251		105	
	Provincial Areas	Person	659		563		804		677	
	Oversea	Person							11	



## Social Dimension

Indicator	Performance	Unit	2020		2021		2022		2023	
			Male	Female	Male	Female	Male	Female	Male	Female
GRI 404-1	<b>Employee Training and Development</b>									
	Average Total Employee Training Time	Hours/ Person per Year	10.64		9.09		42.25		43.50	
GRI 404-3	Proportion of Employees Receiving Assessment for Work Effectiveness, Course Completion and Self-Improvement	Percent	100	100	100	100	100	100	100	100



# GRI Content Index

Statement of use : TCP Group has reported in accordance with the GRI Standards for the period 1 Jan 2023 to 31 Dec 2023

GRI 1 used : GRI 1: Foundation 2021

GRI Standard	Disclosures	Location	Omissions			External Assurance
			Requirement(s) omitted	Reason	Explanation	
<b>General Disclosures</b>						
GRI 2: General Disclosures 2021	2-1	Organizational details	6-7			
	2-2	Entities included in the organization’s sustainability reporting	67			
	2-3	Reporting period, frequency and contact point	67			
	2-4	Restatements of information	67			
	2-5	External assurance	67			
	2-6	Activities, value chain and other business relationships	7-8, 67			
	2-7	Employees	28-31			
	2-8	Workers who are not employees		a, b, c	Confidentiality constraints	This information is for internal use.
	2-9	Governance structure and composition	16,21			
	2-10	Nomination and selection of the highest governance body		a, b, c	Confidentiality constraints	This information is for internal use.
	2-11	Chair of the highest governance body	15			
	2-12	Role of the highest governance body in overseeing the management of impacts	5			
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GRI Standard	Disclosures	Location	Omissions			External Assurance
			Requirement(s) omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-14	Role of the highest governance body in sustainability reporting	15			
	2-15	Conflicts of interest		a, b, c	Confidentiality constraints	This information is for internal use.
	2-16	Communication of critical concerns	21			
	2-17	Collective knowledge of the highest governance body				
	2-18	Evaluation of the performance of the highest governance body		a, b, c	Confidentiality constraints	This information is for internal use.
	2-19	Remuneration policies		a, b, c	Confidentiality constraints	This information is for internal use.
	2-20	Process to determine remuneration		a, b, c	Confidentiality constraints	This information is for internal use.
	2-21	Annual total compensation ratio		a, b, c	Confidentiality constraints	This information is for internal use.
	2-22	Statement on sustainable development strategy	5			
	2-23	Policy commitments	6,17			
	2-24	Embedding policy commitments	6,17			
	2-25	Processes to remediate negative impacts	22			
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GRI Standard	Disclosures	Location	Omissions			External Assurance
			Requirement(s) omitted	Reason	Explanation	
<b>Material Topics</b>						
GRI 3: Material Topics 2021	3-1	Process to determine material topics	14			
	3-2	List of material topics	15			
<b>Economic Performance</b>						
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	68			
<b>Marketing and Labeling</b>						
GRI 3: Material Topics 2021	3-3	Management of material topics	69			
MARKETING AND LABELING 2016	417-1	Requirements for product and service information and labeling	37			
<b>Customer Health and Safety</b>						
GRI 3: Material Topics 2021	3-3	Management of material topics	35			
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	35			



GRI Standard	Disclosures	Location	Omissions			External Assurance
			Requirement(s) omitted	Reason	Explanation	
<b>Employment</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	31				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	31				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	31				
<b>Training and Education</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	29				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	27				
	404-2 Programs for upgrading employee skills and transition assistance programs	30				
	404-3 Percentage of employees receiving regular performance and career development reviews	74				
<b>Diversity and Equal Opportunity</b>						
GRI 3: Material Topics 2021	3-3 Management of material topics	31				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	31, 72				



GRI Standard	Disclosures		Location	Omissions			External Assurance
				Requirement(s) omitted	Reason	Explanation	
<b>Procurement Practices</b>							
GRI 3: Material Topics 2021	3-3	Management of material topics	24				
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	24				
<b>Anti-corruption</b>							
GRI 3: Material Topics 2021	3-3	Management of material topics	21				
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	21				
	205-2	Communication and training about anti-corruption policies and procedures	21				
<b>Energy</b>							
GRI 3: Material Topics 2021	3-3	Management of material topics	55				
GRI 302: Energy 2016	302-1	Energy consumption within the organization	57				
	302-3	Energy intensity	57				
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<b>Water and Effluents</b>						
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GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	47				
	303-2 Management of water discharge-related impacts	47				
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	303-4 Water discharge	49				
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GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	61-62				
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GRI Standard	Disclosures	Location	Omissions			External Assurance
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<b>Supplier Environmental Assessment</b>						
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GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria.	24				



GRI Standard	Disclosures	Location	Omissions			External Assurance
			Requirement(s) omitted	Reason	Explanation	
<b>Occupational Health and Safety</b>						
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GRI Standard	Disclosures		Location	Omissions			External Assurance
				Requirement(s) omitted	Reason	Explanation	
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GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	38-44				
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GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria.	24				



GRI Standard	Disclosures		Location	Omissions			External Assurance
				Requirement(s) omitted	Reason	Explanation	
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