



SUSTAINABILITY REPORT 2019

I.C.C. International Public Company Limited

GOOD PEOPLE • GOOD PRODUCTS • GOOD SOCIETY



ARROW
USA • 1851



ARROW
EXCELLENCY



ARROW
GETAWAY



ARROW
USA • 1851



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Message from the President and Vice Executive Chairman

In over 50 years of business operations, ICC International Public Company Limited has continuously conducted its business on the principles of good governance, ethics, integrity and responsibility to stakeholders. The company has been committed to “**Good People, Good Products, Good Society**” and nurturing innovation in products and services, which remains the Company’s policy to develop sustainably.

In 2019, the company developed **Good People, Good Products, Good Society** with the “**5 Forms of Giving**”- giving knowledge, giving forgiving, giving assistance, giving life and giving love, in the belief that the 5 Forms of Giving will instruct everybody to be good and capable people with ethics and integrity. It should encourage creative thinking to innovate products and services for customers, while being friendly to society and the environment. This will lead to the strengthening and collective prosperity of the Company’s business, society and the nation. With the combined efforts of management and staff from one generation to another, together with instruction according to this philosophy, the Company has prospered and progressed securely to the present. I believe that the policy of operations under the principles of “**Good People, Good Products, Good Society**” will enable the Company to prosper and progress into the future securely and sustainably.



Mr. Thamarat Chokwatana
President
and Vice Executive Chairman



Good People

Create innovation in ways that bring about having Good as well as Smart People in the organization, through projects and activities that constantly develop the competence of our personnel. Hence, they will be admired and praised as examples of being both good as well as smart people.



Good Products

In order to increase our business performance levels and effective interactions with customers, create innovation that affects all aspects of the development of products and services, including those relating to distribution channels, and collaboration with business partners.



Good Society

Create innovation for all aspects that relate to having a good society by collaborating with the public and private sector, as well as supporting public projects and activities that are widely beneficial to society.



About the Company

1964

I.C.C. International Public Company Limited was established in 1964 with 7 founding staffs as International Cosmetics Limited Partnership (PIAS).

1970

Appointed as agent for of "Wacoal" lingerie from Japan.

1975

Appointed as agent for gentlemen's apparel "Arrow" from the USA.

1978

Received approval from the Ministry of Finance to list on the Stock Exchange of Thailand (SET).

1982

Appointed as agent for the "Itokin" fashion brand.

1984

Appointed as agent for "Guy Laroche" menswear from France.

1988

Appointed as agent for "Lacoste" womenswear and menswear from France.

1991

Appointed as agent for global sportswear brand "Mizuno".

1994

Listed as a Public Company Limited and changed name to I.C.C. International Public Company Limited.

1996

To reflect its origins and ideas of "Asian-ness", the company changed its logo with the "I" for the company and the two "Cs" arranged concentrically like a globe and a dragon, representing the Year of the Dragon for the company's foundation in 1964, and a rat for the Year of the Rat denoting the name change. Combined, they refer to rising power of Asia with the flexibility to face any situation enduringly.

- Appointed as agent for “DAKS” womenswear and menswear from London. **1997**
- Launched Saha Group’s products export expo, “Saha Group Export ‘98”. **1998**
- Launched “BSC” (Best Selected Collection). **1999**
- Established the first “His & Her Shop” in Big Jiang Shopping Mall, Nongkhai. **2002**
- Established the “108 SHOP” project to support Thai retail.
Introducing the Quick Response Marketing System (QRMS) to sales service,
installing the system at all points of sale nationwide. **2003**
- Established a new corporate headquarters in a six-storey twin building near
the original building, which has been used until today. And Initiate the Saha Group
Innovation contest “CHAIRMAN AWARDS”. **2004**
- Television business through “S Channel” satellite TV. **2008**
- Sales channels were also expanded into online channels, starting with
eThailandBEST.com and The company also initiated the ICC INNOVATION
AWARDS. **2016**
- Founded a cosmetics distribution center under the concept of “Beauty Station”,
a new sales channel bringing together cosmetics brands from both inside and
outside the company. **2018**
- A Master License was signed for “Kumamon”, the mascot of Kumamoto
Prefecture from Japan. **2020**



I.C.C. International Public Company Limited helps fulfill lifestyles of people of all walks of life with the following wide range of products and service of international standards:

1. Cosmetics and perfume products
2. Men’s wear
3. Women’s wear
4. Baby products
5. Leather and accessories
6. Sportswear
7. Household products

Vision, Mission, and Core Value

The company's board and executives gave emphasis on business operation. Together, they had set the company's vision, mission, and strategies of the company to give a direction for the business operation to align with market competitions and to aim towards the same direction. The company's board and executives, therefore, had reviewed crafted the company's vision, mission, and new business strategies that was planned to be implemented within the next 3 years, from 2019 - 2021, as follows :



2018

Vision :

The company is determined to become the leading Thai company in the international stage with the commitment in creating innovation and developing the company according to ethical and moral principles towards sustainable future.

Mission :

- 1 Create new markets by bringing in technology to facilitate and establish new experiences
- 2 Create our own fashion brand because we can work at a fast pace and manage costs that are more competitive.
- 3 Create His & Her Shop Hub to expand a network connecting the customers.
- 4 Maintain the existing markets by establishing a procedure and a transformation system that is responsive and efficient.
- 5 Develop the operation system with a full range of the development of information technology and digital.
- 6 Change our image by modifying the operation process along with knowledge sharing between older and younger generations.
- 7 Create and develop our personnel to be able to keep up with new changes, focusing on skills, expertise, and performance.
- 8 Collaborate with educational institutions or research centers to attract a new generation of employees who think differently.

2019 - 2021

Vision :

To become the leading company that is driven by innovation and creativity in Thailand and South East Asia in Fashion & Lifestyle industries.

Mission :

- 1 Conduct research and development for innovations, design and provide a variety of new, exciting products.
- 2 Collaborate with business partners to develop new brands as well as management, selling, and new marketing to strengthen reputation and leading position of our existing branded products.
- 3 Develop a variety of up-to-date distribution channels that can serve lifestyles and demands of each group of customers.
- 4 Enhance managerial performance and competence by integrating state-of-the-art technology throughout the company and our supply chain.
- 5 Determine to develop the company in compliance with the Good Governance principle for the continuous growth.





Business Targets & Strategies

1



Create, design, and provide new various products that have been researched and innovated in order to meet both local and international customers' demands.

2



Develop new product brands by teaming up with business partners along with managing the selling and marketing processes that are up-to-date to strengthen the company's leading position in the market.

3



Incorporate new technologies of distribution channels that provide every group of customers with convenience and ultimate satisfaction.

4



Increase and develop a capability in technology and supply chain management along with the business partners from the production to the logistics to swiftly provide and respond to the customers' demands.

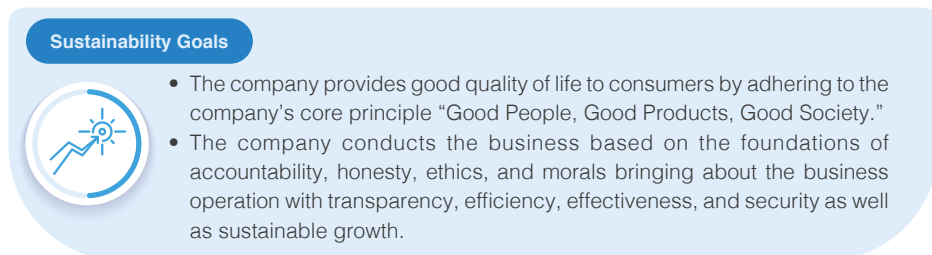
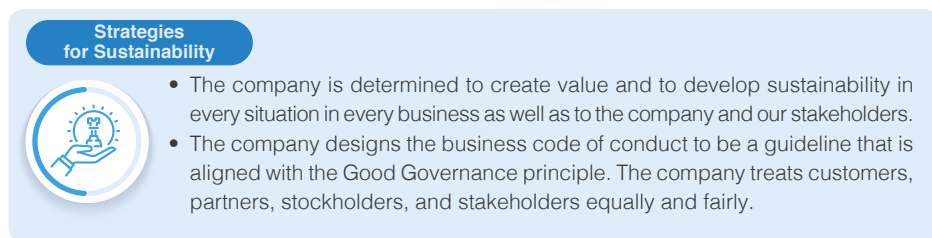
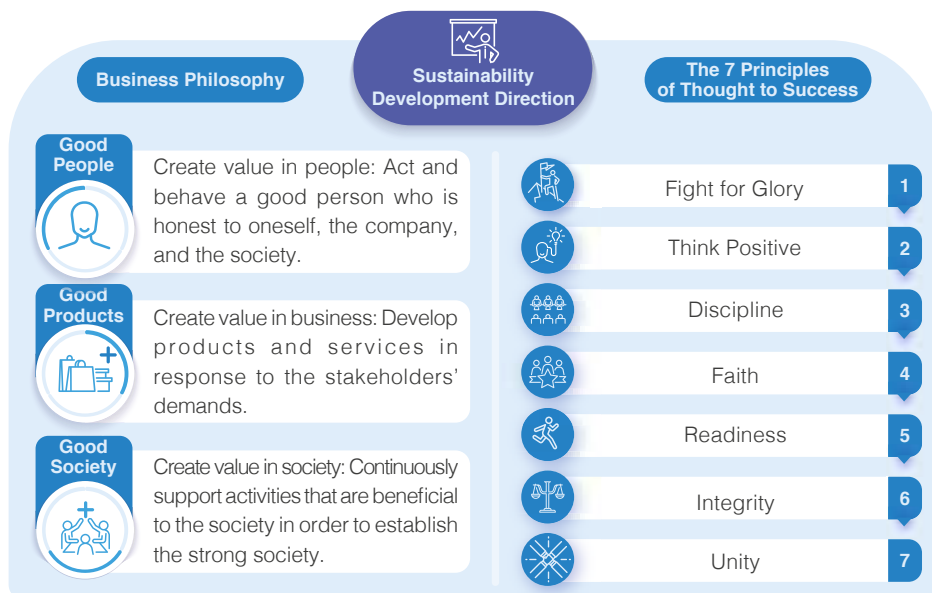
5



Continue to grow in accordance with good governance to sustainably offer good things to stockholders, investors, partners and other parties involved. Also, develop potential of our internal staffs regularly to be ready for changes and competitions.

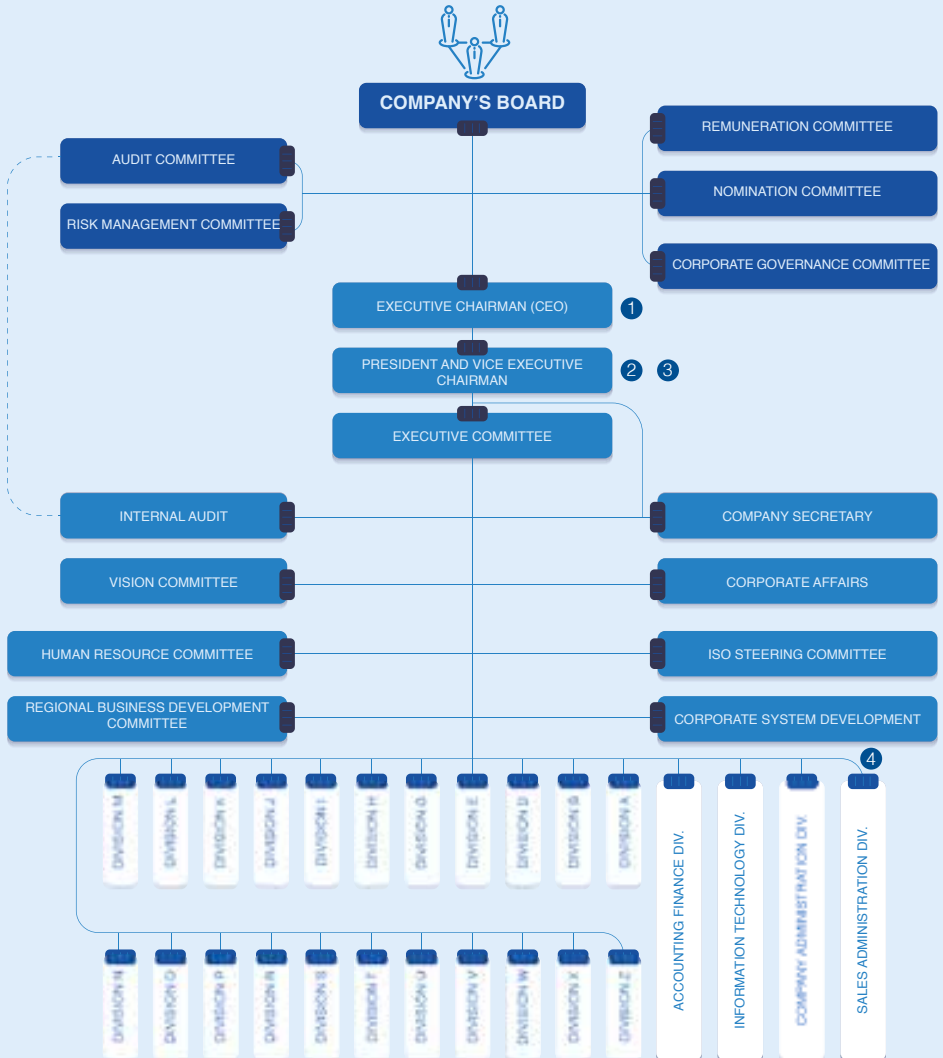
Sustainable Growth Direction

To align with The Company's mission that states our determination to advance our organization with Good Governance, to make our business grow continuously and to provide great and sustainable benefits for all stakeholders, we identify our operation framework that covers all economic, social and environmental aspects. We are also ready to expand into new business areas and to continuously develop our personnel and organization with Good Governance in order to increase our potential and readiness to deal with the changes in competitions.



Structure of Organizational Management

The Company strives for sustainable development in all dimensions by assigning duties and which responsibilities based on the corporate organizational structure of December 31, 2019 which is publicized on the company website <http://www.icc.co.th>



Milestones

The background features a large blue circle on the left side. Below it, there are several thick, blue, angular lines that resemble a stylized mountain range or a series of steps. In the center, a blue arrow points upwards and to the right. The bottom of the image shows a faint, light blue silhouette of a city skyline. In the top right corner, there is a small, white, semi-circular shape that looks like a sun or moon partially obscured by a horizon line.



To develop the business management system consistently from upstream to downstream, to increase efficiency of production and product distribution, both in terms of quality and quantity, to meet the customers' needs and to establish the company stability, ICC has been committed to developing its supply chain, complying with good governance, building trust among all stakeholders, and supporting all parties involved to work together in harmony for the company's growth and development under the 7 Principles of Thoughts. Furthermore, ICC focuses on developing human resources, who are significant internal factors to drive the company forward significantly, under the concept

“Good People, Good Products, Good Society.”



In 2019, important stages in development were as follows:

Concept 1



Continuing Innovation to Create “Capable People”

Organizing training for staff

Because staff are at the heart of developing the organization, the company is focused on promoting staff to never stop developing their potential, by launching various training programs throughout the year such as the Diamond Crown Awards to develop capable sales staff to be even more capable, Regional Star Trainer program to develop sales staff to be more potent as trainers in order to transfer their knowledge, experience, expertise and sales techniques to other sales staff.

(*For more detail, please see page 30-31)



ICC INNOVATION

The company gives top priority to development of its people, with the confidence that developing people to participate leads to the development of innovation in the organization. To stimulate the continuous development of innovation in products and services, the company has adapted various technologies such as the ERP program for use in developing accounting systems, which is essential for modern business. There is training to give staff knowledge and understanding to keep up with the changes of economy and customers. applying Big Data to use in marketing and developing products, as well as the ICC INNOVATION AWARDS contest which is held annually.

(*For more detail, please see page 48)



Creating Innovation of “Good Products” to Expand Business Channels

The unmanned store, “His & Her Smart Shop – Freedom of Shopping” in collaboration with True Corporation, developed a store using AI technology for the sales system. The program offers operations as a leader in product distribution and in providing convenience for customers, obviating the need for sales staff

Cooperation in online trade through Lazada, the e-commerce leader in Southeast Asia, by holding a festival of products of the company’s brands on the Lazada platform, holding various campaigns throughout the year. This is aimed at growing online sales continuously while increasing opportunities to distribute products to all customer groups and overseas.

A Master License was signed for Kumamon, the mascot of Kumamoto Prefecture, Japan, which is designed to have a smiling face to represent Japanese hospitality to visitors. The character is so friendly and cute that Kumamon has become beloved by the Japanese and impresses visitors to Kumamoto. The company is the official importer, seller of merchandise and licensee of Kumamon in Thailand to expand and manufacture and use its merchandise in both online and offline media.



Concept 2



Concept 3



Continuing Innovation as a “Good Society”

Cooperation with the state sector, establishing 2 Pracharat (civil state) projects

In accordance with policy to drive the nation with the Pracharat (civil state) strategy in 2016, and joining forces in cooperation between the state and private sectors and civic society, the company is part of the working group in 2 projects:



1) Excellent Model School bilateral Pracharat project, joining with Thonburi Commercial College to develop courses and knowledge for teachers and involving personnel of the curriculum” for the Higher Vocational Certificate in Marketing.

(*For more detail, please see page 49)



2) Thai classical, drama music and dance for youth, using art for personal development and to perpetuate culture. This project organized training for the youth in summer schools, to give knowledge and understanding, to be aware of cultural conservation and the dissemination of the Thai classical arts. The project is in cooperation with the Faculty of Music and Drama, Bunditpatanasilpa Institute of the Ministry of Culture.

(*For more detail, please see page 57)



3) The company collaborated with the Dr Thiam Chokwatana Foundation and staffs in the Saha Group to support a project of community water management according to the principles of His Majesty the late King Bhumibol, of the Petch Nam Neung United Agricultural Cooperative Community of Phetchaburi Limited. The project developed water projects and integrated farms under the New Theory of Agriculture of HM the late King.

(*For more detail, please see page 35)

Awards of Honors

1. Affirmed its leading position in providing products by awards from various organizations



BEAUTY AWARDS 2019 by SUDSAPDA



PURECARE by BSC
Best of Serum
For Anti-Aging



ARTY
PROFESSIONAL
Best of Facial
Sun Screen



ARTY
PROFESSIONAL
Best of Foundation



ARTY
PROFESSIONAL
Best of Foundation
Powder



C CHANNEL Beauty Awards 2019



BSC Expert White Perfect
Radiance Anti-Pollution Plus /
Best Anti-Pollution Moisturizer



Cheewachit Awards 2019



PURE CARE BSC Lotus Spirit
Concentrate Essence /
Natural product category



PREW ICONIC BEAUTY AWARDS 2019



BSC Lock It Fit Fix Perfecting
Powder / Oil Control Powder
Foundation

2. Affirmed its determination in respect of developing the company with innovation

• ICC INNOVATION AWARDS 2019



• CHAIRMAN AWARDS 2019



3. Organizational development for operating business sustainably

• Create changes in “operating business sustainably”

The Thai Institute of Directors (IOD) has organized an activity considering “**Company Boards**” who have the role of determining companies’ direction and policy, and overseeing business operations, and their efficiency in carrying out these duties, whether in good corporate governance, creating returns for shareholders, and priority for other stakeholder groups. In this, the company was able to receive Board of the Year awards for 2019, which were instituted to promote the development of good corporate governance on a broad front.



Mr. Boonkiet Chokwatana, the company's Executive Chairman, receives the Award (back row, 4th from right)

Working Process for Stakeholders

Realizing our determination for business sustainability and stakeholders' importance in giving business directions for ICC, and to ensure that our stakeholders could have joint-benefits of both short term and long term, we have classified different groups of stakeholders so that we can formulate the appropriate plans. This shall lead to sustainable growth based on conducting business via integrity with ICC's partners bringing into meaningful participation as well as continuous adjustment and development.

Employees



Expectations

- Appropriate remuneration and welfare
- Plans for skills training and development
- Equal rights and opportunities for advancement
- Safety and quality of life

Participation / Communication Channels

- Annual seminars and trainings for skill development
- Attention to employees' feedback and complaints (The Voice-QR Code)
- Internal communication (through SAI YAI journal)
- Communication channels such as broadcasting, webmail, intranet, line group, etc.

Shareholders



Expectations

- Gain high and continuous returns for their investment
- Good operating results and continuous growth
- Conduct business with transparency and good governance
- Information disclosure

Participation/ Communication Channels

- Annual General Meeting of Shareholders
- Declaration of quarterly operating results as legally stated timeline
- Respond to questions and doubts via telephone, emails and Annual Report
- Organize "Analysts and Investors with ICC" annually

Business partners



Expectations

- Follow the business agreements and requirements. Provide correct information.
- Create good mutual relationship and understanding.
- Share and exchange knowledge and insights for development of value-added products and services.

Participation/ Communication Channels

- Communicate through various channels
- Organize annual business partners meeting to inform business directions.
- Visit business partners for their feedback and suggestions
- Provide channels for feedback and complaints
- Organize activities to promote good relationship
- Enter into the joint- agreement with business partners to set ethical business conduct framework. This includes trade competition and prohibition on business conduct with companies that violate human rights and Intellectual Property.

Customers



Expectations

- Properly-informed about the products and services
- Reasonable and fairly priced products and services
- Get good quality products and services
- Environmentally friendly products available as an alternative
- Products and services warranty
- Customer's privacy and confidentiality

Participation/ Communication Channels

- Customer visit
- Exhibitions and trade fairs
- Communication channels
- Customer Relations activities
- ICC Call Center: information inquiries
- Available channels for customer feedback and complaints

Community, society and environment

Expectations

- Appropriate products and services for daily consumption.
- Provide information about health
- Conduct business with respect to the community, society and environment

Participation/ Communication Channels

- Communicate via various channels.
- Available channels for suggestions and complaints.

Business competitors

Expectations

- Conduct business and compete with integrity. Follow the Fair Play framework.

Participation/ Communication Channels

- Formulate criteria and conditions for Fair Play.

Loan payable

Expectations

- Comply with contracts and agreements clearly and fairly.
- Inform the creditor in advance if any contract's obligation cannot be met, in order to find rational solutions together.
- Loan and interest are always paid back on time

Participation/ Communication Channels

- Annual Report
- Listening to suggestions or complaints

Trade account payable

Expectations

- Able to comply with conditions and agreements of the contracts by making bank transfer via Media Clearing System by setting billing acceptance and transferring schedule.

Participation/ Communication Channels

- Annual Report
- Listening to suggestions or complaints

Debtors

Expectations

- Follow the clearly-defined and righteous conditions and details of the agreement

Participation/ Communication Channels

- Annual Report
- Attention to feedback and complaints

Government sector

Expectations

- Follow the related rules and regulations.
- Support and participate in projects and activities that have social benefits.

Participation/ Communication Channels

- Fulfill tax duty in a timely manner as legally stated.
- Always attend and provide feedback/suggestions as well as giving continual support to the Government activities.

Mass media

Expectations

- Full disclosure of information in a timely manner.

Participation/ Communication Channels

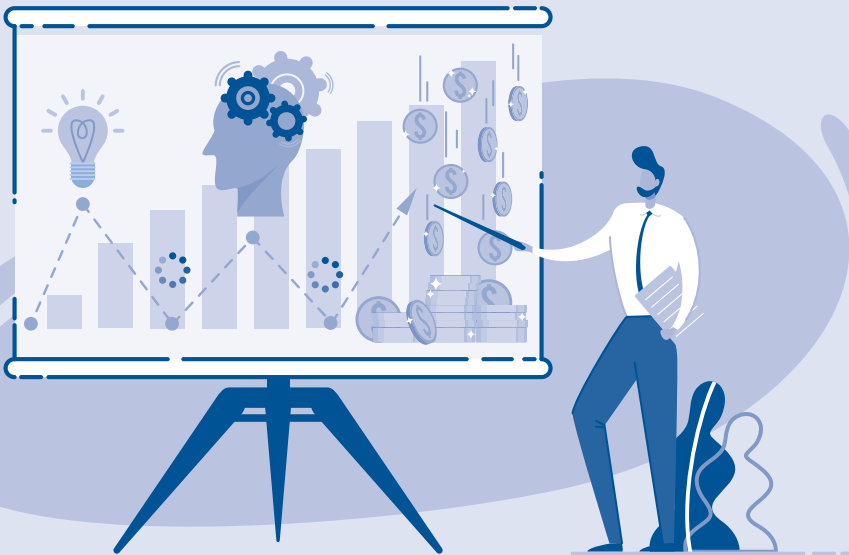
- Disseminate the information via available channels.
- Media visit for the company's operations and activities.
- Support and participate media's activities.



About the Report

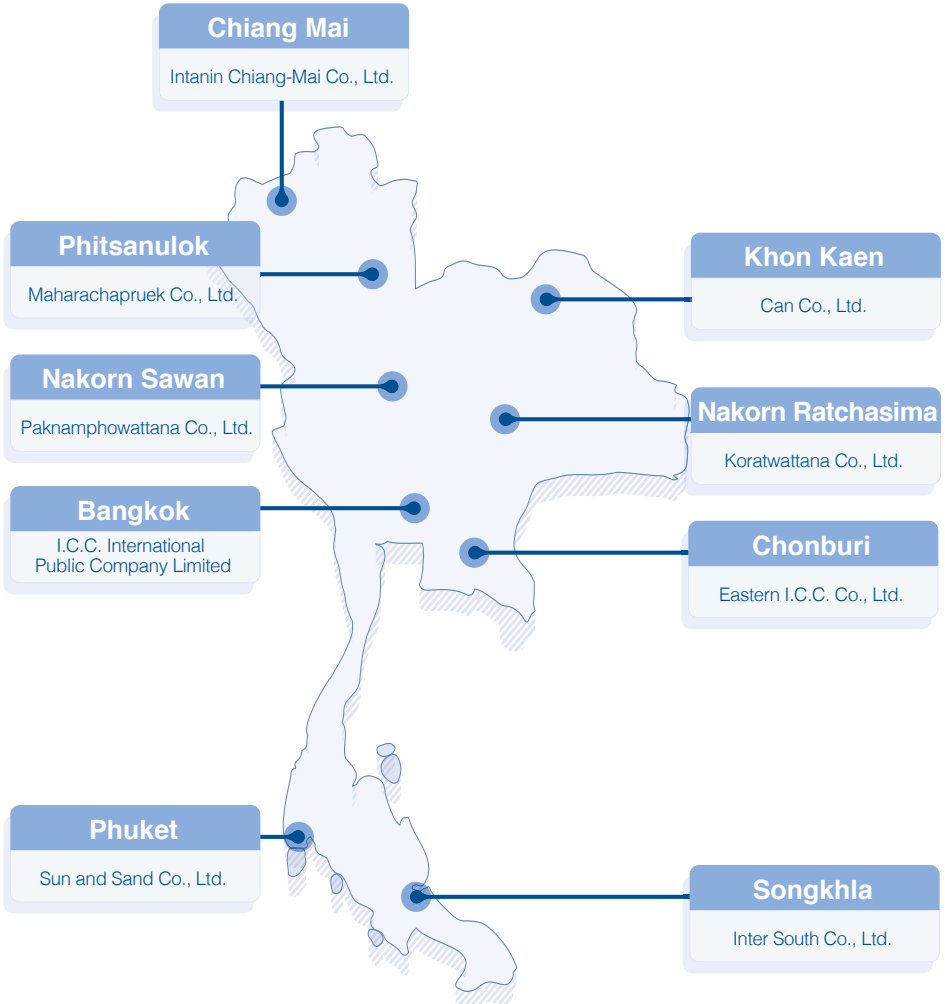
This Sustainability Report was generated to declare the operating results of I.C.C. International Public Company for the fiscal year of 2019. (January 1-December 31, 2019). It reveals our business management for sustainable growth that involves economic, social and environmental aspects. ICC business operation correlates to Sustainability Master Plan under the Corporate Social Responsibility Guidelines for Sustainable Growth in three areas **“Good People, Good Products, Good Society”**

ICC has generated and disseminated the report for 6 consecutive years, since 2014 with reference to Global Reporting Initiative Standard (GRI).



The report discloses business operations that follow our directive framework (Vision and Company Strategy), Corporate Good Governance and practical guidelines of work philosophies. It also includes work force management, ethical development of the personnel, acquisition of more value for the businesses and provision of social opportunities for the community's sustainability. The details discussed correspond to the economic, social and environmental aspects for Global Sustainability.

Scope: The Sustainability Report 2019 reveals the company’s business operations, and distribution of consumable goods in all business units under the company’s umbrella and 8 business partners across the country. They are as follows:



For further questions or suggestions, kindly contact: Public Relations and Corporate Affairs, Company Administration Division, I.C.C. International Public Company Limited, with office address at 530 Soi Sathupradit 58, Bangpongpan Sub-district, Yannawa District, Bangkok 10120
Telephone Number: 0-2293-9000
Email address: pr@icc.co.th



Engagement with **SDGs**



For the continuity of the development, United Nations has set goals for development on September 25, 2015 so called "Sustainable Development Goals" (SDGs), which aim at developing every dimension in connection with economy, society and environment. SDGs include 17 goals that will be hold as the principles for the development for 15 years (from September 2015 to August 2030).



17 goals

GOAL 1. No Poverty

GOAL 2. Zero Hunger

GOAL 3. Good Health and Well-being

GOAL 4. Quality Education

GOAL 5. Gender Equality

GOAL 6. Clean Water and Sanitation

GOAL 7. Affordable and Clean Energy

GOAL 8. Decent Work and Economic Growth

GOAL 9. Industry, Innovation, and Infrastructure

GOAL 10. Reduced Inequalities

GOAL 11. Sustainable Cities and Communities

GOAL 12. Responsible Production and Consumption

GOAL 13. Climate Action




GOAL 14. Life Below Water

GOAL 15. Life on Land

GOAL 16. Peace, Justice and Strong Institutions

GOAL 17. Partnerships for the Goal

Table: Consistent with Sustainable Development Goals of the United Nations

Main issue concerning sustainability (Good People : Good Products : Good Society)		GOAL																
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Economic 	Corporate Good Governance																	😊
	Anti-Corruption																	😊
	Business operation and integrity																	😊
	Duties and Responsibilities towards consumers			😊					😊	😊			😊	😊			😊	😊
	Community and social development	😊	😊		😊	😊						😊	😊					
Research and Development for sustainability			😊					😊	😊				😊					😊
Social 	Fostering personal ethics and morality				😊	😊												
	Guidelines for work force management and human rights, safety and hygiene				😊		😊					😊						
	Provision of educational opportunities for youth			😊	😊													
	Development for better quality of life and environment in community	😊	😊									😊	😊	😊			😊	
	Development of local business partner	😊	😊						😊									
	Networking with other government agencies	😊	😊	😊						😊			😊				😊	😊
	Preservation of local traditions and values				😊													
Environmental 	Rules and regulations regarding environmental aspects												😊	😊		😊		
	Water source management		😊											😊	😊			
	Energy conservation and global warming problem												😊	😊	😊	😊		

Main Issues Concerning Sustainability

ICC has gathered essential information and details relating to our industry and other businesses, domestically and internationally to study the changing tendency and direction. We can then make adjustment on our policies and business plans to meet the requirements. We shall stay competitive and competent in order to achieve our goals stated in Sustainable Development Roadmap through the Corporate Social Responsibility Guidelines in three aspects “**Good People, Good Products, Good Society**”. The main concerns about corporate sustainability are discussed in accordance with economic, social and environmental dimensions for sustainability as stated in Global Reporting Initiative Standard (GRI).



Generating main issues in the report

ICC gives importance to all stakeholders and takes into consideration all factors that might affect them in terms of economic, social and environmental sustainability of the company.



Identifying the issues

Review and identify the issues from the information provided by all stakeholders, internally and externally through projects and activities throughout the year.



Inside the company

Information from the working committees responsible for Corporate Sustainability and Company Strategy as well as Risk Management for the short, intermediate and long terms to achieve the goals.



Outside the company

Study information from the working committees assigned to coordinate with stakeholders to understand decision-making factors. This can be done by conducting surveys or creating evaluation forms or information gathering, in formal and informal approaches such as through seminars, hearings, meetings or group interviews.



Set priorities

Study the mutual concerns and examine the connection between the issue and the indicator based on GRI Standard. Then select and prioritize the issue that is of the stakeholder's interest.



The company's concerning issues

Economic issues

1. Corporate Good Governance
2. Anti-Corruption Guidelines
3. Business operation and integrity
4. Duties and Responsibilities towards consumers
5. Community and social development
6. Research and Development for sustainability

Social issues

1. Fostering personal ethics and morality
2. Guidelines for work force management and human rights, safety and hygiene
3. Provision of educational opportunities for youth
4. Development for better quality of life and environment in community
5. Development of local business partners
6. Networking with other government agencies
7. Preservation of local traditions and values

Environmental issues

1. Rules and regulations regarding environmental aspects
2. Water source management
3. Energy conservation and global warming problem



Good People



Over many decades, the company has believed that **“Giving”** is the basis of being a good person. Thus we have focused on instilling staff to be **“Good People.”** In developing their potential, the company aims to develop staff to be **“Capable People”** alongside instilling awareness to be **“Good People”**. This drives the organization to achieve success under the concept of the five forms of **“Giving”** – giving knowledge, giving forgiveness, giving assistance, giving life and giving love, to which we have adhered since 2017.

In 2017, the company made a documentary film to commemorate His Majesty the late King Bhumibol Adulyadej. “A Promise to King Rama IX”. The purpose of this was to reflect “Giving” through a range of activities under the 7 Principles of Thought (core values): Fighting for Glory, Thinking Positively, Discipline, Faith, Readiness, Integrity and Unity. These were guidelines to behave as a good person on a basis of honesty to themselves, the company and the society.



(You can scan this QR Code to watch the Royal documentary)

Instilling “Giving” and passing things on to develop capable people

From 2019, under the concept of “Giving”, the company has emphasized encouraging awareness, and creating unity and faith for personnel inside the organization with the dissemination of the philosophy of the company’s founder, Dr. Thiam Chokwatana. the 7 Principles of Thought of the company’s Executive Chairman Mr. Boonkiet Chokwatana are also disseminated internally: Sai Yai magazine, bulletin board, and announcements over the company’s sound system in the programme Good Morning ICC as well as various online media such as Facebook, LINE and the website mop.bkc.com which is constantly updated.

In addition, ICC still place an emphasis on “salespersons” development by taking good care of talent employees to keep them with the company longer and to help them becoming even more talented. We also encourage these employees to be our “prototype” employees and instructors to help developing newcomers to be as talented, which resulting in continuous organization growth under the concept of giving knowledge through various training projects that will create sustainability for the organization.



Human Resources Development
Training Statistics



Diamond Crown Awards

Starting for the first time in 2005, the Human Resources Development Section Company Administration Division. selected capable sales staffs to join this project. The plan was to stimulate and follow up sales staffs to have the ability to greatly improve sales growth, together with developing principles and methods to create sales and provide services.

Participating staffs are qualified by making sales on target for the previous 6 months, with the award winners able to make sales in the competition year for 9 or more of 12 months. Prospects must reach sales targets for at least six months in one year to be qualified to participate in the competition of the following year; and the participants must reach their sales target for at least nine months of the competition year to become award winners. Thus, this program has boosted the company's sales continuously, with increasing numbers of participants every year.

Numbers of participants

2017:

400 participants,
sales of 1.428 billion baht



2018:

369 participants,
sales of 1.207 billion baht



2019:

493 participants,
sales of 3.000 billion baht



The trends of increased participation has resulted in significant sales growth, showing that the establishment of the Diamond Crown Awards has had a part in inspiring sales staff to be more capable. Besides increasing personal potential, it has enabled the company to grow continuously and sustainably.

Regional Star Trainer



Regional Star Trainer Project

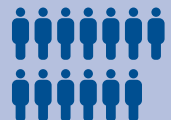


The Regional Star Trainer Project has been organized to further develop our talented resources, that are our “salespersons” from each region. These staff are capable of doing more to benefit the company. They can be a trainer who share knowledge, experience, expertise, and selling skills with other salespersons in their region. The project has inspired these talented trainers with the thought that sharing knowledge and training talented staff is considered

doing good deeds for themselves and the learners. For the trainers, the more they train others, they more competent they are, and the higher sales targets they can achieve. Likewise, the more the learners are trained, the more capable they become, and the better the performance in terms of the sales targets achieved. These leads to the growth of the company’s sales and profits, helping the company continue to grow sustainably.



At present, there are 13 trainers from the Regional Star Trainer Project in every region nationwide willingly providing the trainings to others. In 2020, we aim to train 100% of our qualified salespersons.



Many Activities of Giving and Passing on to Develop Good People

Because “**Giving**” is the basis of human virtue and sustains happiness in society and the nation, the company has awareness of promoting personnel to be virtuous, starting from instilling the values to be “**a Giver**” who knows when to make sacrifices and share, starting from passing on from inside to outside the organization.



Giving is the basis
of human virtue.
Creating an ethos of
“**Giving,**”
knowing when to make
sacrifices and share from
inside the organization
to the outside



To create virtue and ethics by “Giving”



“Giving Life” - Blood Donation



ICC Click Like – Encouraging and praising good people, by extolling staff who did good deeds



Project to develop organizational readiness 4.0


To create virtue and ethics by “Giving”

Holding activities of alms giving on Holy Days and important anniversaries such as the company’s founding date on March 1 and important dates of the reign. Opportunities are also given to people outside the company to participate by listening to sermons. Evening prayers are heard once per month, every month. Areas are prepared for Muslim prayers. Entitlements are given to staff to take leave for religious activity of 5 days per year, including charitable religious activity.

ICC Click Like – Encouraging and praising good people, by extolling staff who did good deeds


Because every good deed should always be praised and admired, the company is dedicated to instill values in staff to see the value of doing good and create pride by extolling them as models for others. This was done with the activity, **“This Person, ICC Click Like”** in 2015, which has been continued to the present. In 2019, people doing good deeds increased from 2018 by 22 people.

Holding activities






of
alms giving
on Holy Days


Evening prayers are heard



once
per month,
everymonth

a blood donation drive held with the Thai Red Cross





every **3** months




staff registering to donate blood numbered 584, with 473 units or


189,000 cc

In 2019, people doing good deeds increased from 2018 by 22 people.



22 people




Learning and testing through the **e-learning system**



find facts about the company through the **Intranet system** to create mutual understanding



sending personnel for external training



to transfer knowledge back to the organization

“Giving Life” - Blood Donation

Encouraging staff to know about “Giving” to others through a blood donation drive held with the Thai Red Cross, **“1 person gives, many receive”** four times a year (every 3 months). In 2019, staff registering to donate blood numbered 584, with 473 units or 189,000 cc of blood donated.

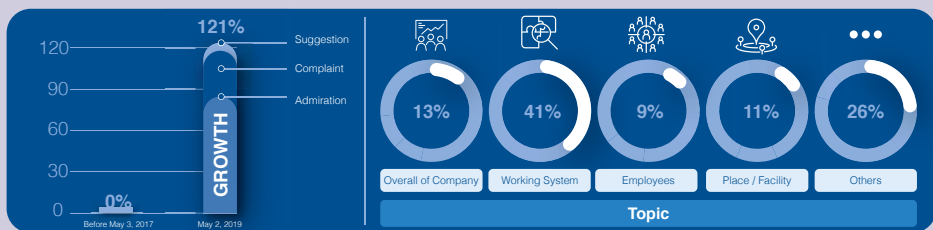
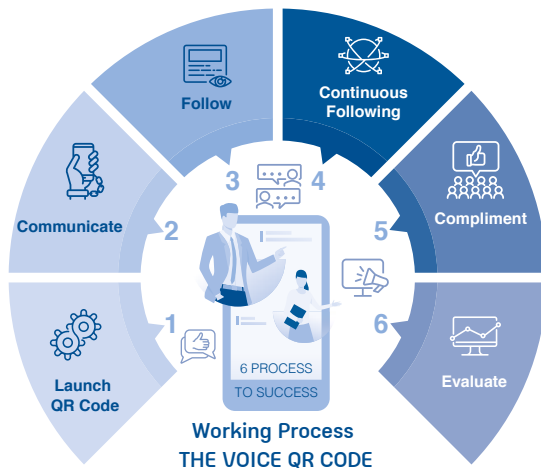
Project to develop organizational readiness 4.0

The company is confident that its “staff” are at the heart of managing the company to achieve success. In 2019, the company has given consistent priority to developing staff with relevant activities and programs to concerned with innovation, such as sending personnel for external training to transfer knowledge back to the organization. Learning and testing through the e-learning system to measure operational performance and evaluate new staff’s knowledge and understanding about the company. Staff are also able to find facts about the company through the Intranet system to create mutual understanding, instill consciousness and ethics among staff. The purpose of all of these is for the unity of the staff, to use electronic equipment carefully, as well as to use various technologies to drive the business to successfully achieve target.

The Voice: Because Every Voice Matters

Public Relations & Corporate Affairs Section, Company Administration Division sees the importance of the staff's rights to freedom of opinion, and set up **"The Voice: Because Every Voice Matters"** This gives an outlet to both office and sales staff to express their opinions, give suggestions, complain or show admiration

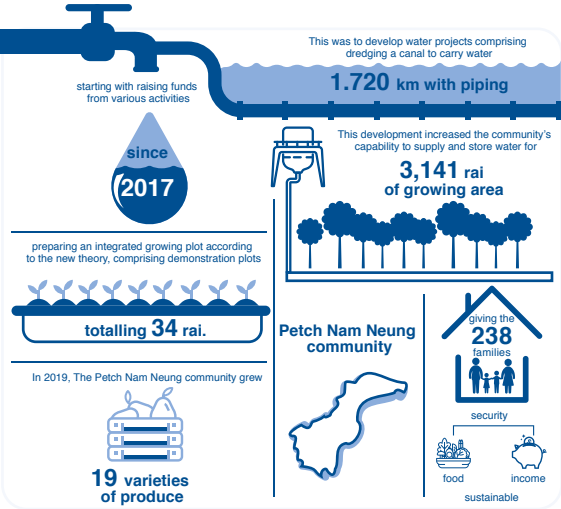
through scanning a QR Code. The texts are not revealed publicly to protect informants, but they are not ignored if the data are of benefit to the organization development for the staff to work with happiness and for the company to grow sustainably.



*ICC has launched THE VOICE QR in May 3, 2017.
The first suggestion submitted to center in May 7, 2017*

After the program was inaugurated (November 3, 2017) to replace the Suggestion Box, suggestions increased from 0 to 120, which was 121% more than expectations. At present, the project has been warmly welcomed by staff. The suggestions have been continually sent and the issues have also been rectified.

Continuing a pledge to support the Utokapat Foundation, Because “Water is Life”



Because Water is life, the company has taken part in Royal projects to manage community water resources of The Petch Nam Neung Project United Agricultural Cooperative Community of Phetchaburi Limited. The Utokapat Foundation under Royal Patronage of HM the King, the Dr. Thiam Chokwatana Foundation and staff, in Saha Group have given support, starting with raising funds from various activities since 2017. This was to develop water projects comprising dredging a canal to carry water 1.720 km with piping, a water pumphouse, guttering and a wall to increase water levels, and preparing an integrated growing plot according to the new theory, comprising demonstration plots totalling 34 rai.

In 2019, The Petch Nam Neung community grew 19 varieties of produce. Part of this was consumed in households, while another part was sold through the Golden Place shop to give income back to the community. The company also joined Saha Group to build a prototype of water management of connected pools, using a large pool to fill a small pool, and building a water distribution system to economise water in the growing plot, while also constructing a packing house and storage for fruit and vegetables. This development increased the community's capability to supply and store water for 3,141 rai of growing area, giving the 238 families of Petch Nam Neung community food security and sustainable income.

“Water Conservation Shirt”



The company launched the “Water Conservation Shirt” from its White Black & Gold collection, a product manufactured to raise income for water management products of the Utokapat Foundation under the Royal Patronage of HM the King. This manages water for Petch Nam Neung community of Phetchaburi. Shirts in this collection are made from 100% cotton fiber and polyester fiber recovered from upcycled plastic bottles. One shirt is made from 8-12 bottles. Each shirt in the collection helps to conserve water sources, and reduce waste in both water sources and on land.

Good Products



Apart from the development of human resources who are the main driving force of the company, and to comply with the company's business operation policy of "Giving", I.C.C. International Plc. also determines to develop its products and services according to the good governance policy, which is to respond to the consumers' needs and be responsible for all stakeholders leading to the corporate sustainable growth.



1 Good corporate governance



2 Anti-corruption policy



3 Fair business conduct



4 Respect of human rights



5 Fair labor treatment



6 Responsibility to consumers



7 Community and social development



8 Energy and environmental resource management



9 Research and sustainable development

Good Corporate Governance



The company considers good corporate governance as one of the top priorities, and therefore provides written “the good corporate governance principles” for all directors, executives and employees to follow accordingly. We believe that a transparent good corporate

governance system which can be examined as well as a well-balance internal control system together with respecting the rights of shareholders and stakeholders are important factors for the well-balance and sustainable growth of the company in the long run.

“The good corporate governance principles are communicated and assessed as follows :”

1. A manual on the good corporate governance principles is distributed to all directors, executives, and business partners as well as posted on the company’s website.
2. There’s a video presentation on the good corporate governance principles for all new employees on the orientation day.
3. All employees must be trained and passed the test via the Company’s e-learning system. In 2019, of all 122 new employees, 91 passed the test on their first try while the rest of them (the other 31 employees) passed the test on their second attempt.
4. There’s a “Corporate Governance and Anti-Corruption Policies” column publicized on the company’s website www.icc.co.th.



Anti-Corruption Policy

"Honesty" is one of "the 7 Principles of Thought (Core values) to success" Giving priority to internal management and business operations thus adheres to operating with transparency and honesty. The company has instituted anti-corruption policies in writing, and has started communications through various channels such bulletin board, letters, emails and websites to "abstain from gifts for the company's directors, executives and staff on every occasion" for staff, suppliers and third parties contacting the company.



This includes determining the procurement system to be transparent, clear and fair, with stipulations in bidding for hiring work, and clear methods to operate the business transparently for suppliers, with a central price list for supplies and equipment, comparisons of purchase prices and price competition in hiring for construction or store decoration in both normal and urgent cases. Management and staff must strictly comply with this system. If non-compliance with corrupt intentions is discovered, this is a severe disciplinary offence in the company.

Also, the Procurement Section has held the activity, "Developers' Day" with the aim of inviting suppliers to share innovation, products

and services to ICC staffs. Also offer and their products and services to respond to and comply with this intention transparently in operating their business, as the company has intended.

The anti-corruption policy has also been communicated through various internal and external channels such as bulletin board, Intranet and the e-learning system, and holding the activity "This person...ICC Click Like" every month to praise staff showing good deeds or honesty. There is training and testing of "The Anti-Corruption Policy" for every member of staff, and the anti-corruption policy is communicated through the company's website at www.icc.co.th.

To show awareness of the problem of corruption, the company opposes corruption in all forms, instills staff awareness of the problem, and build character to be a representative of the program and create memorable images for staff. These comprise :

รวมพลัง 3 ป. ต่อต้านคอร์รัปชันในไอ.ซี.ซี.

ปลูกจิต
Mental awareness:
Instilling the values of ICC to praise good people to drive the organization.

ป้องกัน
Prevention:
Creating an anti-corruption culture for every employee to keep watching out, so that corruption does not occur.

เปิดโปง
Uncover:
Supporting staff to expose corruption in every form.

SCAN QR Code
เปิดโปงทุจริตคอร์รัปชัน

SCAN ME

ICC ร่วมต่อต้านทุจริตคอร์รัปชันทุกรูปแบบ

Channels to report a corruption

In case of bribery or corruption, or suspect of such actions, by I.C.C. International Public Company Limited's employees or representatives, be it directly and indirectly, any illegal action and failure to follow the ethics of directors, executives and employees, or even any unfair working practice have been found:

Please notify the company through the following channels.

- Audit Committee: email iccauditcommittee@icc.co.th
- Post: P.O. Box 22, Yannawa, Bangkok 10120
- Call center: 0-2294-4999
- Corporate Secretary: 0-2295-0688



Fair Business Conduct

The company emphasizes on doing business with fairness and in good morality and ethics. We are determined to deal and compete in business in a fair and straightforward manner. Moreover, we are strongly against any misconduct such as spying on competitors' secrets or briberies.

The company will not violate any Intellectual Property Law, no fake or copy products or even using other intellectual properties for our business without consent have never been executed.



On the other hand, in 2016 we have initiated "ICC Innovation Awards" (For more details, please see page 48), and also support our employees to submit their innovation works to compete in other events.

Respect of Human Rights

From the concept that "Everyone is us", the company has a policy giving equal priority to everyone with no violations of human rights, with a determination to give knowledge and understanding about the principles of human rights, with no limits to freedom, differences of opinion, physical condition (being disabled), gender, race, religion, political view or any other matter, as well as avoiding expressing opinions which may cause conflict and disunity. Communication channels have been established for staff, or anyone who believes their human rights have been violated, or have been treated unfairly, to complain to the company and have those complaints heard, and dealt with fairly.

The disabled

For disabled people to be part of the organization, the company has created a workplace which provides convenience and encourages staff to treat disabled people equally. In 2019, the company did not only hire disabled people to work, but also set up programs to support their capability and give opportunities to the disabled, and people facing life crises, whether physical or mental. This gives them the motivation to return to society with value and happiness. Since 2015, the company offered people with stability 2 option as follow:

1.The company has given career opportunities to people with disability. The company also provides a range of facilities such as ramps and restrooms designed for the disabled.

2.For those who do not wish to work at the office. The company has organized a product concession project for them to sell as their sustainable business.



LGBTQ

According to the United Nations' Sustainable Development Goal No. 5 concerning sexual equality, and to enable LGBTQ people to work happily, the company has promoted equal human rights for LGBTQ people to be not limited to their birth gender, but to express their gender freely, as well as encouraging staff with potential to make progress in their careers free of discrimination or unfair treatment and praising them for their model conduct.

In terms of manufacturing products, the company is dedicated to issuing products which meet customers' needs to the greatest extent, considering equality as a principle in using the products. This is for disabled and LGBTQ people to use products manufactured by the company proudly and happily, according to the company's slogan, **"We make people happy and beautiful"**.

Fair Labor Treatment



Employees are valuable resources and important factors contributing to the company's success. We have guidelines concerning labor treatment as follows :

1. Employees shall be respected in their human's dignity and basic rights in a workplace. We do not reveal or pass on employees' personal information to anyone.
2. We treat employees according to the labor law and the Company's rules and regulations
3. We promote equality in employment. There will be no discrimination on gender, skin color, race, religion, age, disability, or any non-work related conditions.
4. We encourage and support any training or exchange of knowledge to develop every personnel's potentials equally in order to attain job security and promotion befitting their abilities.
5. We welcome and encourage employees to take part in setting directions for the company's development.
6. We provide fair compensation which are appropriate to employees' knowledge, abilities, responsibilities, and work performance.
7. We provide other benefits such as medical support, provident fund, credit union, etc.

Raise Corporate Loyalty with Remuneration Policy



Apart from personnel development in ones' professional fields, ICC also places an importance on the employee supervision with fair and equal management. Establishing employee remuneration policy is one of ICC's strategies to retain capable employees with The Company. Top managements of every division shall evaluate and determine employee's annual remunerations or incentive by comparing them with the same industry, as well as adhering to fairness, and conforming to The Company's turnover and employees' performance. The Company paid the employees remuneration in forms of salary, commission, travel expense, allowance, over time, reward, and bonus.

(For more details: Annual Report 2019 I.C.C. International Public Co., Ltd.)

Support for Senior Citizen's Job Opportunities

Thailand is now entering into an aging society. Both public and private sectors have continuously launched policies, strategies, and tactics to serve this age group such as The Twelfth National Economic and Social Development Plan (2017-2021), The National Plan for Older Persons, and Elderly Person Act. Senior citizens are likely to continue working even after their retirement. ICC realizes that our personnel is the heart of our company. Thus, we support and promote the work of the senior citizens based on the concepts of flexibility and willingness. We give job opportunities to the senior citizens who are competent and physically capable of working so that they feel worthy. They can also constantly develop their skills, strengthen their physical and mental health, as well as earn a living for themselves.



Year	Extended On Contract	Number of Retired Employees who Continue	
		Total	Percentage
2017	57	41	71.93
2018	37	18	48.65
2019	59	25	42.37

(Table: Senior employees stay on after retirement of The Company)

Responsibility to Consumers

The company realizes that consumers' satisfaction and confidence are important key factors to the company's sustainable success; therefore, we have the following guidelines and procedures.

1. We sell products and offer services which are environmentally friendly and safe for customers.
2. We are determined to develop products and services as well as create value-added products and services to meet customers' needs. We also provide honest and necessary information without holding back, or distort any fact or information.
3. We conduct business with honesty and fairness without violating our customers' right. We will not reveal customers' information for the benefit of the company or others.
4. We do not take bribes or agree to bribery in any forms both directly and indirectly.
5. We serve our customers as promised. If it can't be done, we will notify them as soon as possible to discuss solution and avoid any damage.
6. We provide appropriate and adequate channels of communication to our customers so that they can give feedback or request to the company easily. Any complaints from the customers will be considered and dealt with timely and fairly.



Environmental Friendly Business

The company has long been dedicated to operate its business with responsibility to consumers, in showing care in manufacturing and distribution, and providing service with every product.

- ENFANT is a renowned brand of children's clothing and other children's products inspiring confidence from parents in product quality, safety, care and responsibility to society and the environment. ENFANT products are guaranteed with the Organic Cotton certification from leading international institutions.

There is attention to safety in every stage of the manufacturing process, from fabric, which is 100% pure cotton, free from chemicals and pesticides under the Cotton USA quality symbol, to non-Azo dyes and patterns which are free from carcinogens and which will not run when wet. The innovation ENFANT COTTON PLUS+ is a special fiber which protects against UV radiation, which causes sunburns, rashes and irritation.



The company also uses technology to create cleaning products for children which are specially selected from 100% natural raw materials and use the Airflow System in washing and fabric conditioning products. Food Grade ingredients are chosen for the maximum safety of pacifier and baby bottle products.



- ARROW menswear products have been certified by the Electricity Generating Authority of Thailand with the Number 5 electricity saving label. This certifies the smoothness of the material and the seams. It is the first brand to reduce the energy of ironing with electricity and gain this label. The products also incorporate CoolMode, which enables good ventilation even in temperatures higher than 25 degrees Celsius.



Select environmentally friendly business partners

ICC has placed emphasis on selecting business partners. The company chooses only companies that are accountable for their products throughout their life time. The selective process starts from material selection, production to usage, to ensure our customers that our company's products are environmentally friendly from upstream, midstream to downstream.

Customer Relations Center



Because service is at the heart of its business, ICC international Public Company Limited not only distributes fashion and beauty products which consider good quality, fair prices and responsibility in every product and service, which are core principles in meeting customers' needs. We also consider maximum satisfaction in our products and services, both when products are in use and after sales. The company has thus set up a "Customer Relations Center" as a medium for communication between customers and the company in taking complaints, criticisms

and suggestions about products to create long-term relationships and drive the business to sustainable success.



To be consistent with modern consumer behavior, the company has opened many channels enabling contact with the Customer Relations Center as follows :



- Telephone on 0-2294-4999 from Monday to Friday from 08.00 to 17.00 hrs.
- E-mail to services@icc.co.th
- A prepaid letter at every product counter nationwide can be sent by mail without a stamp.

Community and Social Development

Our company is aware of our duties and full responsibilities to the country, community, and society as well as the local culture and tradition. Therefore, we have certain guidelines and practice to ensure our public responsibilities as follows :



- 1 We do not do business activities which contribute to social deterioration. We also do not violate people's rights in living together in a society.
- 2 We cultivate an awareness in social responsibilities among the employees in all levels.
- 3 We set measurements to prevent and correct any social problems and impacts as a result of the company's business.
- 4 We promote cultural preservation and local traditions.
- 5 We cooperate with other sectors in social development.
- 6 We support all kinds of community service activities.
- 7 We promote and support local economy by hiring local people and buying local products.
- 8 We create good relationship between our company and the community based on fairness and transparency.

Our company continuously supports many activities and projects related to health, education, energy and environment preservation, job promotion, and preservation of Thai art and culture. These are promoted and encouraged among employees, business partners, and customers so that we all can contribute to a sustainable development together (For more detail on: Improvement in quality of living and community, page 51)

Energy and Environment Resource Management

The company is continually dedicated to operating its business with responsibility to consumers, with supervision of every stage in the process of manufacturing, distributing, and providing service in every product. The company also considers responsibility to the environment and energy conservation, with operating guidelines stipulated as follows:



1. Operating the business in compliance with environmental laws, regulations and policies by considering impacts to natural resources and the environment with constant review and assessment of operations
2. Creating innovation in the organization and creating awareness among staff at every level, bringing about cooperation and responsibility in managing the environment and using resources efficiently and sustainably.
3. Promoting giving knowledge and training to every member of staff about the environment through the e-learning system. The content consists of caring for the environment and saving energy, including evaluation forms to test their understanding. This process is now in progress and to be driven as one of the key topics in training new staff.
4. Promoting environmental management systems, from using resources economically and measures to treat, revive and replace, and monitoring and preventing of impacts on natural resources and the environment sustainably.
5. A system to select suppliers in the supply chain who operate their businesses in an environmentally friendly way.
6. Promoting the development and dissemination of environmentally friendly technology.

Recycled Paper will Turn into Revenue

- Establish an area for separating used paper from other waste materials, dispose unused documents with shredder and sell the waste. In the year 2019 our Company gathered scrap paper consisting of cardboard, shredded paper, monochrome paper and newspaper paper totalling 2,640 kilogram which was sold for 8,544.50 baht. This is considered using paper in a beneficial manner by completing a whole process throughout the period of use and finally going through a recycling process to be reused again.

- The use of paper in a most worthwhile manner is by reusing it as notepads, notebook instead of "post-it" and setting up a center where used calendars can be handed in. (For more details, please see page 56)

- Using paperless electronic method instead of paper for all departments, started with accounting where the total amount of paper has been significantly reduced by a stable number of 83,000 sheets from the original amount used. In this regard, making use of the electronic method instead of paper is an award winning of ICC INNOVATION CONTEST, 2017.



Research and Sustainable Development

As a leading distributor of fashion and beauty products as well as consumer goods in Thailand, our Company – with a strong sense of responsibility towards society – stresses the importance of research and the development of innovations regarding goods and services so as to increase efficiency and productivity of the organization and stakeholders. For this reason, the project under the name of ICC Innovation Awards was initiated for the first time in 2016



The purpose was to stimulate creativity regarding continuous innovations within the Company in sales, marketing, the work system and services, and initiate creations of basic innovations. In 2019, the fourth Contest was held under the concept of “Exponential growth in sales and profit”. A total number of 17 creations were presented by 11 participating divisions. ENFANT products won first prize for “Outside in Marketing”. In this regard, besides serving as a model of practical use and continuous development, the “Outside in Marketing” will also represent the Company in the forthcoming Chairman Awards Contest.

ICC INNOVATION AWARDS 2019
โครงการประกวดนวัตกรรม ไอ.ซี.ซี. ประจำปี 2562 (ครั้งที่ 4)
ขอเชิญคุณ "มืออาชีพ" ในทุกระดับขององค์กรทุกท่านเข้าร่วม

ประเภทของนวัตกรรม

- Sales & Marketing**
นวัตกรรมด้านการตลาด
- Services & Personality**
นวัตกรรมด้านบริการลูกค้า
- System & Process**
นวัตกรรมด้านระบบงาน
- Petty Award**
นวัตกรรมด้านงานประจำ

ชิงเงินรางวัล 50,000 บาท

เงินรางวัล

รางวัลชนะเลิศ	1-11,000 บาท
รางวัลรองชนะเลิศอันดับ 1	6,000 บาท
รางวัลรองชนะเลิศอันดับ 2	4,000 บาท
รางวัลชมเชย	2,000 บาท
รางวัลขวัญใจ	1,000 บาท
รางวัลนวัตกรรมดี	100-1,000 บาท
รางวัลนวัตกรรมยอดเยี่ยม	500-1,000 บาท
รางวัลนวัตกรรมดีเด่น	200-500 บาท

CONTACT US
โทรสาร 0-2391-0200 ต่อ 2391 หรือ 2392
Email : iccinnovation@icc.co.th



Good Society

As a leading distributor in the country, in addition to driving sustainable business growth through our 7 Principles of Thought to Success, our mission towards the society is one that is always given priority and has been continuously emphasized. The company instills a sense of giving and volunteering in employees. The company continuously encourages activities that benefit the society, environment, and public.

The Pracharat Project, Public-Private Collaborative Project: Excellent Model School



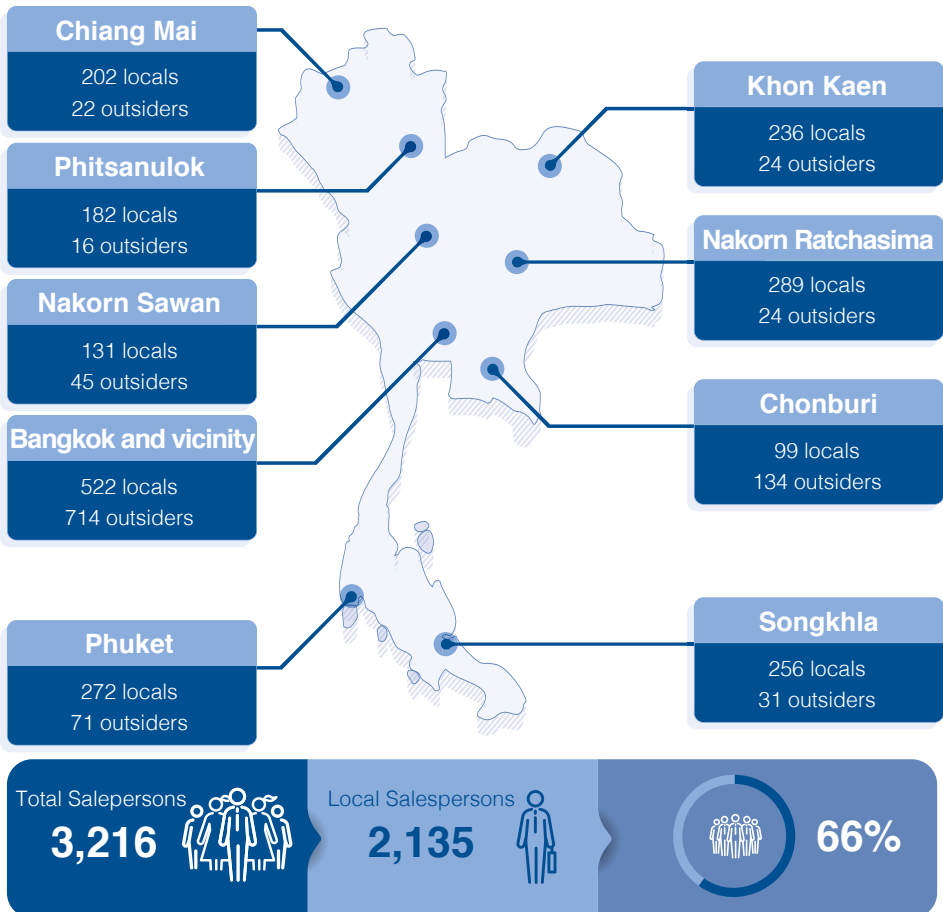
As announced by the government, a collaboration between the public-private sectors and civil society is built to drive changes and sustainable growth in the country. The company, therefore, is part of the team of the project "Excellent Model School." The company signed an MOU with the government and private, as well as the civil society continuing from 2016 as part of the Public Private Collaborative project, E2: the area of increasing the competitive workforce.

On December 23, 2016, the company signed the MOU agreement with the Thonburi Commercial College to develop curriculum and knowledge of teachers and staff of the marketing department of the higher vocational program. The students of the first batch of this 2-year program have completed is accepting students in the 3rd generation to study I the same curriculum. A total of 11 people.

Development of local partners

Create jobs and careers, develop skills of local people

Since the main business of the company comprises of counter and retail sales, one of the company's policies is to hire local employees as a way to help create jobs and careers, as well as to improve the skills of the local people. In addition, local suppliers are hired to help decorate shops in each province in order to give local businesses the opportunity to submit a bid for their services.



(For more detail, on list of provinces in each region, page 23)

Improvement in quality of living and communities

In order to carry on the idea of “Giving” in all dimensions and as a Company which runs a business comprising a full-scale of fashion and beauty products, we are determined to give something in return to the groups of people who are directly involved in our business, such as customers, trading partners, suppliers, staff and also those people who are indirectly linked to our business, such as society as a whole, the public and the private sectors, by means of various activities in order to pass on the idea of “Giving” from the inside of our organization to the outside.

1.The State of Health and Good Living Conditions

• The Rajanagarindra Institute of Child Development (RICD) Wheelchair Project

Our Company gives financial aid to the Rajanagarindra Institute of Child Development, Department of Mental Health, Ministry of Public Health, for the costs of transport of wheelchairs or other equipment for the disabled that have been donated by organizations domestically and Internationally. The project under the patronage of Her Royal Highness Princess MahaChakri Sirindhorn commenced in the year 2011, and is still continuing at present.

In 2019 (January-September) 200,000 baht in aid were contributed to transport and labour costs in municipal areas to support charity work and deliver wheelchairs and equipment for the disabled according to plan totalling 4,106 cases.



• Bra Donation

BSC and ELLE Lingerie has arranged Charity Activities in cooperation with “Terminal 21 Asok” shopping mall donating bras, valued at 100,000 baht, to the Half Way Home for Women Foundation in Pathum Thani Province. The bras are meant for women who require the service of Department of Empowerment of Persons with Disabilities.

• Food Court at ICC FAIR

In order to do something in return for the nearby communities, our Company gave neighboring stores the opportunity to jointly set up stores at the ICC FAIR, Food Court which was arranged at the same time as the annual trade fair that offers special discounts at the ICC FAIR. The objective is to make things more convenient for our staff and customers, so they can enjoy tasty and clean food at a reasonable prices. And it is also for the purpose of promoting restaurants serving main dishes and desserts, as well as beverage stores in the area of Yannawa District and nearby to make them better known. In 2019, the ICC Fair Food Court was set up and has now been in business continually for the sixth year under the slogan of “Delicious! Must Try” with a total of 33 stores participating.

Continuance of the Wacoal Pink Ribbon Fight Against Breast Cancer Campaign

“Wacoal ” products, sold by our Company, has arranged activities to carry on with the Wacoal Pink Ribbon Project to Fight Breast Cancer for the 19th year by aiming for campaigns to prevent Thai women from falling victim to breast cancer. Various activities have been conducted, such as:

- **Handing out tickets for a breast X-ray (mammogram and ultrasound)**

For the purpose of undergoing one mammogram examination free of charge for customers of HIS & HER after the purchase of WACOAL bras when a total sum of 12,000 baht has been accumulated, and for VIP customers who do not wish to undergo an examination may join the activity by sending their VIP Cards back to the Project to be sent further to disadvantaged women belonging to a high-risk group, so that they may have an equal opportunity to undergo an examination,

- **Organizing the competition “Thai Run for World Cancer Day”**

At altogether 8 stadiums where runners compete for a trophy, presented by Her Royal Highness Princess Maha Chakri Sirindhorn, to raise funds for helping poor patients suffering from breast cancer, and conducting campaigns among the public to do physical exercises to promote their state of health and keep cancer at a distance. Also, the Project joined with WACOAL Motion Ware products contributing the amount of 1,631,967 baht in sponsorship to the Thailand Cancer Association under Her Majesty the Queen’s Patronage.

- **Joint venture, 1,200,000 baht**

Drive research by the National Cancer Institute. To develop innovative breast cancer screening through AI technology.

- **Contributing 15 million baht to Khon Kaen Hospital**

For the official opening of the “Breast Care Center” that serves as a center specialized in all-round diagnosis and therapy of breast cancer which is the first of its kind in Isan region.

- **Supporting research of Siriraj Cancer Center, Faculty of Medicine Siriraj Hospital**

On establishing guidelines for cancer treatment, according to the principles of Precision Medicine, to match the hereditary disposition of patients so as to maximize efficiency of the treatment for a complete cure with minor side effects, by contributing 1,000,000 baht for the purpose of pushing ahead with the aforementioned research.

- **Carrying on the “Preserve our World” Campaign through the “Wacoal Bra Day” Project**

By accepting old bras of every brand for the purpose of having them properly shredded to reduce environmental pollution, the use of natural resources and the greenhouse effect by putting into practice the idea of “Zero Waste”, and cooperating with the Association for the Promotion of the Status of Women under the

Royal Patronage of HRH Princess Soamsawali Krom Muen Suddhanarinatha new kinds of high quality material used to assemble bras, were handed out for the purpose of using them creatively for valued inventions that can further be made into a wide variety of products. In this regard, the “Wacoal Bra Day” Project started accepting old bras in the year 2012 and by 2019 some 363,000 bras had been received which equal to 36 tons of garbage produced by a community or which is equivalent to 7,000 trees planted to preserve the environment.



Instilling Awareness of the Preservation of the Environment



•National Tree Day Activity

Our Company in cooperation with the Yannawa District Office invited residents of Yannawa District and adjacent areas to plant a total of 105 trees in vacant areas along the sides of Wong Waen Utsahakam Road at the foot of Bhumiphol Bridge, in commemoration of the coronation of King Rama X and on the annual National Tree Day in the year 2019.



•His & Her Exclusive Trip “Preserving the Samae San Sea”

The His & Her Plus Point Member Card arranged the His & Her Exclusive Trip under the motto of “Preserving the Samae San Sea”, roaming the Landmark Pattaya by joining in social activities and campaigns for the protection and preservation of the sea and the revival of the natural abundance of the coral reefs at the Thai Island and Sea Natural History Museum.



•The Campaign for the Preservation of the Environment and Preservation of ICC

Has the purpose of reducing and stopping the use of non-returnable plastic bottles and plastic bags. An area has been prepared for separating used plastic bottles to be properly shredded. Another portion is sent away to be processed and made into thread for the production of shirts which is a part of ARROW Upcycling Collection products. This is a cooperation between companies of the Saha Group and PTT Global Chemical PLC (GC) undergoing the innovative process of Upcycling in order to reduce the problem of plastic bottles in Thailand, and also to increase the value of products by making one shirt from twelve 500 ml plastic bottles.



•There is the project to desist from distributing plastic bags at His & Her Outlet

The request for cooperation from His & Her Outlet and stores in the surrounding area to stop distributing plastic bags, including the instilling of awareness among staff to use cloth bags instead of plastic bags. For the year 2020 our Company has set an objective of conducting a campaign against using expendable materials by encouraging staff to use lunch boxes instead of foam boxes and by producing glasses for water and cloth bags in order to motivate and instill awareness among staff and trading partners.



•Love Hornbill Day Activity

HORNBILL International clothing products have joined The Hornbill Research Foundation of the Faculty of Science at Mahidol University to celebrate “Love Hornbill Day” as an annual event since 2001, to raise funds for the study and conservation of hornbills in their Thai forest habitats.

Promotion and Development of Education

Owing to the fact that “Education” is an important basis, our Company is therefore determined to continually train our staff to increase their knowledge and skills to be a crucial driving force that sustainably pushes ahead with our business. This is not only about the internal staff of our organization, our Company also takes care of and pays attention to the outside of our organization.



• Contribution of Budget to Restore 34 Schools Damaged by Disaster

Our Company coordinated with 12 organizations of the private sector and the Power of Thai Foundation carrying out the duty of “Bring Smiles Back to School” by contributing 7,138,033 baht for the purpose of restoring 34 schools in 4 provinces of the lower Isan region, which consists of Yasothon, Ubon Ratchathani, Roi-et and Sisaket that had suffered from the impact of the storm Podul and the storm Kajiki. The purpose is to completely restore the schools to their original state of being educational institutes for our youth because we truly believe that good education can be compared with the construction of a solid foundation and the future of our country.



*Ms. Usanee Sa-Ngounwongwijit,
the company representative (4th from left)*



Contributing **7,138,033**
baht

For the
purpose
of restoring

34
schools



Promotion of the Creation of Self-esteem

Our Company is determined to have the staff of our organization enjoy well-being and beauty, especially the sales personnel. Therefore, we have set up training programs regarding the phenomenon of beauty in order to develop personality in such a manner as to turn the inner beauty to the outside so that the staff realize their own individual beauty and are then able to communicate their self-esteem to the consumers through a wide variety of activities in a manner fitting our Company’s motto “We make people happy and beautiful”.



- Continually sponsoring various Fashion and Beauty Contests by having been chosen to become the sponsor of bathing suits under BSC Brand, and assisting contestants in the application of facial make-up under BSC Cosmetology and Arty Professional brands on both domestic and international stages, such as Miss Thailand World Contest, Miss Universe Contest, Thai Super Model Contest and Smart Boy Contest, as well as Miss Universe Myanmar Contest



- Cosmetics product, ARTY PROFESSIONAL by BSC, arranges the activity “Yourself Your Style” for the purpose of giving interested persons the opportunity (for all genders) to participate in workshops learning how to put on facial make-up to improve their appearance and apply the knowledge gained when carrying out a profession.



- BSC COSMETOLOGY Products initiated the project “Teaching how to apply facial make-up, start a profession, increase income” by inviting interested persons to participate in the lessons and the workshop learning make-up techniques from experienced leading make-up artists of the country for the purpose of using the knowledge for starting a profession and earning an additional income, or if any person is interested in working with BSC COSMETOLOGY, the person can apply to join the project right away.

Sharing for Charity



• Arrow's Used Clothes

Arrow's Used Clothes Project has been implemented since 2010 to help disaster victims. Used clothes were donated to victims suffering from disasters in different regions of Thailand as well as those in other countries worldwide through various charitable organizations.

• Calendars for the Blind

Company Administration Division acts as a go-between by accepting used calendars brought by internal staff and staff from affiliated companies to donate to interested organizations. In the year 2019, outdated calendars were handed over to the Educational Technology Center for the Blind, Nonthaburi Province, headed by the Foundation for the Blind in Thailand under the Royal Patronage of H.M. the Queen. Some of those calendars are reused by the blind as notebooks to keep records while the other portion is sold to generate income for the Center to buy necessary equipment for the purpose of maintaining other public utilities.



Promote Culture Promotion and Arts

• Thai Classical Music Contest

Every year, the Company sponsors the Faculty of Music and Performing Arts, Burapha University by arranging a Thai Classical Music Contest for students in the eastern region to compete for a trophy, presented by Her Royal Highness Princess Maha Chakri Sirindhorn, with the objectives of conserving the arts and culture, encouraging the practice and carrying on the Thai classical music by promoting contests.

Each year the following number of persons participated:

- **the 38th** : 1,375 persons participated in the Thai Classical Music Contest
- **the 39th** : 1,500 persons participated in the Thai Classical Music Contest

In the year 2019, the Faculty of Music and Drama arranged the 40th contest with a total of 1,200 persons participants



• Thai Classical Music and Drama Project of Developing Art Appreciation among Juveniles to Carry on Thai Culture

Our Company has continuously provided scholarship to support the Faculty of Music and Drama of the Bunditpatanasilpa Institute of the Ministry of Culture for the purpose of setting up the “Thai Music and Drama Project of Developing Art Appreciation among Juveniles to carry on Thai Culture” for the third year, amounting to 100,000 baht, and together with 11 companies of the Saha Group, the total came to 800,000 baht. The objectives are to develop an awareness of the value of the arts and culture regarding Khon, Thai classical dancing and music among the youth, and give them the opportunity to learn and implant an understanding and love of Thai arts and culture during summer schools through learning Khon, Thai Classical dancing and music with qualified experts free of charge. The project sponsored in the year 2019 had 300 participants between 5 to 15 years of age, 100 of which participated in music and the other 200 participated in performing. They can also bring their achievement in the project to practice further to advance their learning and to become their special ability that can be used to further their studies and carrying out a profession.

Summary of Performance

Throughout the Company's over 50 years of operations, besides a commitment to manage the business to grow with good corporate governance, the Company also gives priority to driving sustainable development. In 2019, the Company continued to drive sustainable development under the philosophy of “**Good People, Good Products, Good Society**” and connecting to stakeholders to have a part in passing on and extending all five kinds of “**Giving**” – giving knowledge, giving forgiving, giving assistance, giving life and giving love, in the belief that linking all 5 forms of Giving will shape the business to grow progressively, securely and sustainably.



Economy + Society + Environment

Progressing securely and sustainably on the basis of ethics, integrity and responsibility to stakeholders



Stakeholders

Delivering innovative business operation and improved quality of life under the principle of **“Good People, Good Products, Good Society”** for stakeholders in all dimensions together with management on the basis of corporate social responsibility to operate the business transparently and efficiently, for the stable and sustainable progress of the organization in line with the Company’s mission statement:
“We Make People Happy And Beautiful.”

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Disclosure Title	Page Number		Comment
						SR	AR	
G4-1	GRI 102	General Disclosures	102-14		Statement from senior decision-maker	4,5	1	
G4-2	GRI 102	General Disclosures	102-15		Key impacts, risks, and opportunities	4,5	51, 48-50	
G4-3	GRI 102	General Disclosures	102-1		Name of the organization	4, Back Cover	33-35	
G4-4	GRI 102	General Disclosures	102-2		Activities, brands, products, and services	6,7	24-32, 41-47	
G4-5	GRI 102	General Disclosures	102-3		Location of headquarters	23, Back Cover	51, Back Cover	
G4-6	GRI 102	General Disclosures	102-4		Location of operations	23, Back Cover	51, Back Cover	
G4-7	GRI 102	General Disclosures	102-5		Ownership and legal form	6, 7	8-18	
G4-8	GRI 102	General Disclosures	102-6		Markets served	6, 7, 12	36-40	
G4-9	GRI 102	General Disclosures	102-7		Scale of the organization	11	58	
G4-10	GRI 102	General Disclosures	102-8		Information on employees and other workers	41, 43	85-120	
G4-11	GRI 102	General Disclosures	102-41		Collective bargaining agreements			
G4-12	GRI 102	General Disclosures	102-9		Supply chain		36-40	
G4-13	GRI 102	General Disclosures	102-10		Significant changes to the organization and its supply chain			
G4-14	GRI 102	General Disclosures	102-11		Precautionary Principle or approach			
G4-15	GRI 102	General Disclosures	102-12		External initiatives	9, 13	36-38	
G4-16	GRI 102	General Disclosures	102-13		Membership of associations			
G4-17	GRI 102	General Disclosures	102-45		Entities included in the consolidated financial statements		137-198	
G4-18	GRI 102	General Disclosures	102-46		Defining report content and topic Boundaries	22, 23	36	
G4-19	GRI 102	General Disclosures	102-47		List of material topics			

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
					SR	AR	
G4-20	GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary			
G4-21	GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary			
G4-22	GRI 102	General Disclosures	102-48	Restatements of information			
G4-23	GRI 102	General Disclosures	102-49	Changes in reporting			
G4-24	GRI 102	General Disclosures	102-40	List of stakeholder groups	14, 15, 16	85-120	
G4-25	GRI 102	General Disclosures	102-42	Identifying and selecting stakeholders	14, 15, 16	85-120	
G4-26	GRI 102	General Disclosures	102-43	Approach to stakeholder engagement	14, 15, 16	85-120	
G4-27	GRI 102	General Disclosures	102-44	Key topics and concerns raised	26, 27		
G4-28	GRI 102	General Disclosures	102-50	Reporting period	22		
G4-29	GRI 102	General Disclosures	102-51	Date of most recent report	22		
G4-30	GRI 102	General Disclosures	102-52	Reporting cycle	22		
G4-31	GRI 102	General Disclosures	102-53	Contact point for questions regarding the report	22	62	
G4-32-a	GRI 102	General Disclosures	102-54	Claims of reporting in accordance with the GRI Standards			
G4-32-b	GRI 102	General Disclosures	102-55	GRI content index			
G4-32-c	GRI 102	General Disclosures	102-56	External assurance			
G4-33	GRI 102	General Disclosures	102-56	External assurance			
G4-34	GRI 102	General Disclosures	102-18	Governance structure	11	58	
G4-35	GRI 102	General Disclosures	102-19	Delegating authority		112-118	
G4-36	GRI 102	General Disclosures	102-20	Executive-level responsibility for economic, environmental, and social topics		95-96	

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
					SR	AR	
G4-37	GRI 102	General Disclosures	102-21	Consulting stakeholders on economic, environmental, and social topics			
G4-38	GRI 102	General Disclosures	102-22	Composition of the highest governance body and its committees		123	
G4-39	GRI 102	General Disclosures	102-23	Chair of the highest governance body			
G4-40	GRI 102	General Disclosures	102-24	Nominating and selecting the highest governance body		121	
G4-41	GRI 102	General Disclosures	102-25	Conflicts of interest		129-135	
G4-42	GRI 102	General Disclosures	102-26	Role of highest governance body in setting purpose, values, and strategy		123	
G4-43	GRI 102	General Disclosures	102-27	Collective knowledge of highest governance body			
G4-44	GRI 102	General Disclosures	102-28	Evaluating the highest governance body's performance			
G4-45	GRI 102	General Disclosures	102-29	Identifying and managing economic, environmental, and social impacts		42-47	
G4-46	GRI 102	General Disclosures	102-30	Effectiveness of risk management processes		125	
G4-47	GRI 102	General Disclosures	102-31	Review of economic, environmental, and social topics		93-94	
G4-48	GRI 102	General Disclosures	102-32	Highest governance body's role in sustainability reporting		4.5	
G4-49	GRI 102	General Disclosures	102-33	Communicating critical concerns			
G4-50	GRI 102	General Disclosures	102-34	Nature and total number of critical concerns			
G4-51	GRI 102	General Disclosures	102-35	Remuneration policies		42	122
G4-52	GRI 102	General Disclosures	102-36	Process for determining remuneration			60-67
G4-53	GRI 102	General Disclosures	102-37	Stakeholders' involvement in remuneration			
G4-54	GRI 102	General Disclosures	102-38	Annual total compensation ratio			62
G4-55	GRI 102	General Disclosures	102-39	Percentage increase in annual total compensation ratio			

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
					SR	AR	
G4-56	GRI 102	General Disclosures	102-16	Values, principles, standards, and norms of behavior	8, 9, 10		
G4-57	GRI 102	General Disclosures	102-17	Mechanisms for advice and concerns about ethics	34, 39, 45		
G4-58	GRI 102	General Disclosures	102-17	Mechanisms for advice and concerns about ethics			
G4-DMA-a	GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary			
G4-DMA-b	GRI 103	Management Approach	103-2	The management approach and its components			
G4-DMA-c	GRI 103	Management Approach	103-3	Evaluation of the management approach	42-50		
G4-EC1	GRI 201	Economic Performance	201-1	Direct economic value generated and distributed			
G4-EC2	GRI 201	Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change			
G4-EC3	GRI 201	Economic Performance	201-3	Defined benefit plan obligations and other retirement plans	43	96	
G4-EC4	GRI 201	Economic Performance	201-4	Financial assistance received from government			
G4-EC5	GRI 202	Market Presence	202-1	Ratios of standard entry level wage by gender compared to local minimum wage			
G4-EC6	GRI 202	Market Presence	202-2	Proportion of senior management hired from the local community			
G4-EC7	GRI 203	Indirect Economic Impacts	203-1	Infrastructure investments and services supported			
G4-EC8	GRI 203	Indirect Economic Impacts	203-2	Significant indirect economic impacts			
G4-EC9	GRI 204	Procurement Practices	204-1	Proportion of spending on local suppliers	50		
G4-EN1	GRI 301	Materials	301-1	Materials used by weight or volume			
G4-EN2	GRI 301	Materials	301-2	Recycled input materials used	47, 53		
G4-EN3	GRI 302	Energy	302-1	Energy consumption within the organization			
G4-EN4	GRI 302	Energy	302-2	Energy consumption outside of the organization			

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
					SR	AR	
G4-EN5	GRI 302	Energy	302-3	Energy intensity			
G4-EN6	GRI 302	Energy	302-4	Reduction of energy consumption	44, 45, 47		
G4-EN7	GRI 302	Energy	302-5	Reductions in energy requirements of products and services	44, 45, 47		
G4-EN8	-	-	-	-	-		
G4-EN9	-	-	-	-	-		
G4-EN10	-	-	-	-	-		
N/A	GRI 303	Water and Effluents	303-1	Interactions with water as a shared resource			Company work instruction
N/A	GRI 303	Water and Effluents	303-2	Management of water discharge-related impacts			Company work instruction
N/A	GRI 303	Water and Effluents	303-3	Water withdrawal			
N/A	GRI 303	Water and Effluents	303-4	Water discharge			
N/A	GRI 303	Water and Effluents	303-5	Water consumption			
G4-EN11	GRI 304	Biodiversity	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas			
G4-EN12	GRI 304	Biodiversity	304-2	Significant impacts of activities, products, and services on biodiversity			
G4-EN13	GRI 304	Biodiversity	304-3	Habitats protected or restored			
G4-EN14	GRI 304	Biodiversity	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations			
G4-EN15	GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions			
G4-EN16	GRI 305	Emissions	305-2	Energy indirect (Scope 2) GHG emissions			
G4-EN17	GRI 305	Emissions	305-3	Other indirect (Scope 3) GHG emissions			
G4-EN18	GRI 305	Emissions	305-4	GHG emissions intensity			

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
					SR	AR	
G4-EN19	GRI 305	Emissions	305-5	Reduction of GHG emissions			
G4-EN20	GRI 305	Emissions	305-6	Emissions of ozone-depleting substances (ODS)			
G4-EN21	GRI 305	Emissions	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions			
G4-EN22	-	-	-	-	-	-	
G4-EN23	GRI 306	Effluents and Waste	306-2	Waste by type and disposal method			
G4-EN24	GRI 306	Effluents and Waste	306-3	Significant spills			
G4-EN25	GRI 306	Effluents and Waste	306-4	Transport of hazardous waste			
G4-EN26	-	-	-	-	-	-	
G4-EN27	NA	NA	NA	NA	NA	NA	
G4-EN28	GRI 301	Materials	301-3	Reclaimed products and their packaging materials			n/a
G4-EN29	GRI 307	Environmental Compliance	307-1	Non-compliance with environmental laws and regulations			n/a
G4-EN30	NA	NA	NA	NA	NA	NA	
G4-EN31	Several	Several	NA	NA	NA	NA	
G4-EN32	GRI 308	Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria			
G4-EN33	GRI 308	Supplier Environmental Assessment	308-2	Negative environmental impacts in the supply chain and actions taken			
G4-EN34	GRI 103	Management Approach	103-2	The management approach and its components			
G4-LA1	GRI 401	Employment	401-1	New employee hires and employee turnover [This Standard includes a Standard Interpretation on how to calculate the rates of new employee hires and employee turnover.]			
G4-LA2	GRI 401	Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	42	96	
G4-LA3	GRI 401	Employment	401-3	Parental leave			Company Rules, Regulation and Welfare

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
					SR	AR	
G4-LA4	GRI 402	Labor/Management Relations	402-1	Minimum notice periods regarding operational changes			Company Rules, Regulation and Welfare
G4-LA5	-	-	-	-	-	-	
G4-LA6	-	-	-	-	-	-	
G4-LA7	-	-	-	-	-	-	
G4-LA8	-	-	-	-	-	-	
N/A	GRI 403	Occupational Health and Safety	403-1	Occupational health and safety management system		96	
N/A	GRI 403	Occupational Health and Safety	403-2	Hazard identification, risk assessment, and incident investigation			
N/A	GRI 403	Occupational Health and Safety	403-3	Occupational health services			
N/A	GRI 403	Occupational Health and Safety	403-4	Worker participation, consultation, and communication on occupational health and safety			
N/A	GRI 403	Occupational Health and Safety	403-5	Worker training on occupational health and safety			
N/A	GRI 403	Occupational Health and Safety	403-6	Promotion of worker health			
N/A	GRI 403	Occupational Health and Safety	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships			
N/A	GRI 403	Occupational Health and Safety	403-8	Workers covered by an occupational health and safety management system		96	
N/A	GRI 403	Occupational Health and Safety	403-9	Work-related injuries		96	n/a
N/A	GRI 403	Occupational Health and Safety	403-10	Work-related ill health		96	n/a
G4-LA9	GRI 404	Training and Education	404-1	Average hours of training per year per employee	29		
G4-LA10	GRI 404	Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs	30,31	95-94, 107-108	
G4-LA11	GRI 404	Training and Education	404-3	Percentage of employees receiving regular performance and career development reviews	30		
G4-LA12	GRI 405	Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees			

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title	Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
						SR	AR	
G4-LA13	GRI 405	Diversity and Equal Opportunity	405-2	Ratio of basic salary and remuneration of women to men				
G4-LA14	GRI 414	Supplier Social Assessment	414-1	New suppliers that were screened using social criteria				
G4-LA15	GRI 414	Supplier Social Assessment	414-2	Negative social impacts in the supply chain and actions taken				
G4-LA16	GRI 103	Management Approach	103-2	The management approach and its components				
G4-HR1	GRI 412	Human Rights Assessment	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening				
G4-HR2	GRI 412	Human Rights Assessment	412-2	Employee training on human rights policies or procedures				
G4-HR3	GRI 406	Non-discrimination	406-1	Incidents of discrimination and corrective actions taken				
G4-HR4	GRI 407	Freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk				
G4-HR5	GRI 408	Child Labor	408-1	Operations and suppliers at significant risk for incidents of child labor				
G4-HR6	GRI 409	Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor				
G4-HR7	GRI 410	Security Practices	410-1	Security personnel trained in human rights policies or procedures			93-94, 107-108	
G4-HR8	GRI 411	Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of indigenous peoples				
G4-HR9	GRI 412	Human Rights Assessment	412-1	Operations that have been subject to human rights reviews or impact assessments				
G4-HR10	GRI 414	Supplier Social Assessment	414-1	New suppliers that were screened using social criteria				
G4-HR11	GRI 414	Supplier Social Assessment	414-2	Negative social impacts in the supply chain and actions taken				
G4-HR12	GRI 103	Management Approach	103-2	The management approach and its components				
G4-SO1	GRI 413	Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs				
G4-SO2	GRI 413	Local Communities	413-2	Operations with significant actual and potential negative impacts on local communities				
G4-SO3	GRI 205	Anti-corruption	205-1	Operations assessed for risks related to corruption			38, 39	93-94, 107-108

G4 Disclosure	GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	Page Number		Comment
					SR	AR	
G4-SO4	GRI 205	Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures	38, 39	89-94, 107-108	
G4-SO5	GRI 205	Anti-corruption	205-3	Confirmed incidents of corruption and actions taken			n/a
G4-SO6	GRI 415	Public Policy	415-1	Political contributions			n/a
G4-SO7	GRI 206	Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			
G4-SO8	GRI 419	Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area			n/a
G4-SO9	GRI 414	Supplier Social Assessment	414-1	New suppliers that were screened using social criteria			
G4-SO10	GRI 414	Supplier Social Assessment	414-2	Negative social impacts in the supply chain and actions taken			
G4-SO11	GRI 103	Management Approach	103-2	The management approach and its components			
G4-PR1	GRI 416	Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	44, 45	42-43	
G4-PR2	GRI 416	Customer Health and Safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		22-32, 36-38, 41-46	
G4-PR3	GRI 417	Marketing and Labeling	417-1	Requirements for product and service information and labeling			
G4-PR4	GRI 417	Marketing and Labeling	417-2	Incidents of non-compliance concerning product and service information and labeling			
G4-PR5	GRI 102	General Disclosures	102-43 102-44	Approach to stakeholder engagement key topics and concerns raised			
G4-PR6	GRI 102	General Disclosures	102-2	Activities, brands, products, and services			
G4-PR7	GRI 417	Marketing and Labeling	417-3	Incidents of non-compliance concerning marketing communications			
G4-PR8	GRI 418	Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data			
G4-PR9	GRI 419	Socioeconomic Compliance v	419-1	Non-compliance with laws and regulations in the social and economic area			

“HisHer Line Member”

เพิ่มเพื่อน เชื่อมต่อ เช็คโปร



ติดตามโปรโมชั่น
และร่วมกิจกรรม
แคมเปญพิเศษต่างๆ
ได้ใน **hisher Line**



เมนูกิจกรรมต่างๆ



ดูของส่วนลดหรือสินค้า
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