



CP ALL Public Company Limited
Sustainable Development Policy and Goals, CP ALL PCL. and Subsidiaries
Doc. No. ๙๗๕ 0001/2564

CP ALL PCL. and Subsidiaries (henceforth “the Company”) affirms its intention and commitment to create value for society and environment on the foundation of good governance and integration of a sustainable development approach into its business. This is in alignment with supports the “2030 CP Group’s sustainable development strategy and goals”, as announced on 5 January 2021 (คจก. 002/2564), which includes partaking in efforts to achieve the 17 Sustainable Development Goals of the United Nations within 2030.

In light of the 2020 sustainable development targets’ conclusion and to ensure continuous improvements, the Executive Committee identified Group-wide Sustainability Goals & Policies 2030. It views it appropriate for the Company to implement such goals and policies in directing its improvements from January 2021 until December 2030—which include the following 15 sustainability issues and goals.

1. **Good governance and anti-corruption.** The Company shall create assurances in the enforcing transparency towards stakeholders which strives to develop processes on good corporate governance; ethical business conduct; anti-corruption; fair business competition; grievance and whistleblowing reporting; risks management; protection of networks, equipment, programs and information from cyber-attacks or intentional unauthorized access; protection of employees’ and customers’ personal data; and corporate governance effectiveness evaluation by an institution of national and international acceptance—with the goal of achieving an “Excellent” Corporate Governance Rating by an internationally recognized institution or other equivalent entities.

2. **Respect of and Compliance with International Human Rights Principles.** The Company shall undertake Human Rights Due Diligence (HRDD); Human Rights Impact Assessment (HRIA); Diversity & Inclusion management; Employee Engagement; and Environmental and Occupational Health and Safety Management in order to protect and promote everyone’s human rights throughout the supply chain. This undertaking follows the United Nations Guiding Principles on Business and Human Rights (UNGPHR)—with the goal of continuously conducting Human Rights Impact Assessments (HRIAs) following the UN Guiding Principles of 100% of the Company’s operations and suppliers with high sustainability risks.





3. **Human Capital Development.** The Company shall undertake to develop employees at all levels with new knowledge and skills that are required and aligned with present and future situations. This is to support sustainable business conduct and the development and creation present and future leaders with a change management vision for sustainability. This includes fostering an environment wherein employees initiate self-development, sharing of knowledge, and value creation for the organization, society, and the community through a variety of learning processes and engagement in the Company's sustainability projects. **The Company's goal is for every leader and employee to engagement in learning processes and annual sustainability projects or activities.**

4. **Innovation and Value creation.** The Company shall increase innovation value from new products in the areas of service; new business processes; transformation of ideas and creations that have commercial value; promotion of an innovative organizational culture; and support for innovation co-creation with external stakeholders. **The Company's goal is to increase new revenue sources from innovation in products, services, new businesses, and process innovations to 20% of total revenues.**

5. **Responsible Supply Chain Management.** The Company shall conduct sustainability risk assessments with every supplier, comprehensive assessments with Critical Tier 1 Suppliers and high-risk suppliers. The Company shall develop suppliers' capacity for operational excellence, reducing negative impact throughout the supply chain and changing paradigms towards sustainable management. The Company shall also procure key raw materials or products from traceable, responsible sources. **The Company's goal is to conduct comprehensive assessments with 100% of its Critical Tier 1 Suppliers and suppliers with high sustainability risks and ensure improvements.**

6. **Creation of Social Value and Support for the Economic System.** The Company shall create value for society by promoting occupation, income, capability development, and through increasing competitiveness of farmers, Small and Medium Enterprise business owners, smallholders, and product and service providers. This also includes creating opportunities for occupation better standards of living for vulnerable groups (those in society that require special care) throughout the supply chain. **The Company's goal is to enable capability development, occupation and income promotion for 250,000 farmers, SME business owners, small holders, vulnerable groups throughout the supply chain.**





7. **Support for Education and Lifelong Learning.** The Company shall support children, youth, and adults—including those belong to vulnerable groups—to gain access to formal and non-formal education through cooperation and coordination with various organizations. This is to promote education and scholarships for necessary skills development, including technical and vocational knowledge for employment, decent work, and entrepreneurship. **The Company's goal is to enable 500,000 children, youth, and adult—including those belonging to vulnerable groups—to gain access to formal and non-formal education to promote their lifelong learning.**

8. **Promotion of Health and Good Hygiene.** The Company shall develop new products and services that emphasize health and nutrition to promote access to good protein and nutrition. The Company shall promote the use of nutrition labels for food products and develop projects or activities that promote health and hygiene, including the physical, psychological, and social well-being of individuals. **The Company's goal is to increase the proportion of new products and services that emphasize good health and nutrition to 25%.**

9. **Access to Safe Food and Drinking Water and Good Hygiene.** The Company shall support those in need, the underserved, and vulnerable groups in receiving relief and ending hunger by supporting access to safe drinking water and good hygiene. **The Company's goal is to support 100,000 individuals who are in need, underserved, and part of vulnerable groups in accessing safe food and drinking water and good hygiene.**

10. **Stakeholder Engagement.** The Company shall improve its stakeholder engagement process to be in alignment with international standards by identifying stakeholder groups and understanding the needs and expectations of each group. The Company shall devise strategies and approaches to respond to stakeholders' needs and expectations, including creating awareness among people within the organization on stakeholders. The Company shall also have processes to validate every grievance from stakeholders to continuously build trust and strong engagement. **The Company's goal is to achieve a satisfaction survey score of no less than 80% for all Key Stakeholder groups.**

11. **Climate Change Adaptation.** The Company shall evaluate and manage greenhouse gases-related risks—striving to reduce CO2 emissions from the business's operations, and promoting cooperation among stakeholders within the supply chain, such as farmers, SME business owners, smallholders, and the





Company's product and service providers to reduce the impact of and adapt to climate change. The Company shall promote environmental impact assessments throughout the product and service life cycle. The Company shall offset CO2 emissions and support projects that respond to stakeholders' natural disasters caused by climate change. The Company's goal is to achieve net a zero-greenhouse gas emission resulting from the Company's operations (scope 1 & 2).

12. **Energy Usage Efficiency.** The Company shall reduce energy usage by controlling total energy usage growth per income unit and increase the proportion of renewable energy. The Company shall promote and support energy conservation and engagement with employees and key suppliers' involvement throughout the supply chain with an awareness on adapting to energy usage changes. The Company shall improve energy usage efficiency in its sustainable business operations. **The Company's goal is to reduce total energy usage growth by 25%, compared to Business as Usual (BAU).**
13. **Sustainable Packaging Management.** The Company shall conduct environmental impact assessments on its sustainable packaging by choosing packaging that considers safety of consumers and communities. The Company shall responsibly source its raw materials. **The Company's goal is for plastic packaging of Private Brands to be 100% reusable, recyclable, or compostable.**
14. **Sustainable Waste Management.** The Company shall reduce food waste volumes, reduce the use of unnecessary plastic and single-use plastic in order to reduce waste volumes that will deposited in landfills. This will be achieved through seeking approaches to transform waste into value, including using trash to create added value following the circular economy approach. This is so that natural resources will be used with utmost value and efficiency. **The Company's goal is to reduce excess food waste or disposable food waste and reduce waste volumes resulting from the Company's operations, in order to achieve Zero Waste to Landfill.**
15. **Protection and Restoration of Ecosystems and Biodiversity.** The Company shall ensure that all its operating locations (branch stores, distribution centers, offices, and other business units) have cooperative projects with local and international stakeholders in protecting and restoring ecosystems and biodiversity, including natural habits (such as watershed forests, seas, and coasts) as appropriate. **The Company's goal is for all its operating locations to have cooperative projects with local and national**





stakeholders or external independent organizations to help in reducing the negative impact on ecosystems and biodiversity.

As such, the Company has identified 183 Supporting KPIs to support the 15 key goals which constitute a shared approach. Chief Executive Officers, Managing Directors, Managers, and employees at all levels of the Company will have a role in supporting, promoting, and complying with this policy. This to ensure the achievement of sustainable development goals. There shall also be monitoring and evaluation, and an annual reporting of performance against goals.

Effective: 1 January 2021 onwards

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