

People and Community Care



Targets

Performance in 2023

Human Rights

- Zero cases of human rights violations.
- 100% of employees complete Ethics e-Testing on human rights.
- 24% of female employees in all management positions in 2025.

1 case
100%
23.8%

Employee Caring and Development

- Total employee engagement score for employees in Thailand and abroad is above 4.20 out of 5.00
- Employees in Thailand received a performance assessment and employee development plan on the Learning Management System (LMS) with 100% participation every year.

4.10
100%

Customer & Consumer Centricity

- Customer experience score is 85%. (Fibrous Business, Packaging Paper and Fiber Packaging)

87%

Human Rights

SCGP recognizes the increased human rights risks associated with international business expansion and mergers and acquisitions. It has implemented good practices from domestic operations in its international ventures while committing to overseeing and ensuring human rights across its value chain, covering all of SCGP's business activities.

Targets

Performance in 2023

Health and Safety

- Zero work-related fatalities of employees and contractors in the workplace every year.
- Zero Occupational Illness and Disease Frequency Rate per working hours among employees (cases/1,000,000 hours worked) every year.
- Zero Lost Time Injury Frequency Rate of employees and contractors (cases/1,000,000 hours worked) by 2024

3 cases
0
Employee **0.417**
Contractor **0.454**

Community Engagement and Development

- Community satisfaction index is 90%.
- Scale up the Zero Waste Community Project to 183 communities by 2030.
- SCGP Open House 12 times, with 1,000 participants per year

95%
143 communities
42 times,
960 participants

Strategies

- Integrate human rights actions and manage diversity, equity and inclusion as integral parts of the business across domestic and international value chains.
- Enhance and develop participation projects that extend the principles of human rights respect to all stakeholders throughout the value chain and society.
- Set a model and share experiences on human rights with other organizations.

Salient Human Rights Issue in 2023

There was one salient human rights issue as follows:

- Health and Safety



Human Rights Programs/Initiatives

- **Your Career, Your Choice:** Develop a system for managing and transferring employee positions based on competence, ensuring transparency and equality.
- **Foreign Labor Care:** Provide care encompassing quality of life and welfare, local language communication, and access to complaint mechanisms.
- **Communicate with managerial staff** to raise awareness and knowledge of good human rights practices, emphasizing the importance of setting an example for their subordinates in adhering to human rights principles.

See more details at SCGP website/human right

Employee Caring and Development

SCGP is committed to conducting business in line with sustainable development guidelines and the ESG 4 Plus approach. It has developed employees at all levels in ESG matters. This involves creating and updating courses to integrate ESG content into employee learning and fostering organizational commitment, especially among talent employees.

Strategies

- Use competency as a tool for the recruitment and development of the Global People Pool, aiming to elevate and bridge the gap in functional and leadership competency through project assignments and job rotation to develop capabilities in various dimensions.
- Foster career ownership among employees by highlighting growth opportunities aligned with their career planning through diverse learning and development programs. This also includes gathering internal knowledge through a knowledge management system and promoting knowledge sharing between existing and new business units.
- Provide comprehensive and fair employee care to build organizational commitment, including designing appropriate welfare programs, such as support for mental health and well-being.

Employee Development

- **Talent Learning and Development Program:** This program identifies key talent and successors and creates Individual Development Plan (IDP). The focus is enhancing knowledge, skills, and leadership qualities in roles aligned with business policies and strategies.
- **Career Aspiration Program:** This program surveys the opinions of supervisory-level employees to provide insights into their career paths and work goals. It also offers additional development opportunities, enabling the company to better meet diverse needs.
- **ESG Courses:** These courses aim to raise awareness among employees, targeting both specific groups and the general workforce.

Customer & Consumer Centricity

SCGP has developed a Customer Relationship Management (CRM) system to enhance the efficiency of marketing and sales services to customers. Additionally, the SCGP E-Ordering system has been improved to facilitate quick order placement and status checks of customer orders, aiming to increase customer satisfaction and improve their experience.

Strategies

- Engage in co-creation with business customer groups to create customer-oriented B2B services.
- Engage in co-creation with consumer customer groups to create B2C services.



Employee Caring

- **Employee Well-Being:** Providing knowledge and counseling to employees in all aspects, including physical, mental, financial, and social well-being.
- **Employee Benefits:** Improving annual leave policies to promote happiness and work-life balance and upgrading regular health check-ups to foster a culture of good health from the start.
- **Employee Engagement Survey:** Conducting surveys in collaboration with Gallup on organizational engagement using the Q12 Inner Drive Model to foster employee engagement. The average engagement score for the company is 4.10 out of 5.00.

Next Targets

- In 2024, enhance the Smart Agent Chatbot to include features for checking order and delivery status.
- By 2025, expand the SCGP Customer Order Management system to cover all products.

Developing Contact and Service Systems to Facilitate Customer Convenience

- **Installing the SCGP Customer Services Center 02-586-5555** to offer services via a single phone number. Service channels have been expanded through Line OA @SCGPContact, along with a Smart Agent Chatbot, providing easy access to product information for customers.
- **Installing the SCGP Customer Order Management** for the initial phase for Kraft paper and finished goods, enabling customers to track order status and receive updates on delivery dates promptly, even out of business hours.
- **Adding online payment channels through the Payment Gateway program**, enabling immediate verification of shipping documents and ordered items via computer, mobile phone, or tablet, for convenience and to minimize payment errors.

Developing Products in Response to Sustainability Trends



To meet the needs of customers and manufacturers seeking sustainable solutions, SCGP has developed green solutions such as:



- **Multipack Packaging Solutions:** An alternative to shrink film for wrapping beverage packaging.
- **Redi Pak:** Ready-to-eat chilled food packaging made from natural materials, compostable within 60 days, and featuring a recyclable film that can be peeled off.

Health and Safety

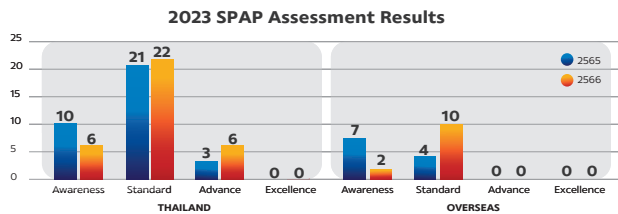
Aiming to be an "Injury and Illness Free" organization, SCGP manages an actionable occupational health and safety management system by using the "SCG Safety Framework" in Thailand and abroad operations. This includes utilizing digital technologies to enhance safety management efficiency, including promoting and advocating a safety culture that everyone must adhere to in their personal lives and work time.

Strategies

- Encourage employees at all levels and contractors to be safety leaders, raise safety awareness, and promote behavior change towards a safety culture.
- Commit to upgrading the Occupational Health and Safety Management system compliance to the local and international standards towards excellence in Occupational Health and Safety.
- Develop digital technology to support Occupational Health and Safety operations to be easier for implementation and higher efficient.

Elevating the Safety System and Performance of SCG Safety Framework and Safety Performance Assessment Program (SPAP)

SCGP has continuously implemented Occupational Health and Safety management according to the "SCG Safety Framework," with an annual self-declaration based on SPAP in Thailand and abroad operations. In 2023, the assessment results enhanced from the Awareness to the Standard, Advance, and Excellence levels accordingly.



Strengthen Safety Management in Vietnam

A safety network has been established to drive occupational health and safety operations. It also fosters relationships that facilitate mutual assistance and the exchange of best practices among plants in Vietnam.

Promoting Safety Culture

- SCGP drives safe operating behaviors of employees and contractors in alignment with the Bradley Curve Model to promote proactive action for raising worker's awareness, attentiveness, and self-cared.
- In 2023, SCGP conducted a Safety Climate Questionnaire Survey to assess the state of safety culture and occupational health and safety's perceptions of employees and routine contractors across all SCGP operations. The aim was to develop strategies to advance toward the "Interdependent stage" of behavior, which involves caring for and ensuring the safety of others in the team.
- Safety Site Visits were planned and carried out throughout the year to promote "Safety Observation" at plants. These visits were part of an effort to bolster commitment to self-regulated safety management at each site.

Safety Digital "SAFEsave": Feel Safe with Us

SAFEsave is SCGP's innovative Safety Management – digital platform, to support the fast and convenient operation of occupational health and safety. It reduces complicated work processes and errors made by personnel. In 2023, SCGP further developed and upgraded modules, such as Near Miss, and Transportation Safety.

Transportation Safety

The standards of Goods Transportation and Road Safety were expended to implement abroad business operations. Additionally, the Operational Discipline Program has been promoted to alter behaviors to reduce the risk of accidents involving drivers and other personnel.

Safety Recognition

A safety contest was organized to promote self-regulation and participation in achieving the "Injury and Illness Free" goal. The award categories were divided into Platinum, Gold, Silver, and Bronze levels.

Results of SCGP Safety Award 2023

In 2023, 18 Companies in SCGP receiving awards:

- 🏆 Platinum 5 plants
- 🥇 Gold 2 plants
- 🥈 Silver 5 plants
- 🥉 Bronze 6 plants

Contractor Safety Recognition

In 2023, 67 contractors participated, with 29 companies receiving awards:

- 🏆 Platinum 4 companies
- 🥇 Gold 1 company
- 🥈 Silver 11 companies
- 🥉 Bronze 13 companies

Contractor Safety Management

Safety management for contractors was overseen through directives and plans set by the CSM Committee. 96.97% of contractors passed the SCG Contractor Safety Certification System (SCS), meeting the established target criteria.

“ The 'Lift Confidently, Drive Safely' training program was sponsored by SCGP, providing forklift, training space in the plant, and theoretical and practical knowledge. Following a 3-month follow-up, we found no accidents from using forklifts for machinery parts in the plant.”

Ronnarong Ruangkhumred
Manager, West Coast Engineering Co., Ltd.



Community and Social Development

SCGP has collaborated with all sectors to improve the quality of life in communities and society sustainably. This was achieved by promoting the restoration of natural ecosystems as water supply sources for livelihoods and professions. Additionally, SCGP has fostered systematic community waste management, recycling waste back into the production process or transforming it into new products following circular economy principles to generate income for communities.

Supporting Community Forests

SCGP is committed to supporting communities surrounding its plants, aiming to improve their quality of life along with care and preserve the environment through various projects.



● **"SCGP Plant the Trees to Beat the Heat Project"**

In 2023, planted 62,549 trees in the community forest areas of Ban Nong Hin-Khao Sung, Tha Maka District, Ban Huai Saphan Samakkee Community Forest, and Wat Huay Saphan School in Phanom Thuan District, Kanchanaburi Province, bringing the total to 238,559 trees.



● **"SCGP Conserving Environments from the Mountain through the Sea Project"**

to restore the watershed forest by constructing check dams. In 2023, facilitated the construction of 627 check dams, cumulatively reaching 3,399 check dams in upstream forests. This initiative has been instrumental in reviving arid areas, making them lush again, and enabling the community to utilize natural resources and water supply for agriculture.

“ I would like to thank SCGP “Plant Beats Heat Project”, for adding trees and creating water sources in our community’s upstream forest areas. It has helped many lives benefit from the forest and water, allowing the community to engage in agriculture and improve their quality of life.”

Dr. Rahas Saengpong, Chief of Community Forestry Ban Nong Hin-Khao Sung

Strategies

- Utilize specialized expertise from internal and external units to support and care for society.
- Engage employees and all stakeholders in creating sustainable value for society.
- Innovate to meet community needs, address societal issues, develop model communities, and expand to communities in the network.

Next Targets

- By 2030, construct a cumulative total of 10,000 check dams.
- By 2030, scale up Zero Waste Community Project to 183 communities.

Generating Community Income from Waste Paper Tapes

SCGP initiated the **"The Weaving Handicrafts of Paper Band Project"** based on the circular economy principles. The project provides paper tapes, so called paper bands from paper-making process to communities in Ratchaburi, Kanchanaburi, and Prachinburi Provinces. The communities creatively transformed this material into woven handicraft products. The initiative also supports product development and value adding, market expansion, online distribution channels, and exports.

- **6.73 million baht:** In 2023, the communities generated a total income of 2.38 million baht, with a cumulative income since 2022 of over 5.5 million baht.
- **The Paper Band Project won UNIDO's Second Prize:** The Paper Band Project, represented by the weaving enterprises of Ban Tha Khro and the agricultural product enterprise of Ban Ao E Khiao, won the second prize award in the "Ploy Dai..PaSuk" business model competition. This competition was organized by the Department of Industrial Works in collaboration with the United Nations Industrial Development Organization (UNIDO)



Promoting Waste Management and Recycling



250 Tons, 135 Paper Drop Points

"Bring Paper Home Project"

in collaboration with community organizations, established drop points for used paper. This paper can be exchanged for new paper at various locations, such as schools, hospitals, and government agencies. The used paper is then recycled into raw material for new paper production. In 2023, 504 tons of used paper were collected, with 265 organizations participating.



1,193 Tons, 143 Communities, 2 Million Baht

The "SCGP Zero Waste Community Project, in collaboration with Ban Pong District and 17 local administrative organizations, expanded waste management to 143 communities in Ratchaburi, Kanchanaburi, Prachinburi, and Khon Kaen Provinces from 2019 to 2023. This initiative reduced 2,269 tons of waste and generated a total income of 2.45 million baht for the communities. The project also successfully expanded to its first urban community, the C.K.2 Community in Ban Pong Municipality.