

Sustainability Report 2021

R&B Food Supply Public Company Limited



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Information from the Chairman of the Board Social Responsibility and Sustainable Development

“Committed to being a leader
in the production of raw materials
for the food industry internationally
under business with good governance
along with socially, environmentally
responsible as well as carbon neutral
to create value of sustainable business”

Business guidelines of R&B Food Supply Public Company Limited realizes the importance of operating business according to the principles of good corporate governance, taking into account the all stakeholders under the vision of the organization “Committed to be a leadership in production of raw materials to be used in the international food industry under conducting business with good corporate governance principles along with socially, environmentally responsible as well as carbon neutral to create value of sustainable business” as the Company set a goal to become a carbon neutral company in the year 2027, which we do believe that under the operation according to this vision, it will encourage organization to increase the capacity in its competition to be grown steadily and sustainably, including reflecting on the effective organization management, transparency and to be verifiable and to achieve the above goals, the Board of Directors has established The Corporate Social Responsibility and Sustainable Development Committee in May 2021.

For operations related to the environment, the Company taking into account the valuable use of resources, therefore, set up a Solar Rooftop which is solar power generation system to be used as energy driving various systems within the Company and factories to promote



renewable energy from solar energy which is clean energy to reduce the amount of greenhouse gas emissions, which is major cause of climate change or global warming

Moreover, the Company also has research and development for tools, machines to produce environmentally friendly plastics such as Polylactic Acid (PLA), which is a raw material for glass and straws production. This type of plastic is derived from mixture of natural materials, therefore it is biodegradable naturally in a short period of time. The current distribution of PLA plastics in the country get good feedback and it is expected to spread to foreign markets soon as well as the Company still aiming to develop plastics to Polyhydroxyalkanoate (PHA) level which is a bioplastic that decomposes quickly in sea water.

In addition, the Company has expanded its business to new economic crops of Thailand such as hemp, which has been licensed since the establishment of extraction plant, plantation, extraction to distribution, resulting in the Company plays a role and potential in creating value as from its source that is to grow hemp in order to get raw materials for only hemp flowers in which there are CBD (Cannabidiol) volume and it also promotes the opportunity to create a career and generate income for hemp growers who can raise the degree as another alternative career and delivered in between of processing that is the extraction plant with quality of the Company where it will produce CBD to be passed on to the manufacturer of various products. It is reliable that the Company will be a linchpin that join the business of hemp to be potential in Thailand, which will have a positive effect on the better overall economy of the country, group of farmers and the Company providing

products that will be able to produce more products to market for consumers.

In order that, with the determination and resolution of R&B Food Company Supply Public Company Limited in conducting business in line with the principles of good corporate governance of the business, resulting in the Company to get the evaluation result from the Project of Corporate Governance Report of Thai Listed Companies (CGR), the year 2021 at the level of "Very Good" from the Thai Institute of Directors. The Company would like to express its gratitude to whole stakeholders, employees, customers, shareholders, business partnerships, counterparties and community that have supported over time, and most importantly, I would like to thank the staff for their solidarity and support strength for the company as a result, we can go through a period of challenge with hardiness as well as the dedication to drive the Company, resulting in good performance and we will continue working together to create sustainable progress for society and the country further more.

Mrs. Petchara Ratanapoompinyo
Chairman of the Board of Social Responsibility
and Sustainable Development



About this report

R&B Food Supply Public Company Limited focuses on the importance and determination to operate business on the concept of sustainable development together with stakeholders involved in business activities of all business groups. The year 2021 was the first year that the Company prepared the Sustainable Development Report in Economic and Governance related to social and environmental dimensions as the scope of reporting covers the Company's performance since 1 January - 31 December 2021 with reference to the GRI Standards reporting together with supporting operations of United Nation Sustainable Development Goals (SDGs).

The Company is determined to disclose its operating results by reporting to the impact of the Company's business operations on various dimensions accurately, clearly as well as being balanced including to take into account the context of various sustainability related to the Company's business activities as the Company's management provides considering, reviewing, auditing as well as having expression of opinions to create confidence of the quality of reporting that it is in line with core issues for the Company's sustainable development and responding effectively to all groups of stakeholders.

Communication Channel

Office : R&B Food Supply Public Company Limited No. 77, Pho Kao 3 Alley, Klongchan Sub-district, Bangkok District, Bangkok Metropolis 10240 Tel. 02-9466813-18

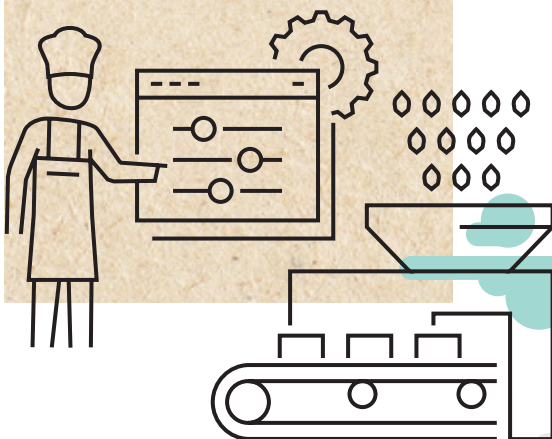
Website : <https://www.rbfoodsupply.co.th>

Collaborating with various stakeholder groups

Collaborating with various stakeholder groups is a key of the Company's trading business. Therefore, the Company gives the great precedence to develop relationships and strengthen good quality of life for all groups of stakeholders, along with listening to opinions from all parties to further improve the organization in the future. The Company has divided into groups of stakeholders in which they are related to the Company the most with regard to participation and impact on business operations as they can be divided into 6 groups as follows:

- 1) Shareholders/Investors
- 2) Employees
- 3) Customers
- 4) Counterparties /business partnerships
- 5) Corporate Governance Sub-division
- 6) Community and Society

By the Company has a pattern of communication and participatory creation with each groups of stakeholders that they may different as appropriate to support relationships according to principles of good corporate governance through diverse channels both inside and outside the Company. So that, expectations of stakeholders towards the Company and guidelines to response issues are as follows:



Shareholder/Investor

Shareholder/Investor

- ✔ Expectation
- ✔ Business growth with sustainable profits.
- ✔ Good corporate governance.
- ✔ Management with transparency.
- ✔ Ability to create opportunities in challenges.
- ✔ Effective risk management.

Response

- ✔ Conducting business that is transparent, verifiable and adhering to good governance.
- ✔ Efficient management builds confidence and maximum returns.
- ✔ Disclosure of information that is transparent, complete and on an ongoing basis.
- ✔ Provide accurate and complete financial information.
- ✔ Fulfilling commitments within the framework and context of the laws.

Participation/Communication Channels

- ✔ Having provided meeting to pointed out to investors on a quarterly basis.
- ✔ Sustainability Report on Website.
- ✔ Disclosure information through annual report.
- ✔ Notification of news through the Stock Exchange.
- ✔ Shareholder meeting.



Employee

Employee

Expectation

- ✔ Good compensation and benefits.
- ✔ Stability and career advancement.
- ✔ Development of competence, knowledge, and abilities.
- ✔ Participation in the organization in expressing opinions.
- ✔ Fair treatment of labor.
- ✔ Work Life Balance.

Response

- ✔ Allocate good returns, reasonable welfare.
- ✔ Consider promotion and transfer.
- ✔ Organize an equal and fair performance of appraisal system.
- ✔ Provide training courses that meet the needs of business operations and keep up with the changes.
- ✔ Listen to opinions and suggestions for improvement.
- ✔ Human rights and fair labor treatment.
- ✔ Human resource development.

Participation/Communication Channels

- ✔ Annual Vision Announcement Meeting.
- ✔ Social Media/Email.
- ✔ Annual Report.
- ✔ Sustainability Report on Website.
- ✔ Suggestions or complaints through the comment box.
- ✔ Survey of employee satisfaction and engagement to the organization once a year.

Customer

Expectation

- ✔ Quality of products and services are good as well as its safety meets standards and laws.
- ✔ Delivery of goods and services on the right amount and time.
- ✔ Good quality after-sales service.
- ✔ Fast product information support.
- ✔ Security of personal information.
- ✔ Setting competitive prices in the market.

Response

- ✔ Good service, quality and responsibility.
- ✔ Delivery of quality products according to quantity and delivery time.
- ✔ Good experience and service beyond expectation.
- ✔ To develop a system for customer information management to maintain private information and safety to meet international standards.
- ✔ Innovation and product responsibility (Quality, safety of food).

Participation/Communication Channels

- ✔ Contacting customers directly.
- ✔ Social Media or Email.
- ✔ Annual Customer Satisfaction Survey.
- ✔ Suggestions or Complaints.

Customer

Counterparties/ Business Partnerships



Counterparties /Business Partnerships

Expectation

- ✎ Equality in business operations.
- ✎ Mutual business with transparency.
- ✎ Joint development of potentiality for growth together.
- ✎ Timely administration and payments.
- ✎ Fair trade.
- ✎ The Company's Consistency Expectations.
- ✎ Increased order quantity.

Response

- ✎ Fair and transparent competition.
- ✎ Transparent and fair business contract.
- ✎ Organize training courses to increase potentiality.
- ✎ Accurate, complete and timely payment schedule.
- ✎ Retaining of customers information.
- ✎ Responsible Sourcing.
- ✎ Business ethics and labor practices.
- ✎ Counterparties assessment.

Participation/Communication Channels

- ✎ To organize annual meeting.
- ✎ To organize training in order to increase knowledge of counterparties and various activities to create good relationship between the Company and business alliance network.
- ✎ Social Media / Email.
- ✎ Suggestions or complaints at Email : info@rbsupply.co.th or Line Official: @rbfgroup
- ✎ Annual Report.
- ✎ Sustainability Report on Website.
- ✎ Report of Counterparties Assessment.



Corporate Governance Sub-division

Expectation

- ✎ Compliance with the law and promotion of good corporate governance.
- ✎ Equal and fair competition.
- ✎ Support and cooperation in various activities.
- ✎ Dealing with complaints effectively.
- ✎ To conduct business in a transparent and verifiable manner, being fair and not contrary to the law.
- ✎ Disclosure of information transparently, completely, verifiably.
- ✎ Compliance with laws and regulations to create confidence.
- ✎ To maintain quality management and create reliability.
- ✎ To support and cooperate in various activities.

Participation/Communication Channels

- ✎ To open wide to listen and exchange ideas regularly.
- ✎ To jointly organize activities with government networks.
- ✎ Social Media/Email

Corporate Governance Sub-division



Community and Society

Expectation

- ✔ Paying attention to community feedback.
- ✔ Giving precedence related to safety and environmental impact seriously.
- ✔ To treat complaints fairly.
- ✔ To support and promote activities that benefit the community.

Response

- ✔ To study, learn, understand, listen to feedback from the community and respond honestly.
- ✔ To collaborate harmoniously to meet the needs of the community properly according to the system.
- ✔ To build acceptance for solidarity with the community.
- ✔ To create jobs, create careers, generate income for the community.

Participation/Communication Channels

- ✔ Having report of Sustainability Development on the Website.
- ✔ Social Media/Email
- ✔ Recommendations or complaints to the complaint handling unit related to governance and business ethics of the Company as follows:

(1) Channels for reporting complaints and suggestions as follows:

- Mr. Rut Dankul
Independent Director/
Chairman of the Audit Committee
rut@rbfoodsupply.co.th
- Mrs. Benjawan Ratanaprayul
Independent Director/Audit Committee
benjawan@rbfoodsupply.co.th
- Mr. Suppasin Suriya
Independent Director/Audit Committee
suppasin@rbfoodsupply.co.th
- Mr. Surachai Phartyanotai
Company Secretary/Secretary of the Audit Committee
comsec@rbsupply.co.th

- ✔ To organize activities with community networks



Community and Society

Materiality Assessment

In order for keeping the business to grow continuously, be able to make impacts positively and reduce negative impacts from the Company's business operations, therefore the Company providing priority to basic factors for corporate governance systematically, managing risks to strengthen the balance in both economic, social and environmental dimensions with a strategy to promote running a business towards the goal set including the ability creating long-term sustainable returns for all group of stakeholders, from policy management level to internal operations. In addition, the Company also attaches importance to be correct and transparent communication both inside and outside the organization to create understanding and causing participation in order to achieve the same goal. However, the company has identified issues that are important to business operations as follows:



Materiality Assessment

Identifying materiality that affect ability to create value of the organization (Materiality) by considering the impact of business operations and expectations of stakeholders throughout the value chain, including to consider issue of food industry sustainability as well as and sustainability trends both nationally and internationally.



Prioritization of materiality

Prioritization of materiality, namely:

1. Significance priority of the Organization's Economic, Environmental and Social Impacts in terms of finance, operations, strategy, reputation and rules-laws.
2. Influence on stakeholder assessments and decisions through opinion poll with the questionnaire to all groups of stakeholders of the Company, then therefore, the results are calculated to prioritize all issues.

The Process of Materiality Assessment

The Company has a process to assess sustainability issues that are significance by analyzing the impact of business operations throughout value chain with Workshop Method and Expectations from all group of stakeholders through a questionnaire to identify issues related from the dimension of Environment, Social and Economic / Governance and bring those issues to be prioritized influencing stakeholders of the Company and overall business by standard on global sustainability. However, that materiality is part of the consideration of the Company's sustainability strategy development to be able to achieve its organization's goals, including to be able to respond to the needs of the stakeholders properly.



Consideration to verify on Materiality

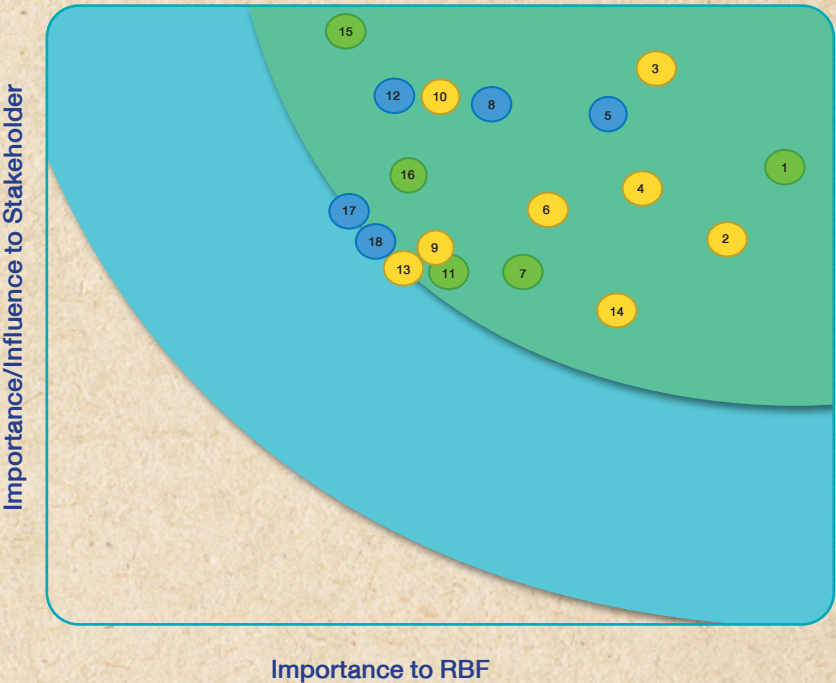
Clarifying priorities of material issues regarding sustainability to the responsible management for consideration and report to the Sustainable Development Board to consider for approval and disclosed in report of the Company's Sustainability Development.



Review and Consecutive Development

Having communicated to all departments of the Company for acknowledgment to be determined sustainable development guidelines for further operations.

Assessment Result



1. Customer health and safety
2. Quality products or services
3. Legal Compliance
4. Good Corporate Governance
5. Waste Management
6. Ethics and Anti-Corruption
7. Occupational Health and Safety
8. Air Pollution Management
9. Supply Chain Management
10. Risk and Crisis Management
11. Respects and protections of human rights
12. Water Management
13. Brand and trademark Management
14. Cyber security and protection of personal information
15. Community Safety
16. Labeling the packages with responsibility
17. Biodiversity
18. Design of circular economy system



ENVIRONMENT

Environmental Management

- Waste management
- Water management
- Air pollution management
- Biodiversity
- Design of circular economy system



SOCIAL

Occupational Health and Safety

- Respects and protections of human rights
- Customer health and safety
- Community safety
- Labeling the packages with responsibility



GOVERNANCE

Corporate governance, risk and Compliance with Laws

- Good Corporate Governance
- Code of Conduct and Anti-Corruption
- Compliance with the law.
- Risk and Crisis Management
- Cyber Security and Protection of personal information
- Supply Chain Management
 - Supply Chain Management
 - Quality products/services
 - Brand and trademark management

Conducting Business in Line with the Global Sustainable Development Goals

Issues that are important to the Company's business operations consistent with the goals of global sustainable development are as follows:

SDGs	Sustainable Development Goals	Related Operations of the RBF
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>The Company has continuously developed on food safety, quality system and certified by various agencies both nationally and internationally. In addition, the Company also develops various health products such as products with low sugar content, sugar free products and low salt products etc.</p>	 <ul style="list-style-type: none"> - Establish an international food's safety management system, including the BRC system; Grade A in every production plant within the year 2023.
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>The Company is committed to conducting business with responsibility on a sustainable development approach to be a part of building stability for the country's economic system. In addition, the Company also attaches importance to equal and appropriate care of employees since the employment is legally welfare arrangement and various benefits, including work safety and develop its employees to have the skills and abilities appropriately and in line with guidelines of the Company's business operations to create career advancement in parallel with the growth of the Company.</p>	 <ul style="list-style-type: none"> - Operations on human rights by applying for SEDEX System Certification: SMETA within the year 2022. - Good care and development of employees
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>The Company promotes the cost-effective resource management and the maximum benefit with the concept of 3Rs, which is Reduce, Reuse and Recycle, including promoting the circular economy system to ensure sustainable production and consumption throughout the value chain on the Company's business operations.</p>	 <ul style="list-style-type: none"> - Circular economy system - Water management - Waste management
 <p>13 CLIMATE ACTION</p>	<p>The Company is aware of the situation of the severity of the change of climate conditions, therefore having announced its commitment to being a carbon neutral organization within the year 2027, the Company is in the process of collecting information to prepare Corporate Carbon Footprint and provide an further action plan to reduce emissions of greenhouse gas efficiency.</p>	 <ul style="list-style-type: none"> - Dealing with climate change - Preparation of the carbon footprint of the organization by having intended to be able to report the carbon footprint of the organization with in the year 2023.
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>The Company realizes the importance of good corporate governance by believing that conducting business under good corporate governance practices will promote organizations to increase their competitiveness to grow stably and sustainably as well as it also reflects the organization management with efficiency, ethics, integrity, transparency and accountability.</p>	 <ul style="list-style-type: none"> - Preparation of the CARBON Neutron project with the goal of the organization to neutral carbon dioxide (Carbon Neutral Company) within the year 2027. - Participation in the Action Coalition Project of the Thai Private Sector in Anti-Corruption (CAC). Having plan to be certified by CAC by the year 2024. - Participation in the Corporate Governance Report of Thai Listed Companies (CGR) by the Thai Institute of Directors (IOD) to survey and monitor the development of corporate governance of listed companies in Thailand by the Company aims to get an excellent assessment in the year 2025.

Good Corporate Governance and Risk Management



The Company realizes the importance of good corporate governance by it is believed that conducting business under good corporate governance practices will encourage the organization to increase competitiveness and grow stably and sustainably. It also reflects the management of its organization with efficiency, ethics, integrity, and transparency and it can be verifiable as well as building confidence for all sectors of stakeholders, including creating long-term sustainable returns. In addition, properly management of risks that may affect Company's operations to be complied with various laws and regulations where it will help increase the stability of the Company to be more sustainable.

To achieve the above goals, the Company has established a corporate governance structure as follows:

Corporate Governance Structure



The Company is committed to doing business under good corporate governance and adherence to ethical principles along with caring for the environment and society, having a real sense of social responsibility as the Company has established good practice guidelines in accordance with the regulations of the Stock Exchange of Thailand. However, the operations of the Company's business, it has considered the potential impacts, taking into account the stakeholders (Stakeholders) involved both inside and outside the organization from shareholders, employees, customers, communities, as well as the broad society in order to ensure sustainability in all sectors of society both in terms of conservation of natural resources and the environment including the creation of public benefits to the society as a whole. The Board of Directors, therefore it is resolved to approve the appointment of the Corporate Social Responsibility and Sustainable Development Committee with duties and responsibilities as follows:

- 1) To set policies and directions for social responsibility and sustainable development to propose to the Board of Directors for approval.
- 2) To support the implementation of social responsibility and sustainable development by attending the meeting to provide guidelines for the implementation and follow up the work periodically within the specified time frame.
- 3) To evaluate the performance related to social responsibility and sustainable development, providing advice to develop and keeping report to the Board of Directors at least once a year.
- 4) To approve the report on social responsibility and sustainable development to disclose to the public.

Code of Conduct in Business Operations

The Company has also prepared a Code of Conduct in Business Operations to uphold and served as a guideline for the Board of Directors, Management Board and all

employees, covering topics such as anti-fraud and anti-corruption, prevention of conflicts of interest, confidentiality, non-discrimination etc., where you can study more details at the Company Website https://www.rbfoodsupply.co.th/ir/year_download/49/all It also requires that the Board of Directors, the Management Board, and all employees are required to receive training on business ethics and to arrange a knowledge test on the Company's business ethics to ensure that everyone in the Company acknowledges and understands such practices.



In addition, the Board of Directors and Management of the Company also see the importance of participating in the project of the Private Sector Collective Action against Corruption (CAC) as well, which the Company is in the process of preparing and planning to participate in the aforesaid project as well as having established a working group to drive the project effectively. The Company plans to be certified by CAC within the year 2024.

The Company has also participated in the Corporate Governance Survey of Listed Companies (CGR) project by the Thai Institute of Directors to survey and monitor developments in corporate governance of the Company registered in Thailand by the Company aims to achieve excellent assessment results in 2025.

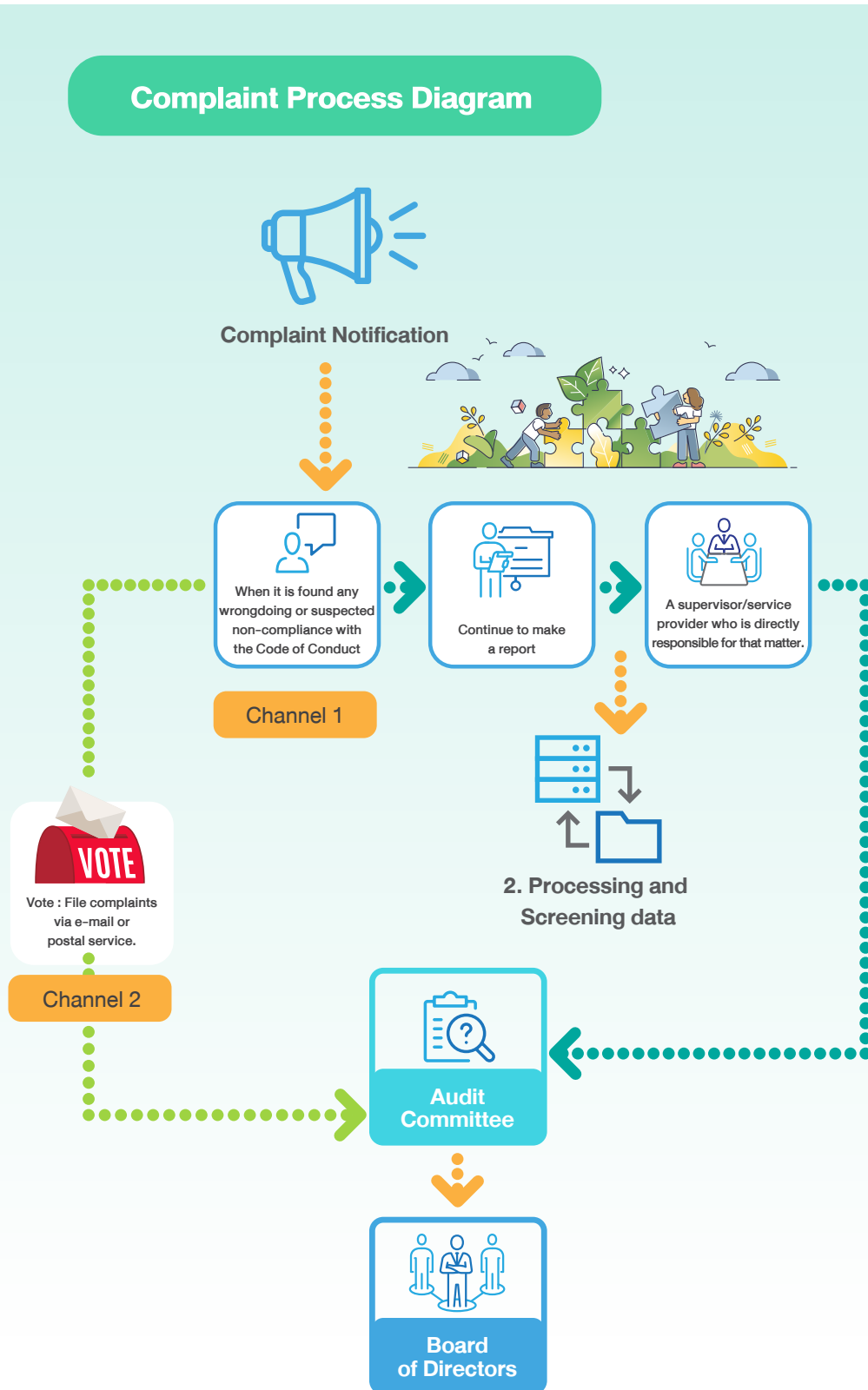
The RBF Aims to achieve an Excellent Level by the Year 2025



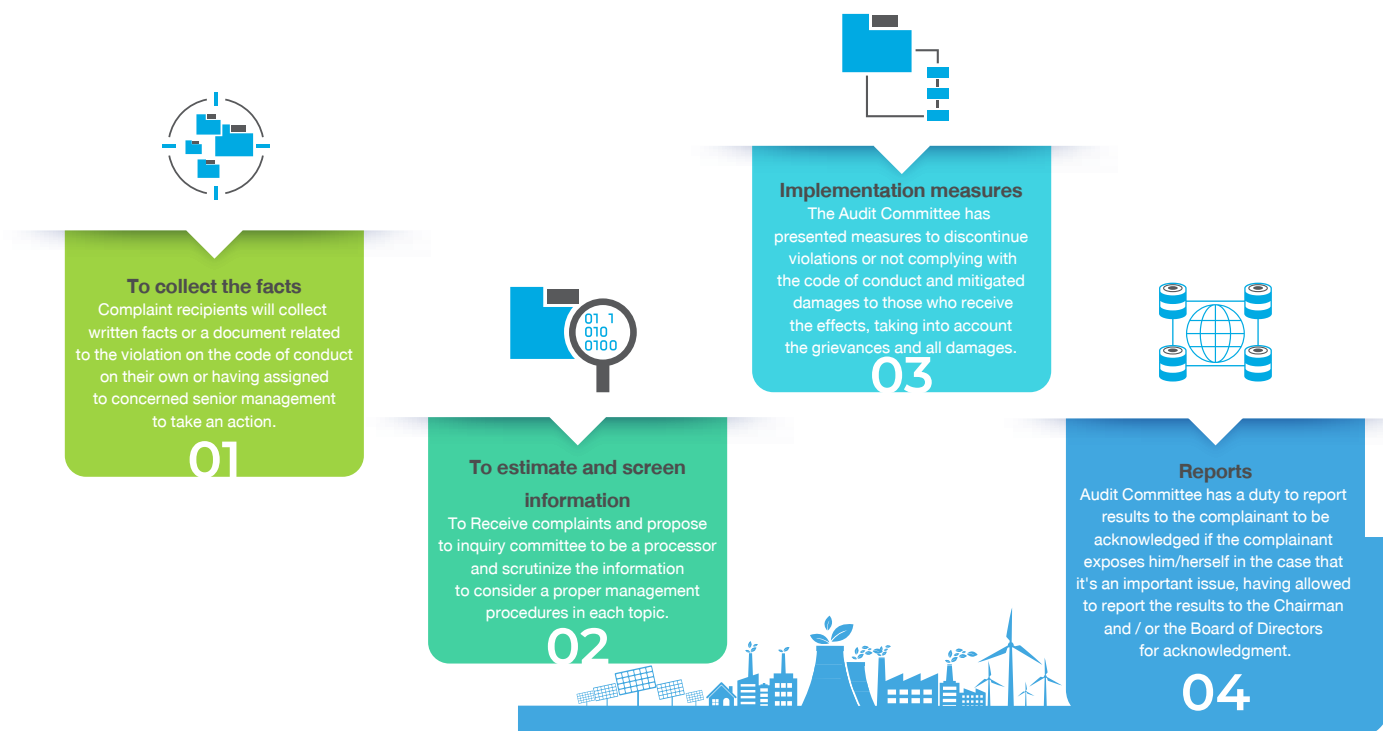
The Company attaches great importance to compliance with Code of the Company's Conduct in Business Operations. Therefore, the Company has established a process to investigate and deal with cases of violations of the Company's Code of Conduct by the Company provides opportunities for employees to have channels for complaints and express opinions independently as a guideline for the development and sustainability of the organization as follows:

1. Complaints

In the event that it is found any suspected violation or non-compliance with the Code of Conduct or to report urgent issues, they can ask questions or report to the responsible person in the following order:



2. Processing when receiving Complaints



However, if it is an action with violation of the law, regulations or Code of Conduct in Business of the Company, it can be reported through channels of Reporting Complaints and Suggestions:

1) Mr. Rut Dankul	Independent Director/ Chairman of the Audit Committee	rut@rbfoodsupply.co.th
2) Mrs. Benjawan Ratanaprayu	Independent Director/Audit Committee	benjawan@rbfoodsupply.co.th
3) Mr. Suppasin Suriya	Independent Director/Audit Committee	suppasin@rbfoodsupply.co.th
4) Mr. Surachai Phartyanotai	Company Secretary/ Secretary of the Audit Committee	comsec@rbsupply.co.th

or contact the company secretary by mail to the company secretary at No. 77, Pho Kaew 3 Alley, Khlong Chan Sub-district, Bang Kapi District, Bangkok Metropolis 10240

In order to protect the complainant in the event that there is a violation on Code of Conduct in Business of the Company, the Company has set up measures to protect the complainant with the following criteria:

1. The complainant can choose to remain anonymous if he/she foresees that revelation is not safe but upon self-disclosure, it will allow the organization to report progress and clarify the facts to acknowledge.

2. The recipient of the complaint will keep the relevant information confidential/considering of security. Measures have been established to protect employees who complain and/or provide information and/or cooperation in data verification, which will be protected from unfair practices such as change of position, job description, workplace, work suspension, intimidation, disruption to work, termination of employment due to the cause of complaint notification.

Operation Results of Year 2021

Operation	Year 2020	Year 2021
Assessment results from the Corporate Governance Report of Thai Listed Companies from year 2020	70%	87%
Complaints of the case in which it has been found Violation of the Code of Conduct in Business	No complaints	No complaints

Risk Management

The Company places importance on developing a systematic risk management system within its organization as well as the importance of integrated risk management for its organization to develop and progress steadily, to stop and reduce environmental damage and threats that may occur that will affect personnel assets business operations including the image of its organization with awareness of risks cooperation and to promote the development of risk management systems to be the same standard throughout its organization. The risk management process is clearly defined including the level of risk that the organization can be acceptable. Therefore, the Board of Directors has approved the appointment of the Risk Management Committee with duties and responsibilities as follows:

1) To determine and review policies, risk management frameworks of the organization.

2) To supervise and support the implementation of the corporate risk management to be consistent with strategy and business goals including changing circumstances.

3) To consider reporting the results of corporate risk management and giving comments on the risks that may occur including guidelines of measures of determination for control or mitigation and development system of organizational risk management to be effective continuously.

4) To report the results of corporate risk management to the Board for acknowledgment and in the case of factors or important events which may affect the Company significantly, it must be reported to the Board of Directors for acknowledgment and consideration as soon as possible.



5) To provide Risk Management Committee Meeting 1 time/year.

6) To perform any other duties as assigned by the Board of Directors.

And to ensure that the operations of various departments are efficient, legal, in line with good operating regulations and business administration proceeds appropriately with the most capability and effectiveness. The Board of Directors, therefore approved the appointment of the Audit Committee with duties and responsibilities as follows:

1) To review the financial reports to ensure that it will be accurate and reliable, including adequate disclosure of information by coordinating with an external auditor and executives responsible for preparing both quarterly and annual financial reports.

2) To review the Company's internal control system and internal audit to be appropriate and effective and consider the independence of the internal audit unit as well as giving an approval of consideration related to the appointment, transfer and dismissal of the head of the internal audit unit or any other units responsible for internal audits and may suggest a review or verification of any particulars that deem necessary and important as well as bringing suggestions on the improvement of the internal control system that are important and necessary to the Board of Directors by reviewing together with an external auditor and employees assigned to coordinate and take care of the internal control system of the Company.

3) To review compliance with securities and stock exchange laws or regulations of the Stock Exchange of Thailand, policies, rules, regulations and other laws related to the Company's business.

4) To consider the selection, nomination, appointment and termination of an independent person who is an auditor, including to consider and propose the remuneration of the Company's auditor to the Board of Directors including

attending the meeting along with the auditor without the management attending the meeting at least once a year.

5) To review the Company's internal audit framework according to generally accepted methods and standards.

6) To consider connected transactions or transactions that may have conflicts of interest to comply with the laws and regulations of the Stock Exchange of Thailand as well as disclosure of the Company's information in such matters to be accurate and complete. This is to ensure that the transaction is reasonable and for the best benefit of the Company.

7) To review that the Company has an appropriate and efficient risk management system.

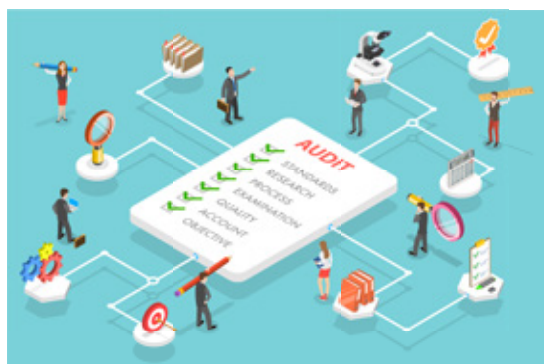
8) To report the performance of the Audit Committee to the Board of Directors at the Board of Directors' Meeting.

9) To prepare the Audit Committee's report to be disclosed in the annual report of the Company where the report must be undersigned by the Chairman of the Audit Committee and must be contained at least the following information:

- 9.1 Comments on accuracy, completeness, and credibility of the Company's financial report.
- 9.2 Comments on the adequacy of the Company's internal control system.
- 9.3 Comments on compliance with securities and stock exchange laws, stock exchange regulations or laws related to the Company's business.
- 9.4 Comments on the suitability of the auditor.
- 9.5 Comments on the connected transaction or list that may have conflicts of interest.
- 9.6 Amount of meeting of the Audit Committee and the attendance of each Audit Committee member.
- 9.7 Overall opinions or observations received by the Audit Committee from the performance of duties under the Charter.
- 9.8 Other lists that shareholders and general investors should be aware of within the scope of duties and responsibilities assigned by the Board of Directors.

10) Participate in giving opinions in considering the appointment, dismissal, and appraisal of performance of the Internal Audit Department.

11) As performing the duties in accordance with the scope of responsibilities, having allowed the Audit



Committee has the authority to invite related management, executives or employees of The Company to comment, attend a meeting or submit documents in which it is considered to be important or necessary.

12) To have the power to hire a consultant or outsiders according to the Company's regulations to give opinions or give advice if necessary.

13) The Audit Committee shall assess its performance by self-assessment and report on the results of the assessment together with obstacles in the performance of work that may cause the performance to fail to achieve its objectives of the establishment of the Audit Committee to the Board of Directors to be acknowledged every year.

14) The Audit Committee has the power to request information from various departments of the Company and its subsidiaries for consideration in various matters. However, in performing the duties of the Audit Committee, if it is found or suspected that there are transactions or actions that may have a material impact on the financial position and performance of the Company, the Audit Committee shall report to the Board of Directors for remedial action within a timely manner as the Audit Committee deems appropriate in which the types of transactions or actions that have to be reported are subject to the following topics:

14.1 Conflict of Interest Transactions.

14.2 Fraud or something unusual or there is a significant deficit in the internal control system.

14.3 Violation of securities laws and regulations of the Stock Exchange of Thailand or laws related to the Company's business.

14.4 Any issues that have a significant impact on the financial position, performance.

15) To perform other tasks as assigned by the Board of Directors within the scope of duties and responsibilities of the Audit Committee.

In order that, the Company is in the process of considering a risk management structure at the additional management level and practitioner level to ensure that the Company has an efficient risk management system, able to manage various risk issues to an acceptable level of the Company.

Crisis Management

There is a process for managing Uncertainty Events that are likely to occur and affect the achievement of objectives and goals in various aspects of the organization, from risk assessment, laying of measures or guidelines for controlling or responding to risks to the monitoring and measurement of risk management measures to reduce the likelihood of a risk event occurring or reduce the impact of damage to a level acceptable to the organization, including crisis and urgent management, operational continuity management,

As the Company has its goal of establishing a Business Continuity Plan (BCP), including to review measures and rehearsing the continuity management programming for at least a year, preparing an incident management plan to cover all risk issues, providing an insurance plan along with annually review of the capital and the scope of insurance to keep it current and appropriate. These guidelines and management plans are prepared to ensure that the Company will be able to manage and control various emergency situations that arise effectively, having supported the business to be able to press forward.



Cyber Security and Personal Data Protection



Today's business operations have technology as an important basis for controlling, managing including promotion of work to be more convenient, faster and more efficient. In addition, technology also plays a part in supporting the Company's storage of large quantities of data in an orderly manner and to be ready for use promptly. Cyber safety and personal data protection are therefore extremely important because if the Company has been attacked to cyber or having data leaks, this can affect Company's trustworthiness and, in some cases, the Company may be sued, having to pay fines or compensation to those who have suffered damages, etc.

The Company is committed to building cyber security, preventing attacks and preventing any instances of data leaks as well as having guidelines in line with the rules, regulations and relevant laws. However, the Company has assigned the Information Technology Department to be responsible for cyber security supervision through the

Security Policy of Information Technology System, Information Technology System Administration Regulations, Recovery Programming of Emergency Information Technology System, Information Technology Risk Management Planning and a manual on safety in the use of information systems.

The Company has processes and practices designed to protect networks, devices, programs and data from attacks, espionage, having been destroyed or accessed by other persons without permission to protect and prevent leakage or loss of data mainly, especially the business information from preparation planning, compliance and enforcement of security policies and procedure for collection, use, sharing, storage, assigning access rights to information and sending information from the Company when they have been approved to ensure that all information is effectively protected and maintained completely and correctly, ready to use properly.



The Company raises awareness of cyber security and personal information protection for everyone in the Company by organizing cyber security and personal information protection training for its employees. In the year 2021, 100% of employees using computers had received such training and 100 % of new employees had received such training as well. In addition, the Company plans to conduct a cyber-security and personal data protection test at least once a year starting from the year 2022 onwards.

In order that, the results of the verification by both internal auditor and IT auditor, the Company does not find any serious risk issues from the examination of both units.

As the Personal Data Protection Act (PDPA), which will come into effect on 1 June 2022, the Company considers it as a risk that needs to take a management and in order to effectively comply with the Personal Data Protection Act. In 2022, the Company plans to establish a PDPA project with hiring consultant with experience in PDPA to manage the use of personal data of all stakeholders, including shareholders, employees, customers, business partnerships appropriately and in accordance with the Personal Data Protection Act (PDPA).



Performance Year 2021

Performance	Year 2021
Providing cyber security and personal information protection training for employees	100%
Verification results from both internal auditor and IT auditor	No serious risk issues were found.

Supply Chain Management



Supply chain management is essential for efficient business operations in terms of cost, quality of products, services, creating a competitive advantage as well as supporting the organization to deliver values according to its intent. The Company focuses on supply chain management by developing procurement policies, code of conduct goes along with business operations at the same time, social responsibility policy, good governance in business proceedings and guidelines for selecting the Company's partnerships, taking into account the quality, price, quantity of services and speed of response efficiency as well as social, environmental and corporate responsibility as well as having a procurement process that places importance on transparency, fairness and can be audited both in accordance with the regulations, regulations, and relevant laws.

Management Approach

Currently, the Company has established a Supply Chain Management (SCM) unit to be responsible and manage for the Company's supply chain in the process among producers, service providers and vendors of inputs (Suppliers) to maximize efficiency to reduce the cost of production

leading to an increase in the profits of the Company finally by this process starting from the Procurement, Manufacturing, Storage, Information Technology, Distribution as well as Transportation in which have an important effect on the creation of customer satisfaction.

1

Declaration of Intent

Declaration of management intent to manage the chain sustainable supply.



2

Establishment of SCM Unit

The Company has established a Supply Chain Management (SCM) unit to be responsible and manage for the chain supply of the Company.



3

Risk Assessment

To assess risks and impacts on ESG issues throughout the supply chain.



4

Identification of Goals, Strategies, Policies

To identify goals, strategies and policies for sustainable supply chain management.



5

Communication and implementation plans

To communicate strategies and procedures for working with partnerships in order to continually develop and improve work towards sustainability.



6

Assessment and Monitoring

To assess and monitor operations.





The Company adheres to the requirements of the suppliers' Code of Conduct in considering the procurement and selection, which all partnerships must be aware of; and accept the terms of the suppliers' Code of Conduct before becoming a partnership of the Company and have to run a business with transparency, legality, having considered for human rights, treating workers with fairness in accordance with safety and occupational health standards and environmentally friendly management as specifying these details with conditions and penalties in the business contract for the business partnerships to acknowledge and comply with them by the Company Partnerships' performance will be monitored and evaluated in order to strictly comply with the Company's related policies and practices. If any business partnership is found to have inconsistent practices, the Company will operate in accordance with the guidelines specified. It starts with giving a verbal warning or sending a written document to notify and set a plan for remediation, a period of time, and follow up on improvements in such issues. The level of penalties is set according to the nature of risks and potential impacts, which may include the termination of the contract and permanent removal from the Company's trading partner register in order to prevent risks that may affect the continual operation of the Company in the future.

The Company communicates and understands with its business partnerships every year to acknowledge

and understand the policy, procurement method, various news including the guidelines for managing partnerships by stipulating the principles of transparency, fairness and equality for the trading partnerships to build confidence in partners when working with the Company. In addition, the Company also helps its partnerships to maintain business standards in accordance with the laws and regulations to protect the environment, human rights consideration, fair treatment of workers, compliance with safety, occupational health, corporate governance and prevention of exploitation in the performance of duties illegally, anti-fraud and corruption in all forms as well as encouraging partnerships to join as a network member in anti-corruption as well, and the Company has prepared various channels for communicating with its partnerships such as e-mail, letters and phone calls to get feedback, complaints.

Supplier's Risk Assessment

The Company analyzes and classifies the importance of partnerships by defining criteria for categorizing partnerships into 3 levels as follows:

- Level 1 is a critical supplier.
- Level 2 is a moderately important supplier (High-Risk).
- Level 3 is a low risk supplier.




and evaluating the performance of the supplier by the supplier at each level must make a plan to improve the products and services, measures to prevent and reduce risks that may occur in accordance with their levels. The Company will continually monitor operations in accordance with the operational guidelines and business plans to ensure that all business partnerships are able to manage taking the risk to a level that does not occur impact on business, community and environment. The Company also develops a strategic procurement process jointly with its suppliers to identify ways to support the development of products and services that effectively meet the needs of customers.

For monitoring and verifying compliance with the code of business conduct and auditing suppliers, the Company provides its suppliers to assess their own through the assessment form of supplier's risk assessment criteria annually, where covering environmental, social and governance dimensions, and the Company has an inspection of the business of key partnerships at least once a year to ensure that the Company's business partnerships strictly follow the code of conduct for business partnerships and the Company has also brought the assessment results to analyze for further development and improvement.

In the preceding year 2021, the Company had scheduled to inspect the business partnerships' workplaces but the situation of Covid-19, the Company then had adjusted the method to submit a self-assessment document (Self-Assessment) for the first 10 most important trading partnerships to self-assessment and in the year 2022, the Company plans to inspect 5 business partnerships at the workplace.

For the year 2022, the Company plans to organize activities with all partnerships to communicate that the Company is now has developed policies related to social and environmental maintenances, such as a focus on reusable packaging, processing of environmentally friendly products and these factors are considered as part of the recruitment consideration and selection for the Company partnerships. It also plans to raise awareness of doing business on additionally sustainable approach with its partnerships, such as awarding prizes to encourage heart to partners who have sustainable business operations just like the Company, etc.

Goals and Performance of Supply Chain Management in the Year 2021

Details	Target	Performance
1. Communicate sustainable practices for business suppliers to the Company's business partners.	 100 percent	 80 percent
2. Suppliers acknowledge and agree to comply with the Company's sustainable practices for trading partnerships.	 100 percent	 80 percent
3. Complaints from partnerships on corruption.	0	0
4. The death of partners.	0	0
5. Complaints regarding violations of environmental laws of partners.	0	0

Customer's Health and Safety



As changing consumption trends, consumers are aware of health (Health Consciousness) increasingly, including the expectation of eating safe, quality food that does not cause harm to the body and get the most benefit from consumption, the Company, therefore has developed products in various groups such as Coating Product, Tempura Flour, Seasoning Powder, Sauces, etc. that contain low sugar, zero sugar and low sodium), etc. Currently, there are more than 10 products in these groups such as Zero Sugar Syrup.



ANGELO[®] SYRUP



In addition, the Company has established a quality and safety management system in food production that is consistent and in accordance with international standard system, legal rules and regulations at every step as well as supporting the provision of necessary product information such as ingredients information, nutrition information on the product label as a guideline for consumption to meet the needs of consumers who pay attention these things as the first priority and ensure that the Company's products are safe, standardized and reliable at every step of the value chain, from controlling of selection procedure for quality of raw materials from approved vendors.

Besides, the Company has developed a safety quality system of sustainable food continuously to create confidence in the Company's food quality and safety system by the Company has been certified by various agencies such as BRC (British Retail Consortium) or the British Retail

Consortium. The Company plans to upgrade to BRC grade A by the year 2022, GMP standards (Good Manufacturing Practice or good rules and methods in production), HACCP standards (Hazard Analysis and Critical Control Point or Hazard Analysis and Critical Control Point Systems in food production) and are in the processing of being developed into GHPs (GENERAL PRINCIPLES OF FOOD HYGIENE) By the year 2022, FSSC 22000 standards (Safety Management related to food and risk) and quality management system standards ISO 9001:2015 and the Company is in the processing of requesting for ISO/IEC 17025 laboratory accreditation from the Department of Medical Sciences, Ministry of Health in order to verify the standards and safety of the product before reaching at the consumers by the year 2022 as well.



Improvement of Food Quality and Safety throughout the Process

Certification of International Standards for Quality and Food Safety in Year 2021

RBF		Breadcrumbs, sandwiches, mini buns, flavoring agents	BRC, GHPs, HACCP
RBF		Cooking Flour	BRC, GHPs, HACCP
RBF		Plastic packaging	ISO9001:2015, GMP, HACCP
RBF		Cooking Flour, seasoning and dipping sauces	BRC, GHPs, HACCP
BO		Food coloring	GHPs, HACCP
TFF		Flavoring agents	FSSC22000, GHPs, HACCP
PFC		Dried products and frozen food products	BRC, GHPs, HACCP, FSSC22000

Aiming for a Food Safety Culture

To promote as well as to create a food safety culture (Food Safety Culture), creating employee participation from many activities such as regular food safety training (Food Safety), arranging a morning talk with employees before work about food safety, preparing a board for food safety communication, rewarding those who comply with

food safety practices and organizing food safety activities such as food Safety day to create attitudes, values, and beliefs in the organization, focusing on product safety and confidence in food safety systems including procedures and operating methods in the organization.



Brand and Trademark Management



The Company operates in food business by adding value of aroma and taste through product categories such as flour, bread crumbs, flavoring agents for food including frozen food under the brands, namely: Uncle Barnes, Best Odour, Kop Jang, Super-find, Nurmaya, Haeyo, Angelo and Aroi Mak Mak. The Company's main customers are entrepreneurs industries of foods, beverages, snacks, pet foods and cosmetics including household products both domestically and internationally.

The Company realizes that the confidence and reliability in the brand and trademark is important for consumers and purchasers to make decisions about purchasing products. The Company, therefore has guidelines for brand and trademark management based on sustainable development, having created participation and responding to the needs of all stakeholder groups in a balanced manner to build confidence that the Company's products are products from a Thai Company with quality and safety equivalent to international standards at an accessible price for every consumer or purchaser group in which being different from foreign brands that is the flexibility to produce according

to the requirements or Minimum Order Quantity: MOQ, including having affiliated businesses that cover upstream to downstream production. Therefore, both raw materials and delivery times can be effectively managed.

As the above advantages, the Company is able to promote the development of new product innovations for customers such as syrup products, drinking powder products, seasoning powders, seasoning sauces groups etc.

In addition, the Company has OEM products to the Market of Modern Trade and online channels to allow customers and purchasers to have more access to the Company's products, it is another alternative for choosing quality food.

For the year 2022, the Company plans to develop research and product development to be able to offer more innovations to consumers including the development of product quality control (Quality Control) to build confidence for customers and purchasers that they will receive quality and safe products. Besides, the Company is in the process of developing its brand and trademark to be more modern and memorable to consumers.



Environmental Management



Thailand's Twelfth National Economic and Social Development Plan (2017-2021) describes the country's natural resources and environmental quality as deteriorating and becoming a weakness in maintaining the fundamentals of sustainable production, services and living. The use of many natural resources for the development of the country all affect the environment as well as having affected climate changes and threatened biodiversity which may affect the raw materials and production costs of the Company lastly.

The Company is committed to efficient environmental management and efficient use of resources throughout the value chain to reduce negative impacts on nearby communities and to society as a whole including reducing greenhouse gas emissions, which are a major cause of climate change and waste that may arise from business activities. The Company has policies and guidelines for environmental management that cover legal compliance, supervising and controlling negative environmental impacts. A unit has been appointed to be responsible for the Company's environmental management includes the



Safety and Environment Department, using environmental management guidelines according to 3R principles, namely Reduce, Reuse, and Recycle, including the use of clean energy technologies in order to achieve the goal of a Carbon Neutral Company by the year 2027, the Company then has a plan to create a carbon footprint of the organization as a data for effective environmental management planning. In the year 2022, there is a training plan to create knowledge and understanding for employees for information disclosure and expects to be able to report the corporate carbon footprint by the year 2023.

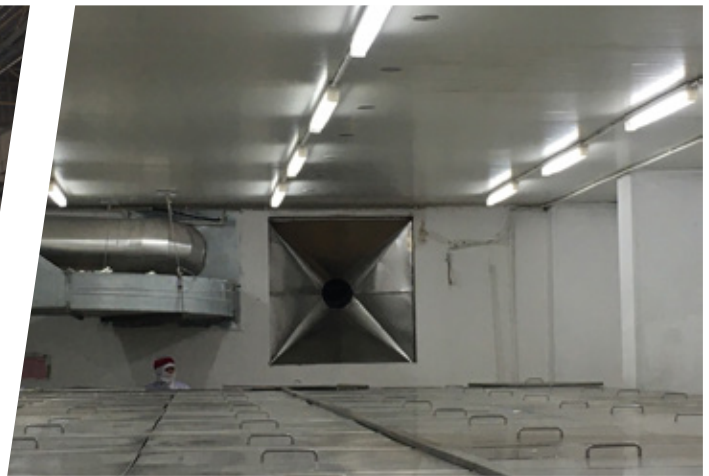


Plan for Installation of Solar Rooftop at its Headquarter

Odour Management

Due to the nature of the business, there is a risk of odour disturbing the communities surrounding the factory. With a commitment to reduce various environmental impacts, the Company, therefore installed additional odor treatment equipment from the existing ones as well as providing measurement of the concentration of odor (Odour Concentration) to be in accordance with the ministerial regulations, on Determination of Standards and Methods for Examination of Odor in Factory, B.E. 2548 (2005).

For the year 2021, the Company has installed additional odor treatment equipment in the bread factory at the head office to reduce the odor emitted to the outside community and having plans to remove production units, categories of Food flavor where its head office located in Bangkok District, Bangkok to Hi-Tech-Ayutthaya Industrial Estate by the year 2022 to reduce the impact of odor on households and neighboring communities.



Installation of additional Control Systems and Protections against Odors from
the Bread Fermentation Processing

Water Management

The Company is committed to maintaining water quality and reduce negative impacts on the environment and on the surrounding communities. The wastewater generated within the organization is treated with Grease Trap Separation/Equalization and Aeration Activated Sludge Process System and the quality of wastewater is measured every 3 months before discharging to the public drainage gutter to ensure the quality of the water discharged as the results of the analysis of wastewater after treatment for the year 2021, it was found that all parameters were in accordance with the standard criteria according to the notification of the Ministry of Industry, Volume No. 2, 1996 (B.E. 2539) issued under the Factory Act 1992 (B.E.2535) Subject: Determination of the characteristics of wastewater discharged from the factory.

Table of Results of Analysis of Treated Water for the year 2021

Parameter	Analysis Result				Standard	Unit
	Mar 21	Jun 21	Sep 21	Dec 21		
pH	6.20	6.53	6.69	6.82	5.5 – 9.0	-
Biochemical Oxygen Demand (BOD)	1	5	3	1	< 20	mg/l
Chemical Oxygen Demand (COD)	60	40	60	24	< 120	mg/l
Suspended Solid	1	ND	3	3	< 50	mg/l
Oil & Grease & Fat	< 5	< 5	< 5	< 5	< 5	mg/l
Total Dissolved Solid	206	182	108	88	< 3000	mg/l
Settleable Solids	< 0.5	< 0.5	< 0.5	< 0.5	-	mg/l
Total Kjeldahl Nitrogen	8	2	7	6	< 100	mg/l
Hydrogen Sulfide	ND	ND	ND	ND	< 1.0	mg/l

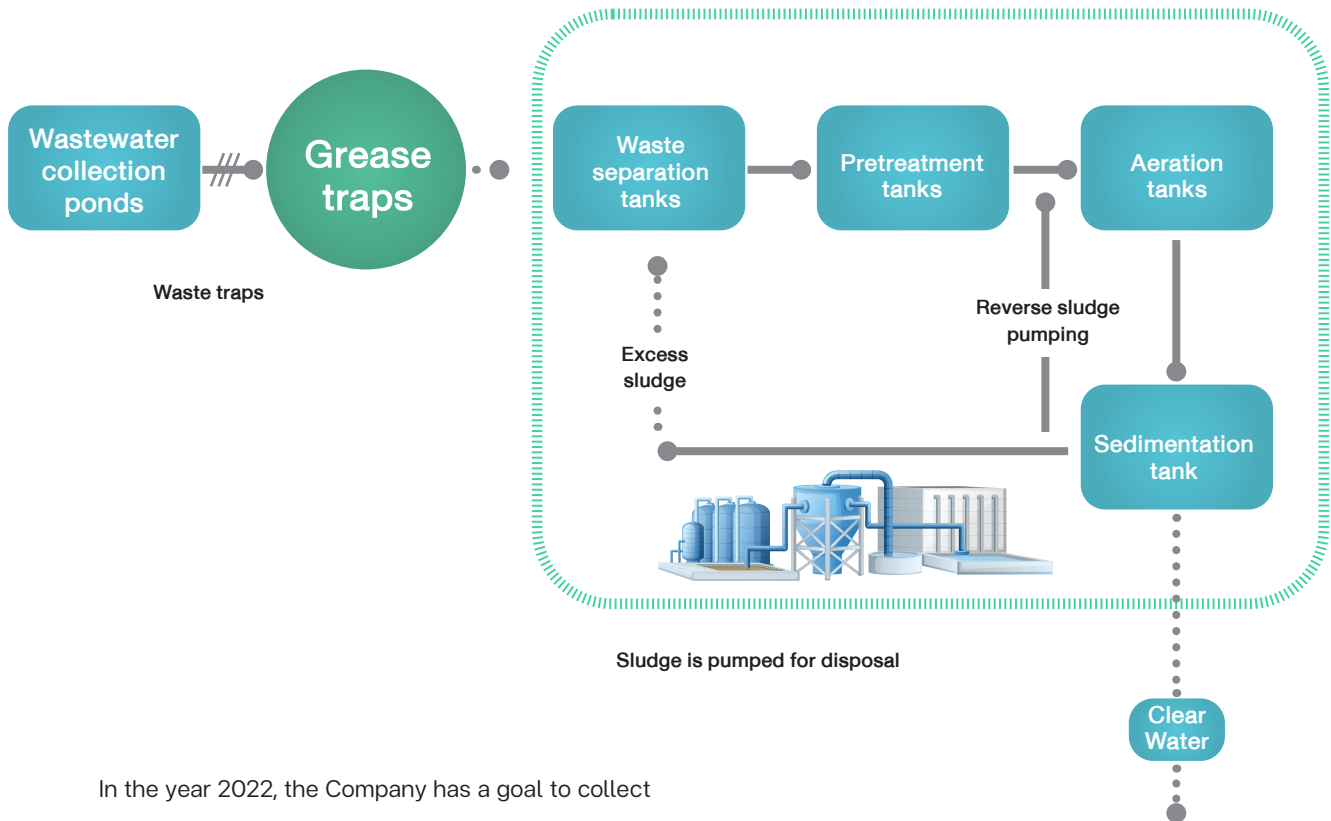
Note: The standard according to the Notification of the Ministry of Industry, Voloume No. 2, 1996 (B.E. 2539) issued under the Factory Act 1992 (B.E.2535), Subject: Determination of the characteristics of wastewater discharged from the factory.



Sample of Water Collection for Water Quality Analysis

Wastewater collection ponds

> Grease traps > Waste separation tanks> Pretreatment tanks> Aeration tanks



In the year 2022, the Company has a goal to collect data and analyze water usage to find ways to reduce water use and the most efficient use of water including creation of SAVE WATER Project to campaign and publicize Changes of behavior using water economically and realizing the value of employees to improve the guidelines for effective water resource management.

Waste Management and Hazardous Waste Management

Processes and activities from business operations cause wastes and scraps throughout the value chain which, if unable to manage them effectively, they will affect the acceptance of the surrounding communities and may include violating the law as well. Therefore, the Company is committed to reducing the amount of wastes and the amount of scraps that must be disposed of in the final step by non-hazardous wastes including plastic scraps, cardboard and paper scraps from the production processing in the process of formula weighing scale (Raw materials), mixing flour, trimming, poking and packing into bags / examining QC. Wastes are categorized and collected for further distribution to the recycling process. In the year 2021, the total amount of recycled wastes were 14.07 tons, comprising 5.60 tons of plastic waste, 5.95 tons of cardboard, and 2.52 tons of paper waste.



Image of Recycled Wastes Disposal

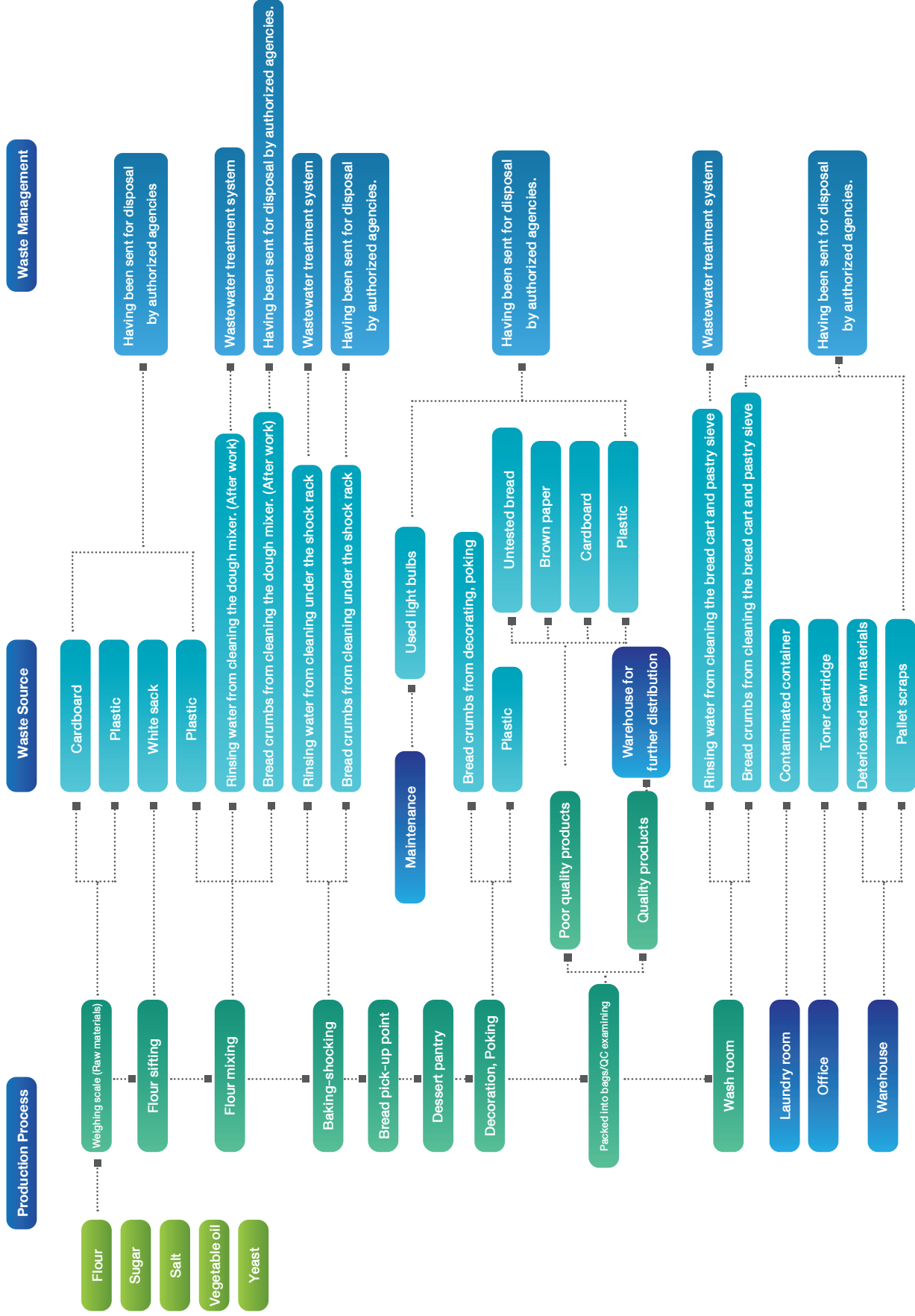
For hazardous wastes such as used light bulbs, contaminated container, liquefied sludge from the wastewater treatment system, deteriorated raw materials and toner cartridges, the Company has stored and dispose of in accordance with the law of the Department of Industrial Works. In the year 2021, liquefied sludge from the wastewater treatment system was eliminated by co-burning in a cement kiln, amounting to 12.47 tons.

For the year 2022, the Company has a campaign and promotion plan for waste separation in its organization to create awareness among employees and to reduce the amount of solid wastes at the source as the goal is to increase the proportion of recycled wastes by 10% compared to the base year 2021, and the amount of solid wastes that must be disposed of at the final stage decreases by 10 percent, compared from the base year 2021 within the year 2027.



Image of Sludge removal from Wastewater Treatment System

Flow Diagram of Production Processing, the Source of Waste or Unused Materials and Waste Management



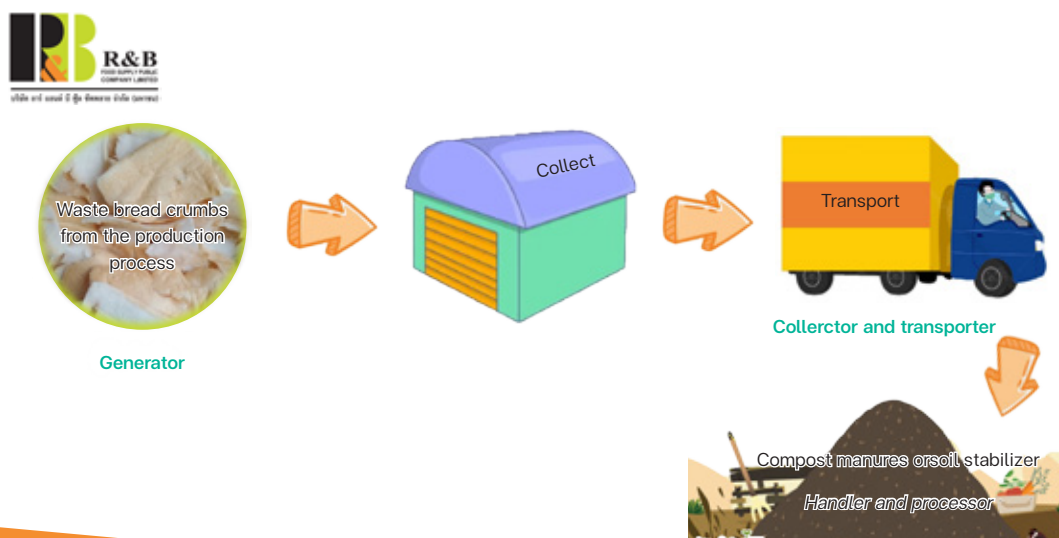
Circular Economy Designing

From the concept of the government that focuses on new pollution management that emphasizes promotion and conservation of natural resources (Resource Conservation and Recovery) as its main point is "Preventing degradation or loss waste and reuse of natural resources through participation from all sectors, including the public, private sectors and people, in order to create a balance and be the foundation for sustainable development in both the country's socio-economic. The Company is sensible that processes and activities from business operations cause wastes and scraps throughout the value chain. However, if these resources can be recycled, it will not only reduce the amount of wastes that will occur, but also reduce the cost of raw materials too.



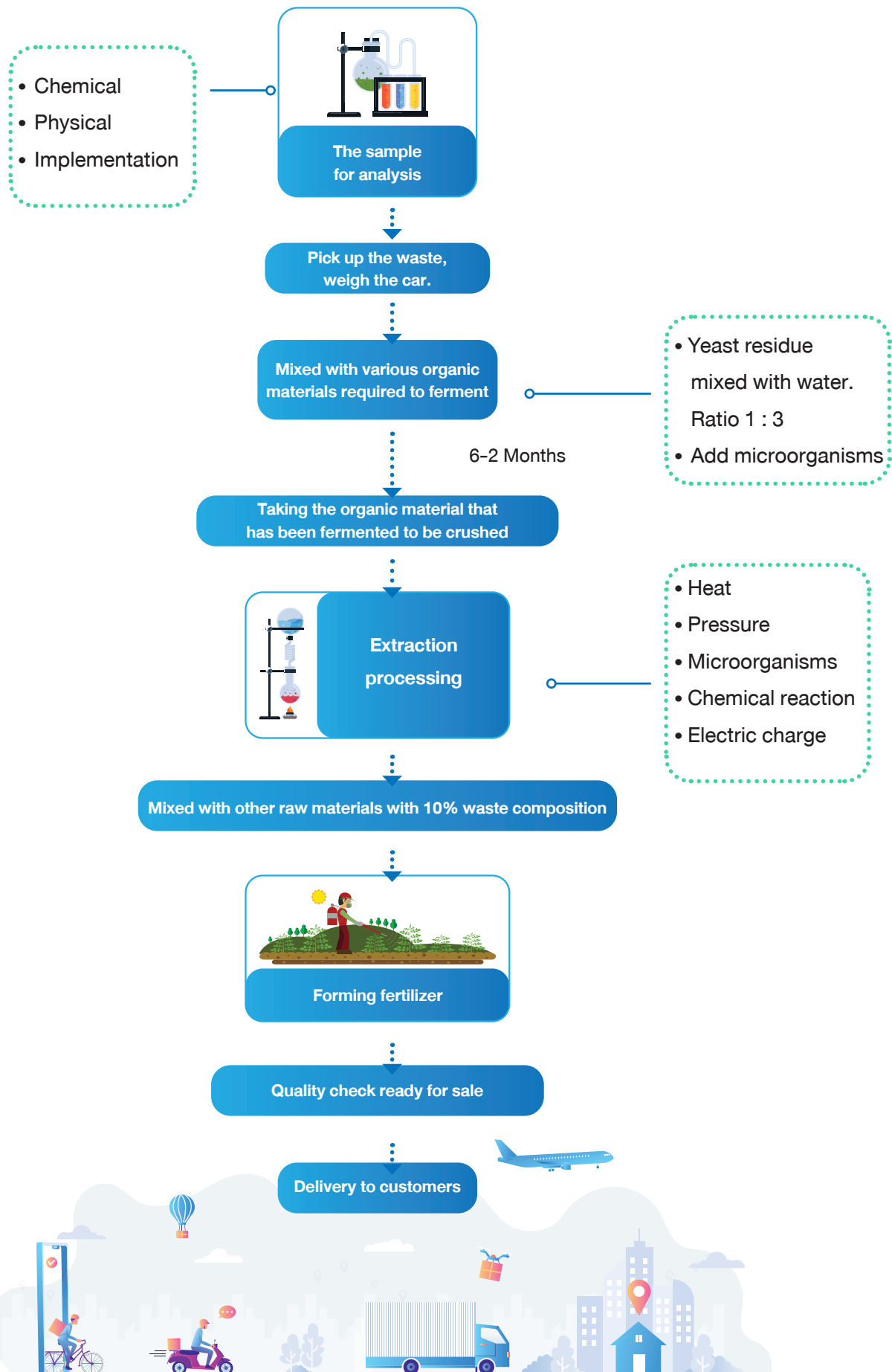
Image of Bread Crumbs to be forwarded to Companies that picks them up to make Compost Manures or as Soil Stabilizer

Disposing of Waste (Bread crumbs)



Bread Crumb Management

The Company is committed to reducing the amount of wastes by using resources worthily and with maximum efficiency. There will be bread crumbs left from the baking-shock process, decoration-poking, QC inspection, non-quality products and from cleaning various equipment. The Company has collected these bread crumbs and forwarded to a company that picks them up to make compost manures or change to soil stabilizer according to the method of disposal 083 of the Department of Industrial Works, which is in accordance with the law. It commenced operations in the year 2021 for the first year with a total volume of 2.22 tons, or equivalent to the proportion of composting, with 10% waste per heap of composting.



Environmental Organization Goal

Target	Timeframe
To be a Carbon Neutral Company	Within 2027
To be able to report the carbon footprint of the organization.	Within 2023
Installation of Solar Rooftop at Head Office, Branch 5 and PFC	Within 2022
Plan to remove department of food flavor production's category in which its head office located in Bangkapi District, Bangkok to Hi-Tech Industrial Estate-Ayutthaya in order to reduce the impact of odor on households and neighboring communities.	Within 2022
Set up a SAVE WATER Project to collect data and reduce water use.	Within 2022

Respects and Protections of Human Rights



The Company operates its business with respects for the dignity of its employees and all related stakeholders as well as having protected human rights in line with the United Nations Universal Declaration of Human Rights : UNDHR and the International Labor Organization Conventions: ILO Conventions.

The Company has policies and practices that are consistent with respects for human rights as follows:

1. Policies and practices on the use of labor and under the Articles contain with:

1.1 Non-Forced Labor

The Company does not commit or encourage the use of forced labor in any form and will not demand or receive any insurance money, identification cards or any identification documents from employees, regardless of when they come to work or have been accepted to work or as a condition for admission to work unless the law excludes it, including not using physical punishment or the threat of violence or other formats of physical, sexual, mental, or verbal abuse as a measure of discipline or control.



1.2 Children Labor

The Company will not employ or support the employment of children under the age of 15 and will not provide or encourage children labor to perform work that is harmful to health or being in an environment that may pose a hazard to health, sanitation and safety.



1.3 Protection of Female Employees and Pregnant Women

The Company must not allow female employees to do work that is harmful to their health or body as required by law, including the Company must arrange for female employees who are pregnant to work or in an environment that is not harmful to health and safety for pregnancy, including the Company will not layoff, demote or reduce the benefits of female employees due to pregnancy.



2. Discrimination Policies and Practices

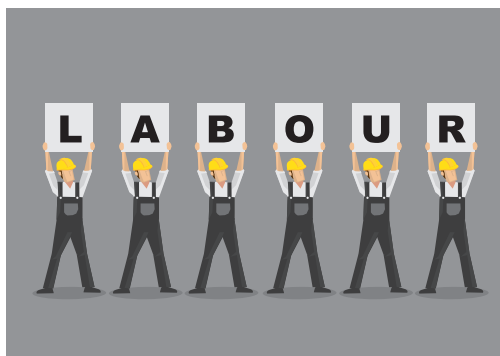
The Company will not commit or encourage discrimination in employment, paying wages and compensation for work, welfare, opportunity to receive training and development, promotion, Consideration of promotion or position, termination or retirement of work, and will not interfere, hinder or act which affects the activities of exercising rights or practices of employees due to differences in nationality, religion, language, age, sex, marital status, personal attitudes towards sex, disability, HIV infection, being an AIDS patient, trade union membership, being an employee director, popularity of political parties or other personal ideas.





3. Policy and Practice on Freedom of Association and Collective Bargaining.

The Company will respect the rights of employees in the association, collective bargaining, choosing or election of representative to facilitate and will treat that representative equally with other employees.

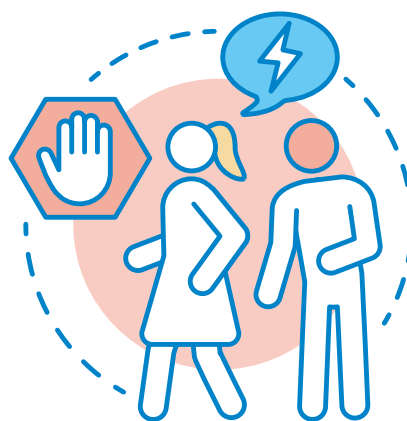


4. Social and Labor Responsibility Policies and Practices

The Company is committed to proceed for all employees of the Company to perform working with standards under protection and fair treatment on a social basis and according to the provisions of the labor law on labor protection, labor welfare, labor relations and safety, occupational health and working environment and related regulations where they will be reviewed, developed and improved to suit all the time.

5. Employee Responsibility Policies and Practices regarding Threat and/or Sexual Harassment, including Violence against Women.

The Company has measures to prevent its employees from being threatened and sexually harassed by expressing with words, gestures physical contact or by any means including violence against women. In the event that an employee is threatened or being sexually harassed, the Company will proceed with disciplinary action against those who violate the Company's work regulations strictly.



6. Policy and Practice on Compensation for work

The Company shall pay wages and compensation for work or beyond normal working hours to employees at least as required by law and shall provide employees with information about wages and compensation for all work received in each installment with writing and the components can be understood in details, and wages will not be deducted under any circumstances unless the law excludes it.



Performance Results

The Company is committed to conducting business under the Company's human rights policy and labor practices in order to prevent human rights violations of all groups of stakeholders from doing business in which the Company provides training on the requirements and compliance with SMETA or Sedex Members Ethical Trade Audit, also known as SEDEX, that has treated workers in accordance with laws and human rights requirements by the Company plans to apply for SMETA:SEDEX certification by the year 2022.

In the year 2021, the Company has not received any complaints related to human rights violations.

Operational Goals for Respects and Protections of Human Rights

- No significant human rights complaints.
- Accredited by SMETA which it is a management system for labor protection and work safety by the year 2022.



Employee and labor



The Company respects and complies with human rights principles in accordance with the United Nation Universal Declaration of Human Rights (UNDHR) and the International Labor Organization Conventions: ILO Conventions from hiring to caring for employees and personnel in order for all employees and personnel to feel connected to the same family as its organization.

As the Company has guidelines for employment and taking care of employees as follows:



Employment

The Company does not encourage discrimination in employment, wages and work compensation, welfare, opportunity to receive training and development, promotion or position consideration, termination or retirement of work and will not interfere, hinder or act in any way which affects the activities of exercising rights or practices of employees due to differences in nationality, religion, language, age, sex, marital status, personal attitudes towards sex, disability, HIV infection, being an AIDS patient, trade union membership, being an employee director, popularity of political parties or other personal ideas and is committed to taking care and treating all employees equally and fairly, providing welfares, benefits, developing skills, abilities, as well as work safety equally, adequately and properly to ensure that employees will work with the Company happily through various practices according to human resource management standards that are admitted both in Thailand and abroad including relevant laws.

Compensation and Benefits

Compensation and benefits that the Company provides to employees are consistent with the Company's performance both short term and long term by the Company aims to keep employees encouraged to work and can create results that help lead the Company to stable growth.

In the year 2021, employees were considered to be compensated at an appropriate rate and in accordance with the standards paid in the same type of business, no reduction in compensation for employees, no layoffs for any employees even during the epidemic situation of COVID-19 as well as having a provident fund. In addition, the Company has given bonuses to all employees according to the criteria that the Company has set for morale at work.

Development and Training

The Company recognizes and foresees the value of personnel at all levels since entering the organization. Therefore, it places importance on personnel development and aims to promote the growth of employees at all levels continually by means of human resource development with diverse and appropriate development patterns for management and employees at various levels including to give precedence of creating heirs or successors (Successor) to take important positions within the organization. In addition, the Company also focuses on training to educate related to work skills in the production processing and safety at work on a regular basis to encourage personnel having skills knowledge ready to drive the organization towards the goals set. In the year 2021, the Company organized training for employees in many projects such as

1. Training on basic knowledge and application of GMP & HACCP system and internal quality monitoring as it was a training on the Company's quality system in order to have an inspector to monitor the quality in the organization

with knowledge and ability, ready to work as an inspector of various quality systems of the food industry, with the objective is to adjust the work system of the organization to be consistent and in the same direction to develop the abilities and potential of employees as well as the better performance for the organization.

This training encourages employees to develop their own skills and abilities to increase their efficiency and create results for success in work as well as having encouraged to be consistent and to be in line with work of the entire organization.

2. Training for BRC Food safety Issue 8 Internal audit (Internal Quality Monitoring) Version 8, which is a training to set up systems and internal audits for related working teams that need an in-depth knowledge, understanding of the BRC requirements to be able to perform the tasks assigned effectively by this training objective to ensure that the Company has a consistent work approach and adheres to the same standards throughout the organization. It also promotes the empowerment and potential of employees as well.

This training encourages the creation of systems as well as internal audits and follow-ups in its organization. The relevant teams have in-depth knowledge of these requirements and standards and can work effectively as a result, the Company to be able to produce products of standard quality and meet the needs of purchasers and consumers.



Safety, Occupational Health and Working Environment

The Company is concerned about the life and health of all employees, therefore is committed to operating safety, occupational health and working environment in tandem with regular duties of employees and to ensure that management, employees as well as all related stakeholder



groups, will have safety practices in the same direction. The Company has therefore formulated safety and occupational health policies by giving importance to compliance with relevant laws and regulations and to be regarded as the duty and responsibility of all employees, providing training to enhance cognitions, skills, having supported budget, personnel as well as other important and necessary equipment including monitoring and reviewing occupational health and safety operations throughout the organization.

The Company also defines the scope of work on occupational health and safety that covers the promotion and maintenance of the ultimate health, physical and mental health, prevention and protection of workers, organizing and adjusting work to be proper, which can be read more details in the Chapter on Occupational Health and Safety.

Listening to the Voices and Opinions of Employees

The Company established a welfare committee to listen to the voices and opinions of the employees by the Welfare Committee will (1) discuss with the Company to plan and provide appropriate and adequate welfare for employees (2) provide a counsel, advice and opinions to the Company in providing welfare to employees; (3) supervise and bring up the provision of welfare to employees appropriately and adequately, (4) propose ideas and guidelines for employee benefits to the Labor Welfare Committee. In the year 2021, there were 4 meetings of the Welfare Committee, considering additional benefits for significant employees, such as providing welfare for the prevention of COVID-19 to employees and having a proactive employee screening measures for prevention of COVID-19, purchasing a medical kit for first aid, providing welfare uniform for employees, etc.

In order that, the Company is in the process of developing data collection and other means for listening to opinions or suggestions from its employees to be more efficient.

Occupational Health and Safety



Occupational health and safety work have concerned with ensuring the health and safety of workers to be without any threats, dangers and risks, including accidents and occupational diseases and safety outside of work and living in society with happiness both physically and mentally. Therefore, the Company has set the scope of occupational health and safety as follows:



it's height, reach, arm placement, chairs, desks and work environments that are suitable for employees.

Therefore, the safety of employees and contractor partners as well as various related stakeholder groups according to labor and safety regulations by providing personal protective equipment in the work, evaluating and managing of risks in work processes and workplaces. Employees are trained on occupational safety, health care and sanitation in the workplace. Health care and hygiene at work by the Company is concerned about the life and health of all employees. Therefore, it is determined to operate on safety, occupational health and working environment in tandem with the regular duties of employees.

As to ensure that the management, employees, as well as all related stakeholder groups, will have guidelines in the same direction. The Company therefore has established policies on safety and occupational health as follows:

1. The Company is committed to conducting business in accordance with the law and occupational health and safety regulations.

2. Safety at work is the first responsibility of all employees at all levels and have to cooperate by following the rules to ensure the safety of both their own and others.

3. Provide training to increase skills, knowledge, and abilities in terms of occupational health and safety including enhancing consciousness to employees and related parties on a regular basis.

4. To support budget and resources such as personnel, protective devices, equipment and others insufficiently and properly including to maintain good health as well as taking care of prevent incidence and occupational diseases of all employees.

5. To monitor and review occupational health and safety operations for consecutive improvement.

- 1) Promotion and Maintenance of the most perfect of physical, mental health and well-being in the society of workers, having set measures of taking care of employees and promotion for the health of employees to be healthy such as before coming to work.

- 2) Prevention means to prevent workers from deteriorating or abnormal health which is caused by the working environment, including preventing accidents and occupational diseases so that workers do not have to be close to factors of various risks.

- 3) Protection for employees from working in dangerous condition, causing illness or worker accident. In the event that a safe work environment cannot be organized but employees must go to work, it must find protective equipment to protect workers from such dangers.

- 4) Placing for workers to perform working where is suitable for the ability of the worker's body and emotion on that work due to some tasks can't be done, everyone has to choose the right person for that work, such as people with respiratory problem should not work in dusty environments, etc.

- 5) Adaptation to suit people and adjusting people to suit working conditions by taking various factors into consideration such as employee physiological factors taking into account the appropriate workplace whether

The Company provides personal protective equipment to employees working at risk areas such as dust masks, chemical protective masks, clear and cloudy safety glasses, safety belts, safety shoes, ear plugs, masks, welding helmets, welding goggles, welding gloves, heat-insulating gloves, cloth gloves, back support belts, etc., and promotes the creation of a safety organizational culture from promoting leadership and management with defined duties and responsibilities including responsibilities in accordance with the job title as well as clearly delegating safety responsibilities from Chief Executive officer to practitioner. This is to create cooperation and relationships between people involved at all levels in the organization. Having allocated budgets to develop safety and occupational health processes and created an organizational culture that takes into account safety by creating an attitude, awareness and good ethics in safety through activities and learning from incidents related to occupational health and safety, such as Safety Day activities, activities to create safety standards at work (Standardized Work) etc.



In this regard, the Company has established a management system for the Labor Safety and Environment Department to obtain certification of the SMETA system or the Sedex Members Ethical Trade Audit or SEDEX, which is an organization and management system for labor protection and work safety that gather together among business members around the world by there is a collective agreement on the ethical development of the companies

or distributor group, which companies that can participate in such groups must treat their employees or labor ethically in the whole system, not only in its own company only but including the company's partnerships that ethical treatment of workers is also required, with the goal of being certified by SMETA by the year 2022.

Occupational Health and Safety Operations are three key operational principles: Recognition, Evaluation, and Control.

1. Recognition is the anticipation or insight into the causes of accidents, hazards, or occupational diseases which may affect the workers where the causes of accidents and occupational diseases are caused by 2 important factors, In other words, any Unsafe Action, which is the action of the worker by him/ herself and unsafe working environments (Unsafe Condition), which the environment in an unsafe working such as working in noisy condition, vibration, heat, coldness, light, pressure, atmosphere. It also includes machinery, tools, equipment related to work in which it must be aware that how unsafe actions and work environments can be detrimental or harm to workers and colleagues.

2. Evaluation is an assessment of the work environment in which workers are exposed to the potential, tendency or likelihood of causing accidents and occupational diseases. The assessment is divided into two parts: An environmental assessment and a health assessment.

2.1 Environmental assessment. It is based on assessments, using industrial hygiene tools for such assessment such as physical, chemical and biological hazard assessments by using instruments such as liquid mercury, sound level meter, lux meter, etc. To assess the safety of machines, power tools, process of equipment production, risk assessment methods will be used in the assessment, such as risk assessment by using checklist techniques.



Image of measurements by using industrial hygienic instruments

2.2 Health assessment It is an assessment of the health condition of employees. by having a health check before going to work or annual health check Health screening according to the risk factors that the worker has been exposed to In order to select the right people for the job as well as to prevent and control hazards that may occur to workers such as fitness test visual acuity test Pulmonary function tests, etc.



Pictures of annual health checks and health checks based on risk factors received by workers

3. Control (Control) is an improvement in the working environment for operators to work safely from the principles of hazard assessment from work and found that the working environment is dangerous to the operator. Therefore, prevention and control measures must be taken by using appropriate and effective methods to control hazards

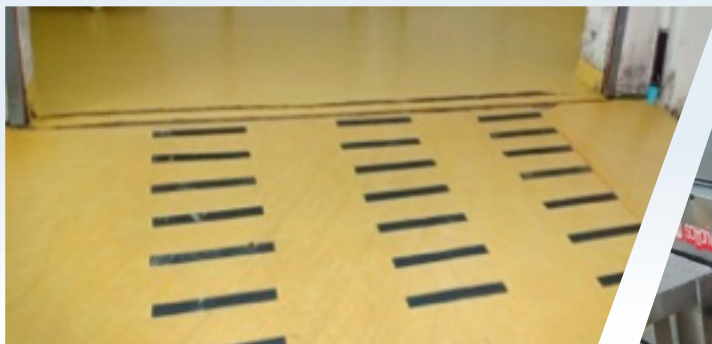


Image of improving the workplace environment

by the principles of occupational health and safety Able to summarize the characteristics of health care, health and safety of workers with objectives To prevent accidents and injuries from work. Prevent occupational diseases and promote health of the operators with a comprehensive Operations in 3 areas are:

1) The safety of workers (Worker) for those who work to receive health care, health promotion, sanitation, disease prevention and accidents that may be caused by work, such as training to educate the use of personal

protective equipment Checking the readiness of the body before work Health check-up of workers according to risk factors, etc.





2) Working Environment: Protect workers to work in a safe working environment in all 4 areas: physical environment chemical environment biological environment and ergonomic working environment

3) Safety outside the job it is to take care of health care for workers outside of work, such as travel safety, shuttle buses.



Images of initial firefighting training and firefighting drills and fire evacuation drills

Statistics of Deaths and Injuries to Employees and Partnerships

	Unit	Year 2019	Year 2020	Year 2021
 Number of deaths (Employees)	Cases	0	0	0
 Number of deaths (Partnerships)		0	0	0
 The frequency of injuries to the point of having to take time off from work (Employees)	Cases/ 1 million working hours	5	4	4
 The frequency of injuries to the point of having to take time off from work (Partnerships)		N/A	N/A	N/A

Responsibility to the Community and Society



The Company has the intention to work with relevant stakeholders by focusing on building and continuing good relationships that lead to mutual acceptance and trust by taking into account the impact that may have on the community as well as creating an attitude and organizational culture for employees to be responsible for the coexistence of society, the Company therefore supports the implementation of activities surrounding societies and communities including continually caring for the environment.

Community Safety Promotion

The current business operations of the Company may affect the communities in the areas close to the establishments which are more alert about the impact of business operations and information of such impacts can also be accessed or disseminated quickly, resulting in the Company may not be accepted by the community, therefore, the Company has established management guidelines to show the Company's commitment to care for the surrounding community to be safe and has not been negatively affected by the Company's business operations. In this regard, the Company creates engagement with the community through various activities both in the public interest and volunteer projects to create satisfaction and acceptance from the surrounding community as well as to prevent risks from various complaints that may affect the Company's business operations. In the year 2022, the Company has planned to work for the safety of the community as follows:

1. To build a walkway along the fence beside the factory for communities and employees to use for safety from traffic and accidents.

2. To expand the parking lot by improving the area to be sufficient for parking in order not to obstruct the traffic area around the Company.

3. To install additional CCTV and sidewalk lighting.

4. To appoint the responsible unit (Safety and Environment Department): Human Resources Department

In the year 2021, the Company carried out various activities related to the safety of the surrounding communities as follows:

- Taking care of cutting branches on the roadside beside the factory.
- Company employees help put out the primary fire for the community next to the Company and coordinate with the fire department.

Throughout the year 2021, the Company has not received complaints and accidents related to safety from the community.



Social Care

During the preceding COVID-19 pandemic crisis, the Company supports and encourages medical personnel and all staff who are at the forefront in the fight against the epidemic and to alleviate the spread of the situation by N95 masks, head covering masks and PAPR (Powered Air Purifying Respirator) are delivered for operations and an infusion pump with a wireless transmission system to Phramongkutklo Hospital to control the dosing of the solution or giving saline to covid patients in the ICU. In addition, the Company has also delivered Powered Air Purifying Respirator or PAPR to Charoenkrung Pracharak Hospital, Ban Phaeo Hospital, Metta Pracharak Hospital, Saraburi Hospital and Pattani Hospital to support the work of medical personnel as well.

Community and Social Activities

- Social care during the COVID-19 situation



Performance Data

Criteria : Governance

#	GRI Standard Title	GRI Standards		Topics	Unit	Performance Year		
		Disclosure Number	Disclosure Title			2019	2020	2021
1	General Disclosures	2-9	Governance structure and composition	Number of female directors	Person	4	4	4
			Governance structure and composition	Percentage of non-executive director	%	55.56	55.56	66.67
			Governance structure and composition	Percentage of Independent director	%	33.33	33.33	33.33
			Governance structure and composition	Number of independent directors with 5 or less other mandates	Person	3	3	4
			Governance structure and composition	Number of executive directors with 3 or less other mandates	Person	4	4	4
				Number of Board Meeting Annually	Number	6	8	6
				Average of Board Meeting Attendance	%	96.30	91.67	96.97
4	Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	Number of breaches against code of conduct	case	0	0	0
5	Anti-Competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, monopoly practices	“No. of legal actions completed during the reporting period regarding anti-competitive behavior	Case	0	0	0

Criteria : Economic

GRI Standards						Performance Year		
#	GRI Standard Title	Disclosure Number	Disclosure Title	Topics	Unit	2019	2020	2021
1	Economic Performance	201-1	Direct economic value generated and distributed	Direct economics value generated: revenue	THB	2,864,653,557	3,172,075,949	3,383,981,685
				Economic value distributed: Operating cost	THB	1,774,034,655	1,888,477,292	2,125,795,616
				Economic value distributed: Employees wages and benefits	THB	462,736,644	475,126,365	495,874,015

Criteria : Environment

GRI Standards						Performance Year		
#	GRI Standard Title	Disclosure Number	Disclosure Title	Topics	Unit	2019	2020	2021
1	Energy	302-1	Energy consumption within the organization	Total electricity consumption	MWh	-	-	8100.136
2	Effluents and Waste	306-4	Wasted diverted from disposal	a) Total weight of waste diverted from disposal	metric tonnes	14.72	14.58	21.82
				b) Total weight of hazardous waste diverted from disposal		0	0	12.45
3	Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	Significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations	THB	0 THB	0 THB	0 THB
				Significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations	Case	0	0	0

Criteria : Social

GRI Standards						Performance Year		
#	GRI Standard Title	Disclosure Number	Disclosure Title	Topics	Unit	2019	2020	2021
1	General Disclosures	2-7	Employees	Total FTE	Person	-	-	1289
			Employees	Number of Male Employees	Person	-	-	506
			Employees	Number of Female Employees	Person	-	-	783
2	General Disclosures	2-30	Collective bargaining agreements	% of employees represented by an independent trade union or covered by collective bargaining agreements:	%	100	100	100
3	Employment	401-1	New employee hires and employee turnover	Total employee turnover rate	rate (%)	-	-	37%
	Employment	401-1	New employee hires and employee turnover	Female turnover rate	rate (%)	-	-	53%
	Employment	401-1	New employee hires and employee turnover	Male turnover rate	rate (%)	-	-	46%
4	Occupational Health and Safety	403-9	Work-related injuries	Fatalities Employees	Person	-	-	0
	Occupational Health and Safety	403-9	Work-related injuries	Fatalities Contractors	Person	-	-	0
	Occupational Health and Safety	403-9	Work-related injuries	LTIFR Employees	n/million hours worked	5	4	4
	Occupational Health and Safety	403-9	Work-related injuries	LTIFR Contractors	n/million hours worked	0	0	0
5	Training and Education	404-1	Incidents of discrimination and corrective actions taken	Incident case of discrimination	Case	0	0	0

GRI Standards						Performance Year		
#	GRI Standard Title	Disclosure Number	Disclosure Title	Topics	Unit	2019	2020	2021
6	Non-Discrimination	406-1	Incidents of non-compliance concerning the health and safety impacts of products and service	Incidents of non-compliance with regulations resulting in a fine or penalty	THB	0	0	0
7	Customer Health and Safety	416-2	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Total number of substantiated complaints receiving concerning breaches of customer privacy by the organizer / regulatory body	Case	0	0	0
			Substantiated complaints concerning breaches of customer privacy and losses of customer data	Total number of identified leaks, thefts, or losses of customer data.	Case	0	0	0
8	Customer Privacy	418-1	Non-compliance with laws and regulations in the social and economic area	Significant finds and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area	THB	0	0	0
			Non-compliance with laws and regulations in the social and economic area	Significant finds and non-monetary sanctions for non-compliance with laws and/or regulations in the economic area	Case	0	0	0

#	GRI Standards			Topics	Unit	Performance Year		
	GRI Standard Title	Disclosure Number	Disclosure Title			2019	2020	2021
9	Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	Significant finds and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area	THB	0	0	0
			Non-compliance with laws and regulations in the social and economic area	Significant finds and non-monetary sanctions for non-compliance with laws and/or regulations in the economic area	Case	0	0	0

Indexes according to the GRI Standards framework

Statement of use	R&B Food Supply Public Company Limited has reported the information cited in this GRI content index for the period 1st January - 31st December 2021 with reference to the GRI202 Standards.		
GRI 1 used	GRI 1: Foundation 2021		
GRI STANDARD	DISCLOSURE	LOCATION	
		URL	56-1 One Report Sustainability Report
GRI 2: General Disclosures 2021	2-1 Organizational details	https://www.rbfoodsupply.co.th/about	
	2-2 Entities included in the organization's sustainability reporting		Page 4
	2-3 Reporting period, frequency and contact point		Page 4
	2-4 Restatements of information	There is no restatement of information	
	2-5 External assurance	Omission: Information Unavailable/Incomplete. The company is in the process to improve the data collection quality and should be able to perform external assurance in the year 2022.	
	2-6 Activities, value chain and other business relationships		Page 83
	2-7 Employees	Page 130	Page 50
	2-8 Workers who are not employees	Page 130	
	2-9 Governance structure and composition	Page 6-20, 23-24, 115-116, 138	Page 48
	2-10 Nomination and selection of the highest governance body	Page 107, 137-138	
	2-11 Chair of the highest governance body	Page 9, 117	
	2-12 Role of the highest governance body in overseeing the management of impacts	Page 106	
	2-13 Delegation of responsibility for managing impacts	Page 120-128	
	2-14 Role of the highest governance body in sustainability reporting	Page 127	
	2-15 Conflicts of interest	Page 110	
	2-16 Communication of critical concerns		Page 14-16
	2-17 Collective knowledge of the highest governance body	Page 109	
	2-18 Evaluation of the performance of the highest governance body	Page 139-140	
	2-19 Remuneration policies	Page 109	
	2-20 Process to determine remuneration	Page 125, 129	
	2-21 Annual total compensation ratio	Page 129, 131, 143	

GRI STANDARD	DISCLOSURE	LOCATION		
		URL	56-1 One Report	Sustainability Report
	2-22 Statement on sustainable development strategy			Page 2-3
	2-23 Policy commitments		Page 81-82	
	2-24 Embedding policy commitments		Page 83-88	Page 18-43
	2-25 Processes to remediate negative impacts		Page 83-88	Page 37-39
	2-26 Mechanisms for seeking advice and raising concerns		Page 84-85	Page 5-8, 14-16
	2-27 Compliance with laws and regulations			Page 16
	2-28 Membership associations			Page 11
	2-29 Approach to stakeholder engagement			Page 5-8
	2-30 Collective bargaining agreements			Page 50
GRI 3: Material Topics 2021	3-1 Process to determine material topics			Page 9
	3-2 List of material topics			Page 10
	3-3 Management of material topics			Page 18-43
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed			Page 49
	201-3 Defined benefit plan obligations and other retirement plans		Page 101-102, 195, 233, 235	
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken			Page 48
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			Page 48
GRI 302: Energy 2016	302-1 Energy consumption within the organization			Page 49
GRI 306: Waste 2020	06-4 Waste diverted from disposal			Page 49
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria			Page 22

GRI STANDARD	DISCLOSURE	LOCATION		
		URL	56-1 One Report	Sustainability Report
GRI 401: Employment 2016	401-1 New employee hires and employee turnover			Page 50
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system			Page 43-46
	403-2 Hazard identification, risk assessment, and incident investigation			Page 44
	403-5 Worker training on occupational health and safety			Page 44, 46
	403-6 Promotion of worker health			Page 44-46
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships			Page 43-46
	403-9 Work-related injuries			Page 46, 50
	403-10 Work-related ill health			Page 46
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee			Page 50
	404-2 Programs for upgrading employee skills and transition assistance programs			Page 40-41
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees			Page 37-38, 40
GRI 406: Non-discrimination 2016	06-1 Incidents of discrimination and corrective actions taken			Page 50
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria			Page 22
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services			Page 51
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data			Page 51



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