



Selecting Hygienic Food with the Consumer Health at Heart



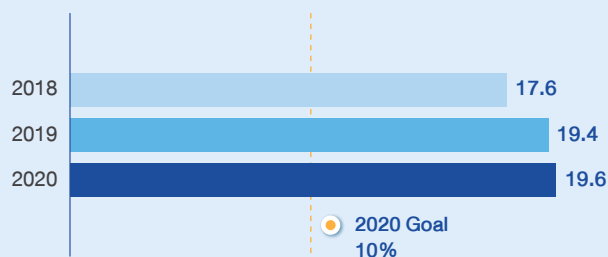
2020 Goal



10% increase in new products and services with emphasis on enhancing nutrition, good health, and well-being for the people in society.

Performance Against Goal

Stock Keeping Units (SKUs) of new products with a focus on nutrition, good health and well-being (percentage)



Key Performances in 2020



149,754 persons
Promoted access to hygienic foods and clean drinking water



799 locations
Supported the purchase of medical supplies for hospitals, educational institutions, vulnerable groups, including temples, and governmental agencies



239 million Baht
Supported the purchase of medical supplies

Supporting the SDGs



SDG2 End hunger, achieve food security and improved nutrition and promotes sustainable agriculture

2.1 End hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.



SDG3 Ensure healthy lives and promote well-being for all at all ages

3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.



SDG12 Ensure sustainable consumption and production patterns

12.4 Achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment.

Risk and Opportunities

As the Coronavirus disease (COVID-19) pandemic continues, vaccines and preventative treatment for the disease are undergoing development, causing daily lifestyle living conditions to remain unstable. Hence, most consumers are interested in changing their health and lifestyle behaviors, turning to consumption of better food which are hygienic and nutritional in order to strengthen health and protect oneself from disease outbreaks and various crises in this present day. Moreover, knowledge regarding health is the key determining factor of one's health. Therefore, lacking general knowledge on health is a challenging issue. Nowadays more than ever, including the industrial scale, there is a necessity to develop new food recipes which retain the same delicious taste of past products. Despite the COVID-19 inciting several challenges across the world, more opportunities are, in turn, created to learn from and develop change for more sustainable health behaviors.

Progress in 2020



Stay Together Project (volunteer coaches) helping in caring for mental health, reducing stress, and lowering chances of developing depression due to the COVID-19



Cal-control menu (healthy menus for every meal)



Management Approach

CP ALL Plc. and its Subsidiaries (“the Company”) aims to provide good health and nutrition for its consumers according to the policies and practices on health, products, promoting accessibility of correct information, and access to great health products for consumers. The Company has developed health products through various entities such as CP Food Lab Co., Ltd., a research and development company, and the quality assurance company, CP ALL Plc. As stated in the chapter on Innovation for Wisdom, Increase in business values. This is in response to the customer's demands on health, food innovations were developed. The food innovations were specifying the product criteria into the health products category, setting strategy for customer awareness such as changing the store front, product arrangement, providing 7-Eleven store employee skills development regarding knowledge of managing

vegetables and fresh fruits, and health management planning, beauty and customer well-being in 2019–2023 focusing on improving the nutritional value of ready-to-eat health products, beverages, snacks, and bakeries. In addition, the Company has developed training on “Management and Control of Food for Safety and Food Safety Management” which focuses on preparing and raising customer service standards for consumer food safety, providing an environment for preparation, storage and delivery of hygienic products knowledge and understanding of food handling and control systems to ensure consumption for store manager-level employees to prevent risk factors in delivering unsafe food products to customers as well as giving priority to them, and following preventative measures for food safety issues, in order to become a complete “Conveniently satiated store” under the organization's food safety management.



Guidance on Mitigating and Preventing the Risk of COVID-19

The COVID-19 pandemic has severely affected daily life, as well as the Company's service provision. This is particularly the case for 7-Eleven store. However, in order to bolster the confidence of customers, employees and clients, as well as to ensure business continuation, the Company has developed guideline on mitigating and preventing the risk of COVID-19, as follows.

Promotion Activities During the COVID-19 Pandemic



01 Knowledge sharing to employees

regarding prevention against contagion. Employees' body temperature is monitored, and they are required to wash their hands every time prior to touching the products.



02 Clean the contact surface regularly

whether it is the counter, "all member" machine, equipment, shelves, freezers, customers' seats, baskets, trolley, doors, and other surface in the shop. Cleaning agents and alcohols are used. Alcohol gel for handwashing is also provided for customers, before and after the service.



03 Set up service areas

according to social distancing measure and requested for customers' strict cooperation.



04 Ensure all customers receive a temperature check

prior to entering the shop. There is registration before and after the service through 'Thai Chana' application or a printed registration form to fill out.



05 Request customers to wear medical mask

while using the service.

Notably, efforts in following these measures ensure service users their service will be cleaned and safe.

United Together Project (Volunteer Coach)

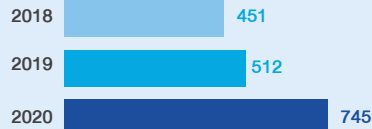
The COVID-19 pandemic has negatively affected Thais' state of mind, causing anxiety. It has been a difficult situation, the Company thus commenced a project to support mental care, address stress and reduce likelihood of depression from such crisis. This was achieved in the form of consultation, whether via phone calls or online, with strict confidentiality clause in place. The project started with employees, before scaling up to the public. Over 936 people have participated.



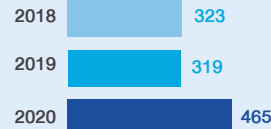
Health and Well-Being Dashboard



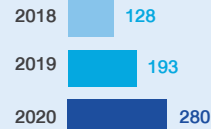
Total Products for Good Health and Well-being (SKUs)



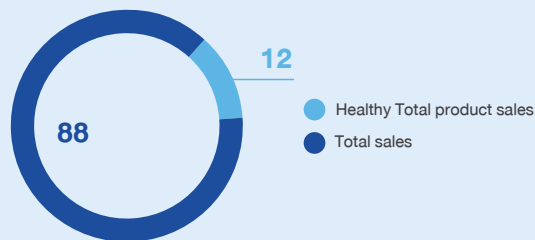
Existing Products for Good Health and Well-being (SKUs)



New Products for Good Health and Well-being (SKUs)



Percentage of Healthy Product Sales Against Total Sales



Clean Food and Water Security Promotion



Number of beneficiaries

149,754 persons



Financial support

1.43 million Baht

Health and Well-being Products Categorization



448 units (SKUs)

Healthier Choice*

Total sales **15,501** million Baht

Percentage of total sales volume **8**
(against all food and beverage products sales)



83 units (SKUs)

Lowered in saturated fat, trans fats, sodium or added sugars

Total sales **2,843** million Baht

Percentage of total sales volume **1.48**
(against all food and beverage products sales)



95 units (SKUs)

Increased nutritious ingredients

Total sales **4,773** million Baht

Percentage of total sales volume **2.48**
(against all food and beverage products sales)



5 units (SKUs)

Reformulated

Total sales **531** million Baht

Percentage of total sales volume **0.28**
(against all food and beverage products sales)

Remark : * Health products include Private Brands and National Brands of food and beverage product groups
* Healthier Choice – is criteria for healthy alternatives by Mahidol University. The criteria regulate the level of 8 nutrient groups, comprising sodium, energy, sugar, fat, fiber and iron, ensuring appropriate consumption per meal.

Strive to Develop, Sourcing Health Products

The Company categorizes the criteria for health products into 4 groups as follows.



Consumable goods that have been certified or passed the criteria for the “Thai Healthier Logo” by the Institute of Nutrition, Mahidol University



Food that has been infused, reduced or removed of nutrients per the law or approved standards such as, pursuant to the Ministry of Public Health (No.182) B.E.2541



Vegetables and fresh fruit or preservatives or other beneficial nutrients, natural or otherwise, or food that provides complete nutrition and sufficient energy in one meal



Medical Food, Functional Food or Food Supplements per the notification of the Ministry of Public Health (No.238) B.E.2544 and the Notification of the Ministry of Public Health (No. 293) B.E.2548

Examples of Health Products Sold at 7-Eleven

Product Name Boiled Tiger Peanut



Product Information

The peanut, Tiger Peanut, is cultivated from plant nurseries in the Northern area. The distinct characteristics of the peanuts are the beautiful tiger-like patterns. The beans are carefully selected from pods with the perfect shape, full of beans, with a distinctive taste that is sweet, crispy, soft and chewy.



Health Benefits

- Contains Vitamin B which helps nourish the nervous system, the brain and eyesight.
- Contains high protein and essential amino acids
- Contains fibre which helps in feeling satiated and aids the digestive system.
- Contains high magnesium which helps maintain the balance of sex-hormones and improves various enzyme functions.



Release Date

16 October 2020



Number of Stores for Distribution

All stores nationwide

Honey Black Tea



Product Information

The black tea is a blend of two types of tea leaves, Oolong and Assam, giving an astringent taste. The richness of the tea itself is not bitter and soothes the throat with added sweetness from real honey suitable for an everyday beverage. The health benefit is from the low sugar content, therefore, it obtains the label for Healthier Choice product.



Health Benefits

- Assam and Oolong teas are rich in antioxidants, which helps the body to detox, reduces the risk of various diseases and slows down aging.
- Black tea contains caffeine which helps alertness, stimulates blood circulation and stimulates heart muscle activation.
- The fluoride in tea leaves help control bacteria in the mouth, protect against cavities and is an excellent aid in tooth decay prevention.
- Honey has properties which help reduce constipation due to the beneficial bacteria, “Probiotic” and “Lactobacillus”, which contributes to a healthy digestive system and normal excretion.
- Honey is an antioxidant, also has anti-inflammatory and anti-bacterial properties assisting in healing wounds inside and outside the body.
- Honey is suitable for patients suffering from allergies since it mocks the effects of anti-inflammatory agents. Honey specially sourced from flowers contains high amounts of rich radicals from small pollen. These pollens would help stimulate the body’s immune system to work better and results in the body producing Histamine which helps reduce symptoms such as pain, itchiness, redness and runny nose.



Release Date

7 May 2020



Number of Stores for Distribution

8,100 stores

Examples of Health Products Sold at 7-Eleven

Product Name

**QminC Curcumin
Extract 150 ml**



Product Information

- Helps eliminate toxins from the body
- Improves immunity for the body
- Helps reduce inflammation, osteoarthritis and muscle pain from exercise and inflammation from bug bites



Health Benefits

- Turmeric extract 40 mg. : helps strengthen the body's immune system
- Vitamin C 200% (120 mg.) : helps strengthen the body's immune system
- Vitamin B6 : builds the body's immune system and B12 : nourishes the body's nervous system
- L-Glutathione : plays an important role in fighting free-radicals



Release Date

20 August 2020



Number of Stores for Distribution

All stores nationwide

**7Up Free
440 ml**



Product Information

With lower sugars content, received the healthier choice label.



Health Benefits

Received the Healthier Choice label.



Release Date

6 August 2020



Number of Stores for Distribution

All stores nationwide

**Yum Yum Instant
Noodles Spicy Lobster
Flavour 75 grams**



Product Information

Combining for the first time the deliciousness of large, chewy noodles together with full lobster- flavored sauce from real shrimp.



Health Benefits

Received the Healthier Choice label.



Release Date

9 January 2020



Number of Stores for Distribution

All stores nationwide

“Eat Well, Live Well, Stay Happy” Program

The “Eat Well, Live Well, Stay Happy” program was initiated from the vision to support the good health and quality of life for the Thai people. During the past year, the outbreak situation of the COVID-19 caused consumer behaviors to adapt and change in many aspects. The most notable change is that consumers are focusing more on health and well-being, and being more aware of food choices and exercise, creating more demand in health products including consumption for strengthening, repair and building the immune system as well as the increasing trend of preparing food at home. Therefore, the program has been expanded by creating a business model and demonstration store at the Bangkok Hospital branch (Plaza Building) and to other locations, in addition to procuring and diversifying health products including ready-to-eat product groups, ready-to-make food/ingredients, fresh fruits and vegetables, beverages, bakeries, and snacks for health to respond to the demands of all customer groups, and to increase awareness. For example, by creating a distinct health product corner at the store, recommend the nutritional value of health products through store media

and various digital media together while providing skills for employees and developing a systematic work process for employees.

In 2020, the Company expanded the “Eat Well, Live Well, Stay Healthy” project to 880 stores and other locations such as dormitories, offices, and hospitals. The 7-Eleven branches participating in the project reported sales of health food group and beverages in total 3,074 million Baht, which is 23.34% of the total sales of the stores which participated in the program. In all, in 2021, the Company plans to expand stores participating in the program to increase by 2,000 stores by expanding the scope to include products for good health from eXta Plus Pharmacies providing quality and consultation services regarding health with pharmacists. The “All PharmaSee” application and delivery services for generic home medicine, customers can place orders through the “7Delivery” application to increase opportunities in accessing products and services related to beauty and good health as a method to reach more customer groups and communities.



Impacts and Benefits



Sales from health products

3,074 million Baht



Proportion of sales from health products
against the total sales of all 7-Eleven stores

23.34%

“Eat Well” Program

Promotes consumers to consume good food for a healthier life and creates opportunities to have access to suitable nutritious food and menus. The Company has established a health product guideline which are specifically for the Company, using the food safety standards according to the Ministry of Public Health and other relevant standards and consistent with the type of product. Placing the “Eat Well” logo for products developed with Private Brands and food group and beverages which pass the “Eat Well” standard criteria of the Company is performed. In 2020, the products surpassing the previously mentioned standards created more opportunities for consumers to access nutritious food menus with good nutritional value, in total 12 SKUs.

Examples of Health Products from the “Eat Well” Program in 2020

Product Name

Bake Rice and Cereal



Product Information

ragrant, delicious boiled rice mixed with grains Calories: 240 kCal, Source of fibers, Low fat, Low saturated fats, No cholesterol Place “Eat Well” logo



Health Benefits

- High fiber increases fiber which aids digestion and is a source of good carbohydrates which converts into glucose at a slower rate than normal boiled rice.
- Vitamin B6 helps the normal functions of the nervous system
- Vitamin B12 helps the normal functions of the nervous system



Release Date

6 February 2020



Number of Stores for Distribution

All stores nationwide

Bread mixed with Purple Sweet Potato and Grains



Product Information

A healthy bread mixed with grains and purple sweet potato, with sweet and aromatic flavors from the purple sweet potato, yummy, soft and delicious. Calories: 160 kCal No cholesterol Low sodium Source of protein Low saturated fats Place “Eat Well” logo



Health Benefits

A source of protein from plants (grains) combining multiple types of vitamins and minerals beneficial to the whole body.



Release Date

16 July 2020



Number of Stores for Distribution

130 stores The 2021 target is approximately 1,300 stores

Chicken Breast Salad Sushi Roll



Product Information

Mixing Western and Eastern menus are the salad and the sushi with high protein chicken breast meat topped with a rich, mellow salad dressing accompanied with cucumber and carrot. All ingredients are packed in Japanese rice and wrapped with seaweed from Japan. Calories: 180 kCal Low saturated fats Source of protein Place “Eat Well” logo



Health Benefits

Source of protein Its role is to build and repair tissue and helps build immunity, regulate the functions of various organs within the body to function normally.

Low LDL Cholesterol, LDL that are harmful to health, causing cholesterol levels to increase which adheres to the red blood vessel cell linings, possibly leading to its blockage.



Release Date

23 July 2020



Number of Stores for Distribution

All stores nationwide

Furthermore, the Company prioritized health product development according to consumer demands for nutrition and nutrients that are suitable for each age group, profession, and those requiring specific nutritional needs such as patients suffering from various conditions. In collaboration with CP Food Lab Co., Ltd., CP RAM Co., Ltd., CP ALL Plc., and the Institute of Nutrition, Mahidol University, research and development are done for suitable foods for different age groups, such as baby food from 18 months old to food for the elderly.

Examples of Health Products Under the Project Launched by the Company in Collaboration with the Institute of Nutrition, Mahidol University

Product Name

Jumbo Big Pao Vegetarian



Product Information

- High Vitamin B complex supplements (B6, B12), high pantothenic acid, and high Vitamin E
- The added Vitamins are sufficient for daily consumer needs
- The product (Jumbo Big Pao Vegetarian) is suitable for a morning breakfast before school or work



Health Benefits

- Vitamin B6 helps the normal functions of the nervous system
- Vitamin B12 helps the normal functions of the nervous system
- Vitamin E is an antioxidant. Pantothenic acid helps the body receive energy from normal metabolism.



Release Date

5 March 2020



Number of Stores for Distribution

All stores nationwide

Pork Boiled Rice for Elderly Consumers



Product Information

Reduced salt, easy to chew and swallow, and easy to absorb.



Health Benefits

Contains the essential nutritional needs for elderly consumers.



Release Date

10 January 2019



Number of Stores for Distribution

50 stores located in hospitals

Building Awareness and Supporting Consumption of Healthy Products

The Company has a policy to support the consumption of products that focuses on health, and well-being in collaboration with other organizations having external and internal expertise, for instance, the National Science Technology and Innovation Policy Office and CP Food Lab Co., Ltd., which is a research and development company and provides food analysis services for the “Food Inno-polis” project. Research and development of food nutrition in products is conducted in order to have the right amount of nutrients and reduce the amount of certain nutrients that have a negative effect on the body such as sodium, sugars, fats, and trans-fats. (See Chapter on Innovation Creates Intellect, Increases Business Values). Furthermore, the Company gives importance to preserving food optimally to keep the nutritional value as well as providing clear and

standard nutrition labeling for the consumer’s decision. The nutrition labels showing calorie content and claims are in accordance with the announcement of the Ministry of Public Health, including encouraging trade partners to create nutrition labels and labels showing energy, fat, sugar, and sodium content according to GDA (Guideline Daily Amounts). The information is required by law and voluntary, which are other than those required by law, in order to assist the consumer’s choices, and covers all product groups, in total 31.28%.



Examples of products showing the nutrition labels and products labelled with energy, fat, sugar, and sodium levels according to the GDA.

Furthermore, to promote and support the consumption of healthy products for consumers, the company has developed “Health Icon” on “7-Eleven Application”, including arranging various campaigns such as “Cal-control menus”, a food menu recommendation app that indicates the appropriate calories in each meal, main meals, fresh vegetables, salads, fruits, beverages, health snacks and recommends products receiving the “Healthier Choice” label.



Cal-control menus (Healthy food menus for every meal)



Care in Product Quality and Safety Management Approach of CP ALL Plc.

The Company has a policy for 7-Eleven stores to be “Conveniently satiated store” to be able to meet customer satisfaction by focusing on the importance of cleanliness, hygiene and providing correct knowledge and understanding of the safety of food products for all employees and employees related to food safety in order for customers to be fully confident that the products and services delivered will be safe and reliable. Furthermore, the Company has established departments which are responsible for the product quality standard inspections and the standards of 7-Eleven stores as follows:

- The Quality Store System Inspection Unit (QSSI)
 - is responsible for inspecting the management of

7-Eleven stores, both in terms of services and product quality, by which the inspections are scheduled to be performed monthly.

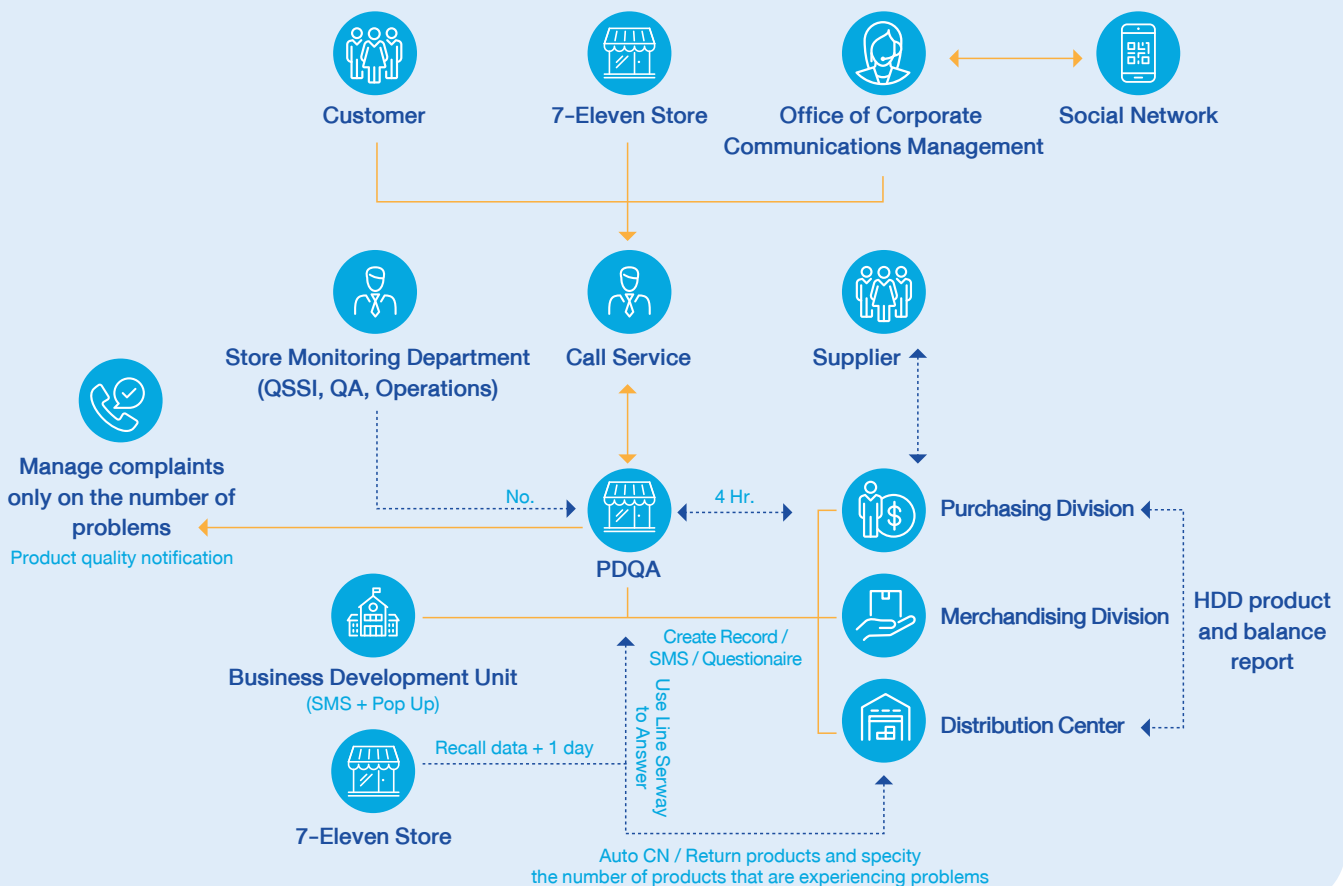
- The Quality Assurance (QA) Department under the Product Development and Quality Assurance Division (PDQA)
 - is responsible for establishing standards for product quality improvement and development, and quality management of the branches where the 7-Eleven stores are chosen at random, to consider factors being complained of, conduct random inspections of legal compliance, in order to improve the standards for related parties, and their continuous implementation.

Product Recall Process



In order to ensure that consumers will receive quality products and services, the Quality Assurance (QA) Department, working with Contact Center, looks after and thoroughly investigate complaints. Upon receipt of the complaint and after every 7-Eleven store has been notified and reported back to the department, the department uses the complaints to conduct its investigations on other procurement bodies, per the type of goods and furthers its investigations to other partners.

Product Recall Process



Complaints on Substandard Products and Services in 2020

9,160 items



Recalled products after verification by inspection

116 items



Returned substandard products prior to complaints

23 items

Customer Engagement Based on the SAVEQC Principle

The Company has created customer engagement based on the Service, Assortment, Value, Environment, Quality, Cleanliness or SAVEQC principle to retain service and product satisfaction by the following ways, including various units and subsidiaries related to its 7-Eleven stores.



Customer Engagement Based on the SAVEQC Principle

Service



Service of employees (Signature service)

- efficient, good-natured, polite and enthusiastic in helping customers during service
- Convenient location and contains additional services such as 24-hour utility bills payment

Assortment



Variety of products
according to demand and shelves sufficiently full of products

Value



Promotional media
product price, are reasonable in terms of value for money

Environment



Store conditions
must have good space management within the store and good storefront conditions

Quality



Quality includes standards
freshness, and care for the taste of food and beverages

Cleanliness



Cleanliness
includes the store area and other equipment

Management Approach of Siam Makro PCL.

As a raw material supplier and distributor, Siam Makro PCL.'s management approach focuses on safety, quality, and value of food, working together with stakeholders and related stakeholders throughout the supply chain in selecting and developing Super Food, a premium quality product marked with the Quality Pro logo, and other products certified by internationally renowned manufacturing standards such as GMP, CODEX, HACCP, FSSC. In addition, the Company gives importance to the development of employees' potentials regarding knowledge and expertise in food quality and safety, which includes the process of verification and evaluation concerning quality, safety, temperature controls, sorting and delivery time of products in order to ensure customer satisfaction as well as building confidence in the product.

Super Food

refers to foods that are rich in various beneficial substances comprised of nutritional substances such as proteins, vitamins, minerals, and antioxidants, etc.



Guideline on Food Quality and Safety Throughout Siam Makro's Supply Chain



Plant Nursery



Distribution Center



Sales Center



Procedure for delivery of premium quality products and safe, secure digital channels

Management Approach of CPRAM Co., Ltd.

CPRAM Co., Ltd., as a raw material supplier and a producer within the value chain, employs strictly controls for its management and selection of raw materials and production, and develops an efficient production process complying with the relevant laws and certified international safety standards

such as BRC, HACCP and GMP. These systems are used to evaluate and control the production process and partners to ensure that consumers will receive goods and products that are safe and reliable.

Management Approach of GMOs Products

The Company is committed to promoting quality and safety of food products. Therefore, it has sourced, selected, and developed products which provide good value to consumers through controlling the production process from raw materials to the consumers receiving the end-product with international standards for confidence. The Company carefully selects quality raw materials from sources with responsible quality control which have received accreditation and inspection from related entities for consumers. Nevertheless, in response to consumer concerns about products related to Genetically Modified Organisms (GMOs), the Company has developed a

clear policy in strictly respecting and complying with all laws and regulations concerning GMOs in the countries where the Company has business operations or investments throughout the entire supply chain. This includes requiring customers to complete questionnaires and attach supporting evidence for certain cases such as GMOs-free products in accordance to legal risk groups. Furthermore, it is encouraged to display the product label for products or ingredients containing GMOs. This is to ensure the delivered product's quality, safety, and traceability for the consumers.

Joint Health Promotion and Well-Being for the Community and Society

Volunteer Pharmacist Project eXta Donating Surplus Drugs Year 4

eXta Plus Pharmacy accepted donation of surplus drugs from customer donations, where the good quality surplus drugs were sorted by pharmacists which the useable drugs were sent to the Um Phang Hospital. The expired or substandard drugs were collected and dispatched for disposal by correct means. The project will benefit patients in need by increasing opportunities for patients needing access to drugs. Also, the project helped reduce expired drug and promoted correct drugs disposal in the past year. The amount of drugs eXta Plus Pharmacy has received from donations and was given to Um Phang Hospital, Tak Province, valued more than 600,000 Baht.



Healthy Community Project

eXta Plus Pharmacy implemented the Healthy Community Project together with staffs from various hospitals and organized basic health examinations such as blood pressure monitoring, measuring blood sugar, body mass index, providing know-how on correct exercises, pharmacist consultations on drug use, and a collection kiosk for quality surplus drugs for donations to patients in need as an on-going activity. In 2020, the Company has expanded these activities to pharmacies in the community, with 1,164 participants joining in total, in order to support good health and happiness in the community.



The Company conducts the “Thais united against plastic bags” project, to further promote health for communities and rural areas. The Company donated 77 hospitals in 77 provinces across the country. Support also goes to project ‘No Thais left behind’ for medical equipment purchase at 235,905,338 Baht; for project ‘Say no to plastic bags, gets merits’. This was distributed to HRH Princess Maha Chakri Sirindhorn Medical Center, Thammasat Hospital Ramathibodi Hospital, Nakhon Pathom Hospital, Medical Center Mae Fah Luang University and additional 132 hospitals. Support also goes to numerous governmental agencies, universities, educational institutes, schools, vulnerable group and others 403 organizations, at 3,214,393 Baht. The aggregated value is 239.11 million Baht for total 799 locations.





Creating Educational Opportunities, Creating Jobs, Creating the Future

Good health and quality of life start with food. CP ALL aims to become the 'convenient and filling store' for all communities. The Company aspires to develop and seek food products, which are delicious, safe, and nutritious. Knowledge regarding healthcare is also shared. It serves as the heart in reinforcing present day's consumers' good health.





Creating Educational Opportunities, Creating Jobs, Creating the Future



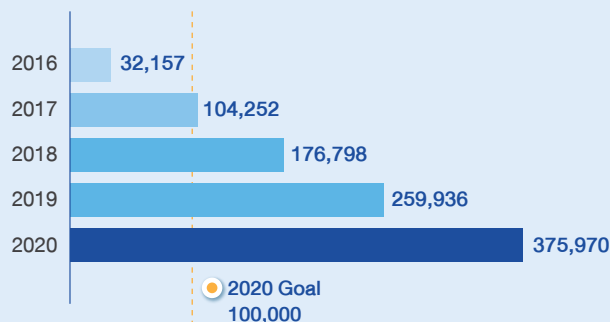
2020 Goal



100,000 children, youths, and adults
are to have access to education and necessary
skills development

Performance Against Goal

Number of children, youths, and adults who have been trained necessary skills
(accumulated persons)



Key Performance in 2020



379 Pracharat
schools in collaboration
with the Company
supported and offered
opportunities in education.



39,690 total
scholarships supported by
the Company for access to
quality education.



1,412 million Baht
of total scholarships
sponsored by the
Company.



57,969 children,
youth, and adults who have
been trained necessary
skills.

Supporting the SDGs



SDG1 End poverty in all forms everywhere
1.4 Ensure that all men and women,
in particular the poor and the
vulnerable, have equal rights
to economic resources, as well as
access to basic services



SDG4 Ensure inclusive and equitable
quality education and promote
lifelong learning opportunities for all
4.3 Ensure equal access for all women
and men to affordable quality
technical, vocational and tertiary
education, including university
4.4 Substantially increase the number
of youth and adults who have relevant
skills, including technical and
vocational skills, for employment,
decent jobs and entrepreneurship



Additional information
is available through QR Code

Note

- N/A : Not Available
- CP ALL Plc. data is not include scope of sub-areas operation.
- CPRAM Co., Ltd. data covers scope of Ready-to-eat food (Lat Lum Kao factory), Bakery (Lat Krabang factory). Since 2018, scope of Chonburi factory has been included.
- CP ALL Plc. contractors data covers housekeeper, security guard, construction and renovation contractor. Since 2020, Store Business Partner (SBP) and transportation contractor of CP ALL distribution center data has been included.
- Siam Makro PCL contractors data covers all types of contractor which are regular contractor, contractor that is entering the area, transportation supplier, security officer and housekeeper).
- CPRAM Co., Ltd. contractors data includes only housekeeper who works at office buildings, security guard, and contractor in the production line. Since 2020, construction and renovation contractor data has been included.
- High-consequence work-related injuries rate (excluding fatalities) = Total number of work-related injury (cases) that results in an injury which the worker cannot expected to recover fully to pre-injury health status within 6 months over the reporting period x 1,000,000 hours worked / Number of hours worked (over the reporting period).
- Recordable work-related injuries rate = Total number of injuries (cases) at all levels including work-related injury from restricted work, beyond first-aid level, lost-day level to severity level over the reporting period x 1,000,000 hours worked / Number of hours worked (over the reporting period).
- Absentee Rate (AR) = Total number of actual absentee days lost from occupational injuries or diseases, but not leave with permission, over the reporting period x 100 / Total days worked (over one year).
- Lost-Time Injuries Frequency Rate (LTIFR) = Total number of lost time injuries (cases) over the reporting period x 1,000,000 hours worked / Total hours worked (over the reporting period).
- Occupational Illness Frequency Rate (OIFR) = Total number of occupational diseases (cases) over the reporting period x 1,000,000 hours worked / Total hours worked (over the reporting period).

Sustainability Performance Data 2020 : Health and Well-Being

GRI Standard	Required Data	Unit	2018	2019	2020
Health and Well-Being					
G4 – FP6	Total of sales volume of consumer products that are lowered in saturated fats/ trans fats/ sodium/ added sugars	Percentage	1.15	3.12	1.32
	• Ready-to-eat food			3.12	0.15
	• Packaged beverage (exclude alcoholic)			0.00	1.16
	• Process food			0.00	0.00
G4 – FP7	Total of sales volume of consumer products that are increased nutritious ingredients	Percentage	1.10	0.00	6.93
	• Ready-to-eat food			0.00	1.01
	• Packaged beverage (exclude alcoholic)			0.00	5.96
	• Process food			0.00	0.00
	Total of sales volume of consumer products that are renovated/ reformulated	Percentage	0.20	5.66	7.55
	• Ready-to-eat food			3.80	2.21
	• Packaged beverage (exclude alcoholic)			1.86	5.33
	• Process food			0.00	0.00

Note :

- Data including Private Brand consumer products only.