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**CHO, COMMUNITY
SOCIAL & COMMUNITY
CUSTOMERS & STAKEHOLDERS**

Sustainable Development Report 2020

ALL TIME LEARNING

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Message from the President and CEO



The pathway to success is not established merely for money generation. We, “CHO” are fully aware of our actions in all dimensions especially in running the business. Due to the fact that most people in the present day tend to operate their business aiming only to make the most profit and probably forget to think about their fellowmen, we, therefore, should run a business by realizing and emphasizing all aspects without making troubles for others as well as fostering morals and ethics to bring about a certain organizational culture, including branching out those virtues to the youth. Most importantly, we need to learn to sacrifice something in order to balance out the rest. Those prospective mindsets are the fuel that drives the organization onto sustainable success under the economy, society and environment framework.

CHO aims to create and pay attention as well as reciprocate to society in a variety of aspects by determining sustainability based on the “Triple Bottom Line” or balancing the three main factors which are economy, society and environment. For instance, in the economic aspect, CHO is more than ready to improve the organization in every sector of its business by adopting several innovations, technology, and knowledge. In the social aspect, we aim to create and promote a variety of beneficial projects, e.g. Khon Kaen Model for the youth to support education and sport activities. Last but not least, in the environmental aspect, we encourage all useful inventions through the integration with educational sectors, such as electric cars, power stations or charging stations.

Another key factor for life is the thinking process to live with “Good Governance.” We truly believe that morality cannot be conveyed solely by words or a statement it requires actual practice by understanding the ways of life as well as the environment, from the lower to upper level, learning the culture, and comprehending the changes and problems profoundly so that we can perceive the “unavoidable facts of human beings.” Moreover, we need to learn to “give opportunities” especially to the capacity of Thai people under the concept of strength, courage, and distinction to combine with the development of all sections through innovation, technology, knowledge including the awareness of reciprocation to society in all dimensions to create sustainability.

(Mr. Suradech Taweesaengsakulthai)
President and Chief Executive Officer



Cho Thavee Public Company Limited

Symbol in the Stock Exchange of Thailand

CHO

Head Office and Factory

265 Moo 4, Klangmuang Road,
Muangkhae, Muangkhae,
KhonKaen 40000, Thailand

Company Establishment

: November 18, 1994

Registered in the Market

for Alternative Investment (mai)

Registration Date: May 13rd, 2013

Authorized Capital 588,998,932.50 Baht

Paid-up Capital 330,475,259.25 Baht

(As of December 31st, 2020)

Stock Ownership

(As of December 31st, 2020)

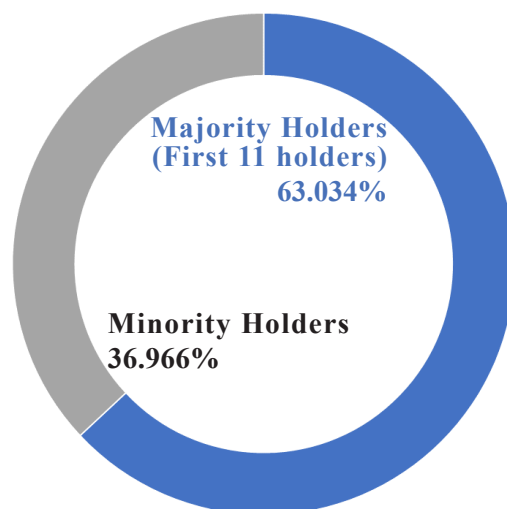
Common Stock

(As of December 31st, 2020)

Listed Share 1,321,901,037 shares

Paid-up Stock 1,321,905,217 shares

Par Value per Share 0.25 baht



Total revenue of the year 2020

647.96 million Baht

Vision

The Company is aiming to become the leader in designing, creating, and manufacturing innovative world-class technology professional management and unique knowledge by using to reach the excellence, building customer's confidence and satisfaction with consciousness in corporate social responsibilities and environmental concerns. The Company's target is to proudly supply quality products under the name CHO as a world-class brand. And to create the happiness to the partners, as well as to enhance our competitiveness to become the leader of innovative technology for the sake of Thailand.

CHO

Identity

Unique

C = Creativity to drive innovative developments

H = High Performance Organization under Good Governance

O = One of a kind along with identity of "CHO" species

STRONG,

BRAVE

Mission

- To build unique knowledge of CHO and personal development
- To increase recognition, awareness and confidence in the brand CHO.
- To produce a great variety of environmental friendly products with sustainability and safety
- To create happiness for our employees and stakeholders.
- To search and constantly develop new technology.
- To achieve excellence in finance and marketing.
- To achieve excellence in Total Quality Assurance and innovation
- To build the identity of "CHO" species.

AND DIFFERENT



Our Business

The Taweesaengsakulthai family (or CHO Thavee group) by Mr. Cho Taweesaengsakulthai and Ms. Usa Taweesaengsakulthai pioneered the logistics vehicle business in Khon Kaen province. They established the company as the first distributor of logistics vehicle since 1968. Later, they have expanded their business to be a manufacturer and an assembler of bus body. In the year 1980, they have expanded their manufacturing and assembling for trailer body, semi-trailer body, and transportation vehicle body. CHO Thavee group has constantly developed its trailers technology and commercial vehicles technology.

In the second generation of Cho Thavee group leading by Mr. Suradech Taweesaengsakulthai, a son of Mr. Cho Taweesaengsakulthai and Ms. Usa Taweesaengsakulthai. They graduated in field of automobile engineering and business administration from Japan, viewing to the trend of demand in large logistics system by the large special trailer. He also viewed to the important of the innovation in assembling the truck body, which rely on the leading technology from abroad, will be increased in the industry of trailer, semi-trailer in the future. He, then, decided to establish Cho Thavee Dollasien Co., Ltd. (“The company” or “CHO”) on November 18, 1994 by joining the family company namely Khonkaen Cho Thavee(1993) Co.,Ltd. (“CTV-1993”) with the leading manufacturer company of truck body and trailer from Germany namely Doll Fahrzeugbau AG (“DOLL”), in order to do the business of designing, manufacturing, assembling the body, and installing of engineering system pertaining to the truck body, the trailer and the truck for commercial. The registered capital was 10 million Baht, 74% of these to be held by the group of Thai shareholders and CTV-1993, and the rest of 26% to be held by DOLL. In 2014, DOLL has changed its management team to be CMP financial group, so it focused on sales more than product developments. In 2016, the contract between CHO and DOLL expired with no contract renewal. Since then, CHO cooperate with business partners with the technology owner through MOU signing with companies that can make a technology transfer for CHO, for instance; Faymonville Company Limited, a Belgium company ranked the top three sale volume of the world, which has various trucks manufacturing technology: Siemens AG, a Germany company who has expertise in the electrical engineering and the world-class automation technology.

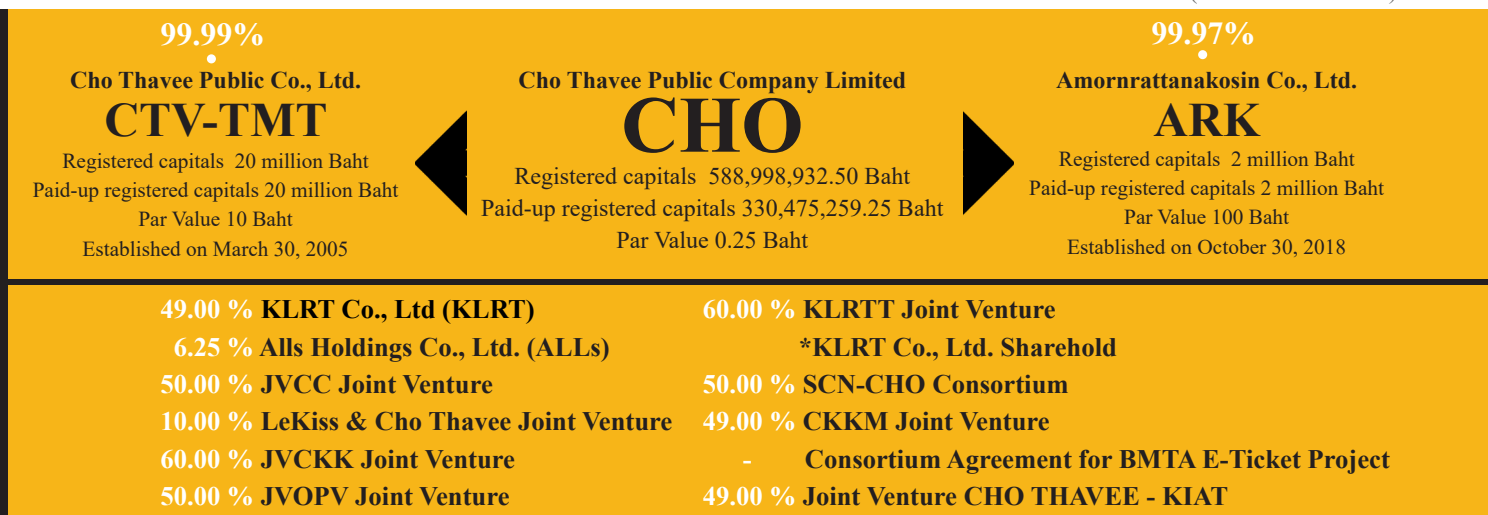
In addition, the company has joined with the French business man in 2005 in establishing Cho Thavee Thermotech Co., Ltd. (“CTV-TMT”) with registered capital of 10 million Baht. CHO held in a portion of 80% of registered capital, and the French business man held in portion of 20% of registered capital. This company has the purpose of doing business in designing, manufacturing, assembling, and installing of the fiber glass fresh box for truck with light weight for using in the transportation of merchandises, fresh foods and dried foods. In order to maintain the quality of the products until the destinations, also with the physical shape and the temperature of the products to be kept in the same condition as prior to the transportation. At the present, CTV-TMT has its registered capital and paid-up capital of 20.00 million Baht. CHO held the shares in CTV-TMT for 99.99% of the registered capital.

On September 28, 2017 the company has invested in KLRT Company Limited (a subsidiary company) to tender for 2 projects of Khon Kaen City Development with CKKM Joint Venture and KLRTT Consortium. It was during the waiting for auction result.

On October 30, 2018 the company notified for a formation of Amornrattanakosin Company Limited “ARK” (a subsidiary company), for doing a business of Smart Bus management.

On November 14, 2018 the company has invested in ALLS Holdings Company Limited for the investment in business related to vehicle production and manufacturing, public transportation service and support technology used for public transportation and other business related to public transportation.

Shareholder Structure (As 31 Dec. 2020)



The Employment and Employees Benefits

2018

2019

2020

The Employment Information	KhonKaen	Bangkok (Laksi)	All Service centers	KhonKaen	Bangkok (Laksi)	All Service centers	KhonKaen	Bangkok (Laksi)	All Service centers
Total employees (by location)	574	115	100	519	43	228	246	8	190
New employees	107	80	16	105	10	53	18	3	30
Resigned employees	101	12	43	158	6	32	209	37	51
Contractors	44	0	0	55	0	0	8	0	0
Chief officers	10	5	0	10	4	0	10	2	0

Number of employees

As of December 31st, 2020
(the company has no temporary employees)

Total employees
444 Persons



Male
373 Persons

Female
71 Persons

Number of chief officers 12 Persons



Male 10 Persons

Female 10 Persons

Number of managers 31 Persons



Male 23 Persons

Female 8 Persons

Number of general employees 401 Persons



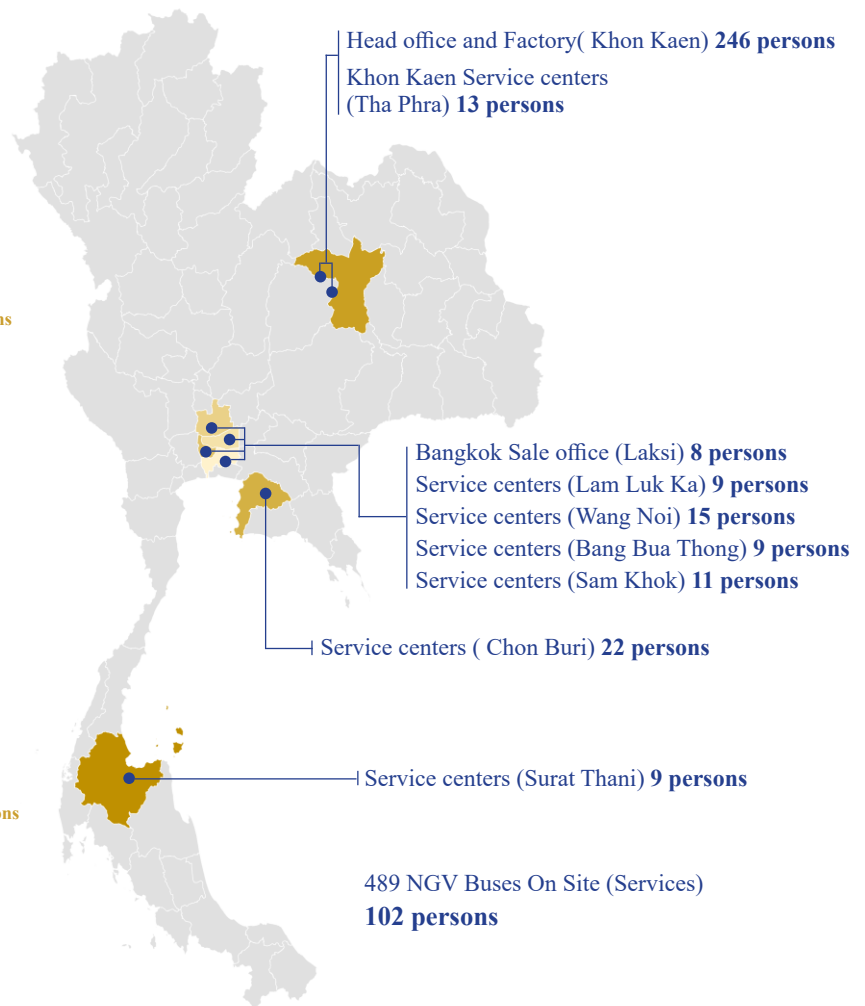
Male 339 Persons

Female 62 Persons

Contractors 8 Persons



Male 8 Persons



Human Resource		Units	2018	2019	2020
Number of employees (the company has no temporary employees)		Persons	789	790	444
Male	Persons	666	670	373	
Female	Persons	123	120	71	
Number of employees by age					
Age more than 50 year old	Persons	95	101	43	
Age between 30-50 year old	Persons	422	473	229	
Age less than 30 year old	Persons	272	216	172	
Number of chief officers		Persons	15	14	12
Male	Persons	13	13	10	
Female	Persons	2	1	2	
Number of managers		Persons	41	43	31
Male	Persons	32	32	23	
Female	Persons	9	11	8	
Number of general employees		Persons	732	733	401
Male	Persons	621	624	339	
Female	Persons	111	109	62	
New employees					
Male	Persons	176	150	40	
Female	Persons	27	18	11	
Contractors					
Male	Persons	44	54	8	
Female	Persons	4	1	0	
Resigned employees					
Male	Persons	141	167	258	
Female	Persons	15	26	39	
New employees by age					
Age more than 50 year old	Persons	21	9	0	
Age between 30-50 year old	Persons	75	71	31	
Age less than 30 year old	Persons	107	88	20	
Resigned Employees					
Resign voluntarily	Percentage	147	24.18	43.43	
Dismissal	Percentage	9	0.25	0	
Lay off employees	Percentage	0	0	56.57	
Resigned Employees by age					
Age more than 50 year old	Persons	12	2	41	
Age between 30-50 year old	Persons	77	76	92	
Age less than 30 year old	Persons	67	115	164	
Maternity leave					
Number of employees taken maternity leave	Persons	6	1	0	
Number of employees who resumed to work after taken maternity leave	Persons	6	1	0	
Training		Units	2018	2019	2020
Average training hour					
Executive level	Hour per person	31.17	28.50	18.50	
Managing level	Hour per person	25.23	27.30	16.90	
Lower than Managing level	Hour per person	9.23	17.08	10.22	
Number of employees who taken the operational development test					
Male	Percentage	89	89	84	
Female	Percentage	11	13	16	

The Employment

CHO has the policy to support considering promote the employees for new position by selecting the employees with knowledge and ability, proper qualify for such position. In case of inability to select the proper one, CHO will recruit the one from outside. The qualification of the applicant, CHO welcome all gender, nationality, religion with age over 18year old in order to fairly and effectively select the applicants who are able to work in each position.

Employees' compensation and benefit

- Salary
- Living allowance
- Other Allowance
- Residential allowance
- Social security fund and Workmen's compensation fund
- Provident fund / Saving and Credit Cooperative
- Life insurance for employees
- Uniform
- Protective safety equipment
- Posthumous relief
- Retirement welfare for the employees who still can potentially work would be continually employed under work contract.
- Professional compensation and other compensation according to the Company regulation



Education & Training

The Company offered opportunity for all employees to be trained from inside and outside organization in order to enhance and develop understanding of their roles and characteristics of work. The training was planned accordingly to the career path for employees. The most obviously seen benefits were the improvement of their work efficiency by applying the knowledge of work and also building royal to organization. For the individual benefits for each employees were their improvement of knowledge, skills and work development opportunity according to the monitor and observation found that the employees tend to focus to their works resulted more efficient of works.

Sample of training by 2020



Training courses: “Occupational Safety (NGV 489 Project)”



Training courses: “Solid work training”

For an improvement of employees in having in-depth knowledge in thinking of principles and management technics for their quality duties, aiming for applying of knowledge used for doing basic research, and aiming for the human resource development, focusing on centralized training participants, as well as physical and mental improvement for seeking new things in the organization.

Sample of training by 2020



Training courses: “Principle of bus body assembly”



2020 Education and Training's operating results

Guidelines	Methodology	Results by 2020	Expenses (in Thai Baht)
Expenses (in Thai Baht)	Allowing the trainee to practically act at real workplace under their supervisors' advisory.	Using matrix skill which helps to measure the employees' skill level easily.	-
In-house Trainings	Basic training course Practices training course Supplement training course Qualitative management training course Selecting training course	14 courses 310 attendants Average training hours 19 hrs./person/year	61,534
External Trainings	Sending employees to attend the course organized by external institution.	24 courses 84 attendants Average training hours 12 hrs. /person/year	100,912

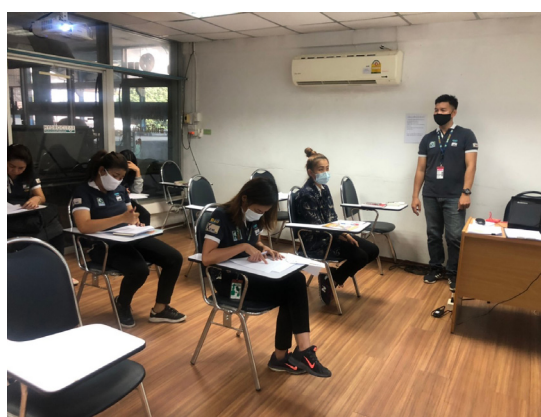
In-House Trainings

The company held in-house trainings for employees at any level to have them gaining their knowledge and improving their working skills as per the career path, combining with leadership skills for them to be able to adapt with their everyday jobs.

Sample of training by 2020



Training Course: "Engine maintenance work"

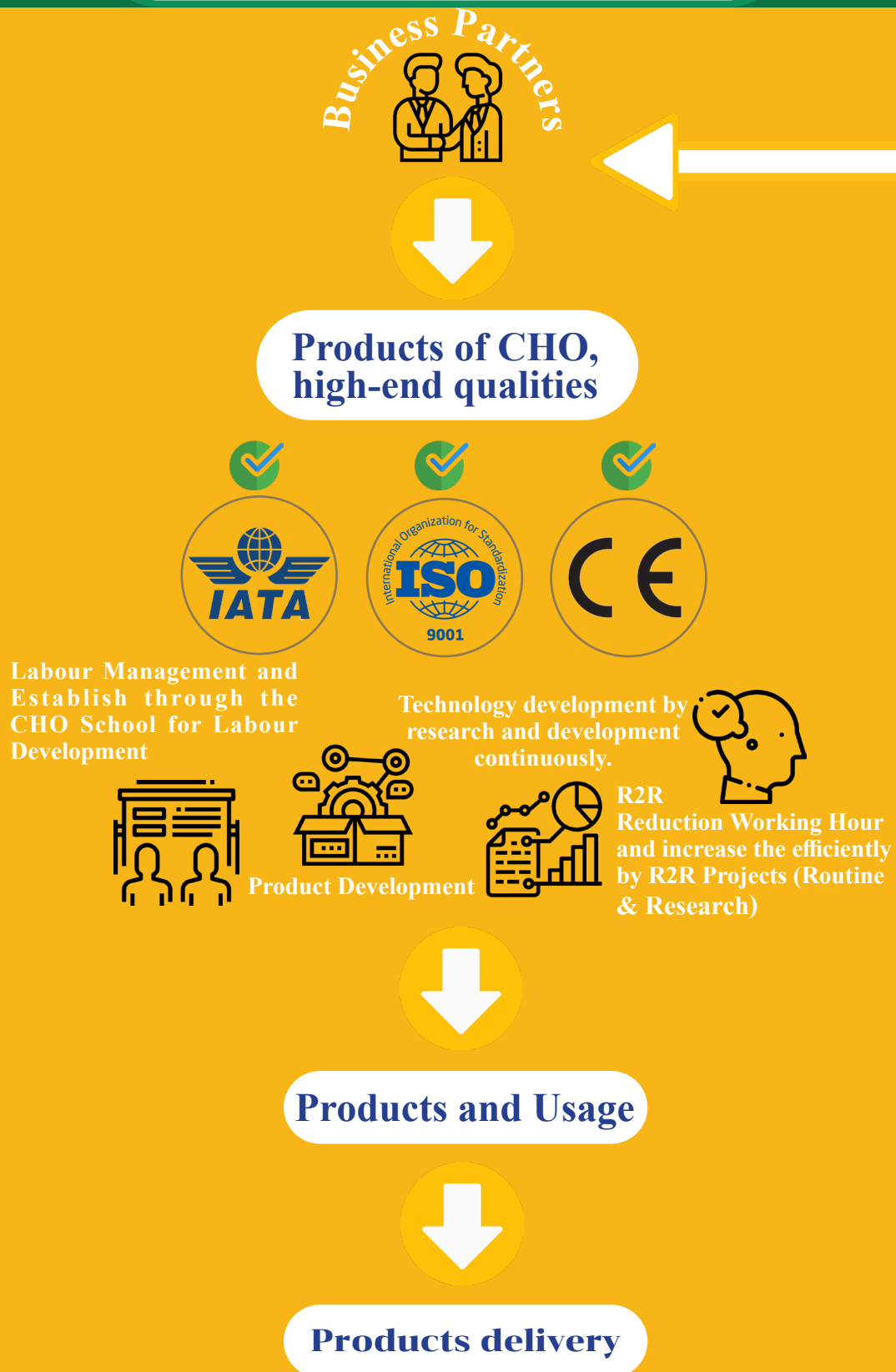


Training Course: "Professional administrator CHO"

External Trainings

The company gives opportunities to every employee to train in the courses that they need to improve their capability and gain their knowledge. Then they can develop the company's competitiveness in the market. It leads to the enhancement of the organization in every aspect for more capability and efficiency of the company. In addition, the company will continuously gain the profits.

Sustainable Value Chain



Service Center
* CHO's plans to expand new service centers
and extend over domestic and overseas.
and the branch in overseas later on. *

SIBLOR 24 by **CHO**
Express Service

Products and Services

Manufacture with the company' design to fit every usage for private sector and public sector, to serve both domestics and overseas customers. The products were categorized into 3 groups.

Standard Products

CHO's standard products are the products which will be produced according to the company's standard. They are suitable for the regular commercialized task of products without any special engineering system or technology on them. The products will be designed according to the requirement of customers in order to fit the tasks and giving the best value for customers. The products commercial trucks or others objectives trucks such as transport trucks, Trailers and semi-trailers, light-weight fiberglass body trucks, and seminar container room trucks and CHO Binder etc.



Special Products

These products are needed to have a special design to include the complicated technology and precision engineering systems. They are made for the commercial use in the industrial, aviation logistics and others such as trucks, trailers, semi-trailers, catering trucks, Ambulance trucks in airport, Fire trucks in airport, Maintenance platform, bridge checking Trucks, Express analysis mobile unit and other special purposes tailor-made from customers' requirement. The company's team can design whichever trucks or cars to suit the need of clients. In addition, the company can develop a specialized product for the right job such as armored vehicles etc.



Project Management and Services

Project Management

Management projects Preferred expertise of the group below.

Project Management for the Thai Navy's Offshore Patrol Vessel project (OPV).

This is the first and biggest building vessel project in Thailand. The project adopted the vessel's model and manufacturing technology from BAE systems (United Kingdom) The Project management included both operation and financial management of the project. The project was completed in the year 2015. the Company got some project management for the second vessel in the year 2017, and the construction of some parts of the ship to be delivered for assembly expected to do the project management.

It is expected that there will be a project management of the third OPV in 2020. Moreover, the company is built the second offshore patrol vessel (OPV) named HTMS Prachuap Khiri Khan, the water displacement is not less than 1,960 tons. Able to work with a helicopter size not less than 11.5 tons and one lifeboat. Can operate at sea continuously for not less than 14 days without the need for additional logistics. Able to operate at sea level 5, maximum speed is not less than 23 knots (at Full load), the operating is not less than 3,500 nautical miles with a traveling speed of not less than 15 knots. Its ceremonial launch on August 2, 2019.

On May 26, 2020, the Company has signed a Memorandum of Understanding ("MOU") with the Defense Technology Institute ("DTI") for the development of 6 units Offshore Patrol Vessel Project Management System of the Philippine Navy.



Project Management for the repair and maintenance truck project for Tesco-Lotus and Linfox.

This project is mainly focused on preventive maintenance (PM) for cars located in the distribution centers of Tesco-Lotus. Nowadays, there are 6 maintenance service centers in the distribution centers. In addition, there are 3 maintenance service centers located outside of the distribution centers as well as a maintenance service center located in Vietnam.



Project Management for local transportation within Khon Kaen University or KKU Smart Transit



KKU smart transit is a local transportation within Khon Kaen university area. The project uses smart transit system through electronic devices, IT systems, and application. Recently, it is a role model for Smart Transit projects to many other organizations in terms of the Smart Transportation operation system.



Services Center

Truck's Body Maintenance Service Center

There 3 truck's body maintenance service center located in Khon Kaen, Wang Noi, and Pattaya. The centers are for repairing and Service additional as maintenance service centers for the project management service of Tesco-Lotus's trucks as well as for the other customers.



One Stop Service Centers



CHO invested in the Commercial Vehicle One Stop Service Center named “Sib Lor 24-hour by CHO” with the first branch in Chonburi province. It will be expanded more 7 branches nationwide within 2023. Within the year 2021, there will be an additional opening in Surat Thani province, and open 3 more

locations in the North, Northeast, South and Lower South, such as Chiang Mai, Udon Thani and Hat Yai, etc. The investment cost is approximately 350 million baht to provide repair service, fully maintenance engine, body and electrical system. This project has continued from the previous service center started its operation since 2011 with satisfy performance. The survey of logistics business requirement reported there is a demand in this business. The company also plans to provide vehicle registration service, taxation service, insurance and sale spare parts and accessories. There are professional technician teams, new equipment and data record system which the data can be linked to each vehicle's repair history at any service center.



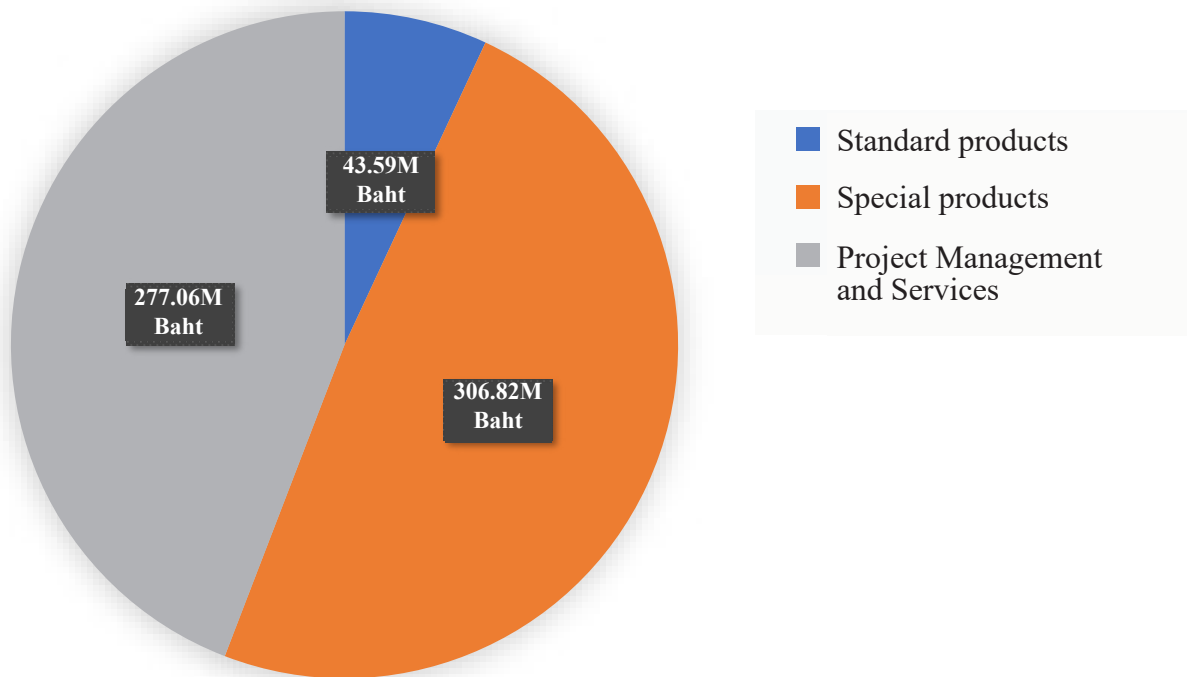
NGV buses purchase project for BMTA which included repairing and maintenance services

SCN-CHO collaboration group, which has established by Scan Inter Public Company Limited and Cho Thavee Public Company Limited, has signed the contract and was purchase repairing and maintenance 489 NGV buses for Bangkok Mass Transit Authority (BMTA). The agreement was signed on December 27th, 2017. The project cost (included Vat) is 4,261 million baht which separated to be the buses cost (included Vat) is 1,891 million baht

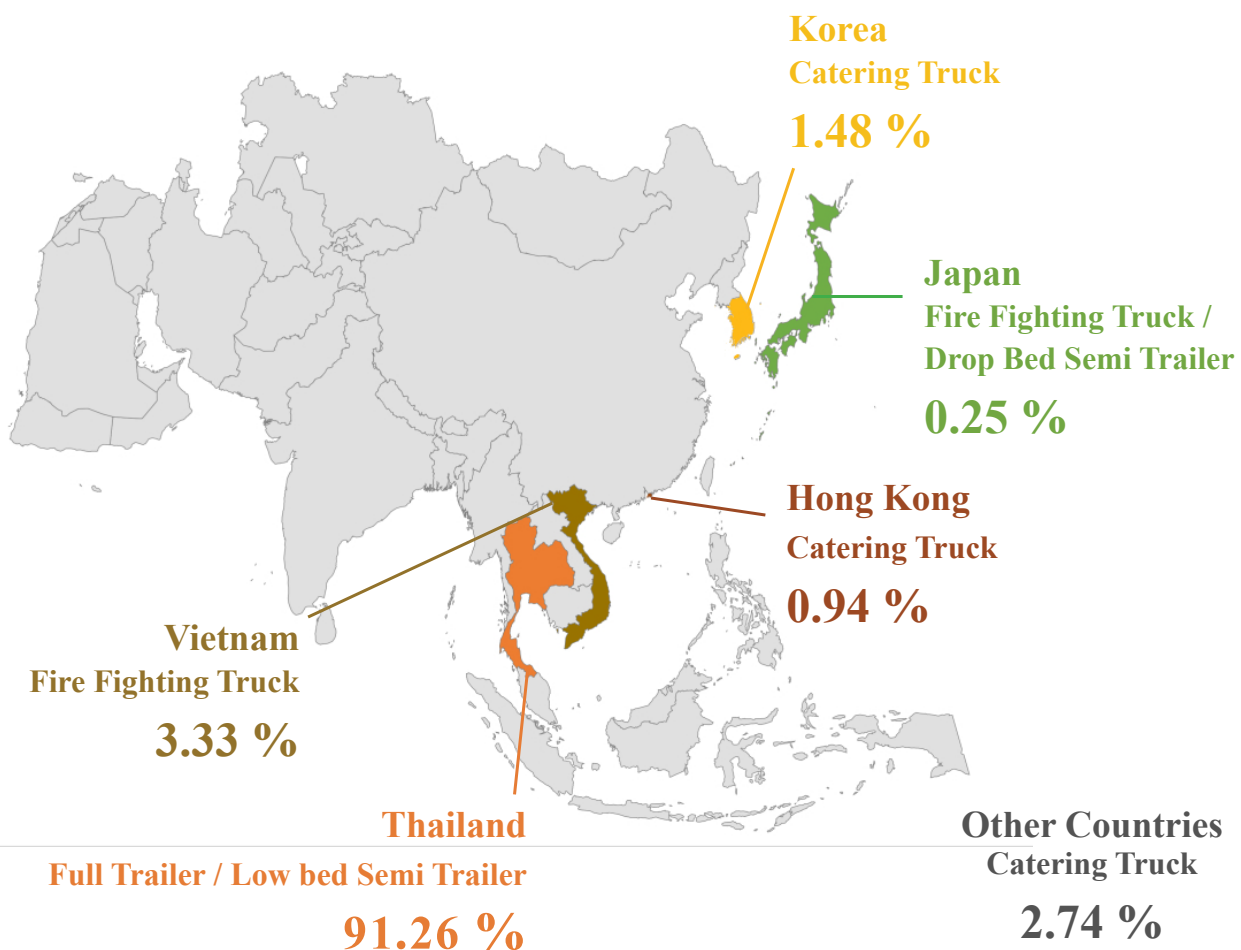
On March 12, 2019, the vehicle contractual delivery had been done in the total amount of 489 units. On April 11, 2019, the vehicle payment had been received by the company. The 10-year maintenance service contract was only remain.



Sale Proportion of the Products Group in 2020



Sales Proportion by Country in 2020



Societal and environmental-concern products



Smart Pumpuang Truck

The company cooperated with Khon Kaen province to produce and design the prototype of “Smart Pumpuang truck of Khon Kaen”, which is to delivery fresh quality food dairy direct to villagers. There is a mobile application to track the truck, to check the product list, price, and operation time. Customers can place orders in advance by appointment with date and location, and can pay by QR Code payment system to reduce the COVID-19 virus spread.

London Taxi to Electric Vehicle (EV) Development

The company has signed a Memorandum of Understanding (MOU) with Asia Cab Co., Ltd. on January 14, 2021 to develop ASIA CAB Electric Vehicle Prototype. The "Asia Cab" is the owner and manufacturer of London Taxi under the name of CABB Taxi (Thai Taxi) with a vision aiming to develop Thailand's public transit system in order to meet international standard and be environmentally friendly. The company is contracted to develop London Taxi to convert ICE engine system to plug-in EV (PEV) which will be ready for service in Thailand in 2022. The company is responsible for researching overseas market to be able to export within 2023, starting with the right-hand-drive countries.

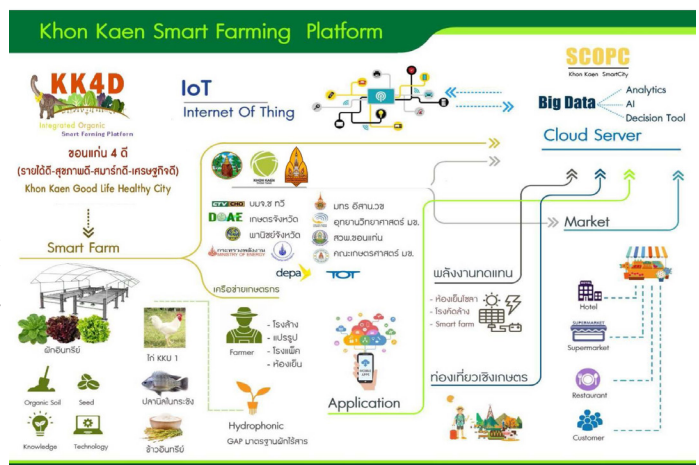


Ground Buried Smart Trashcan with ECO Waste System

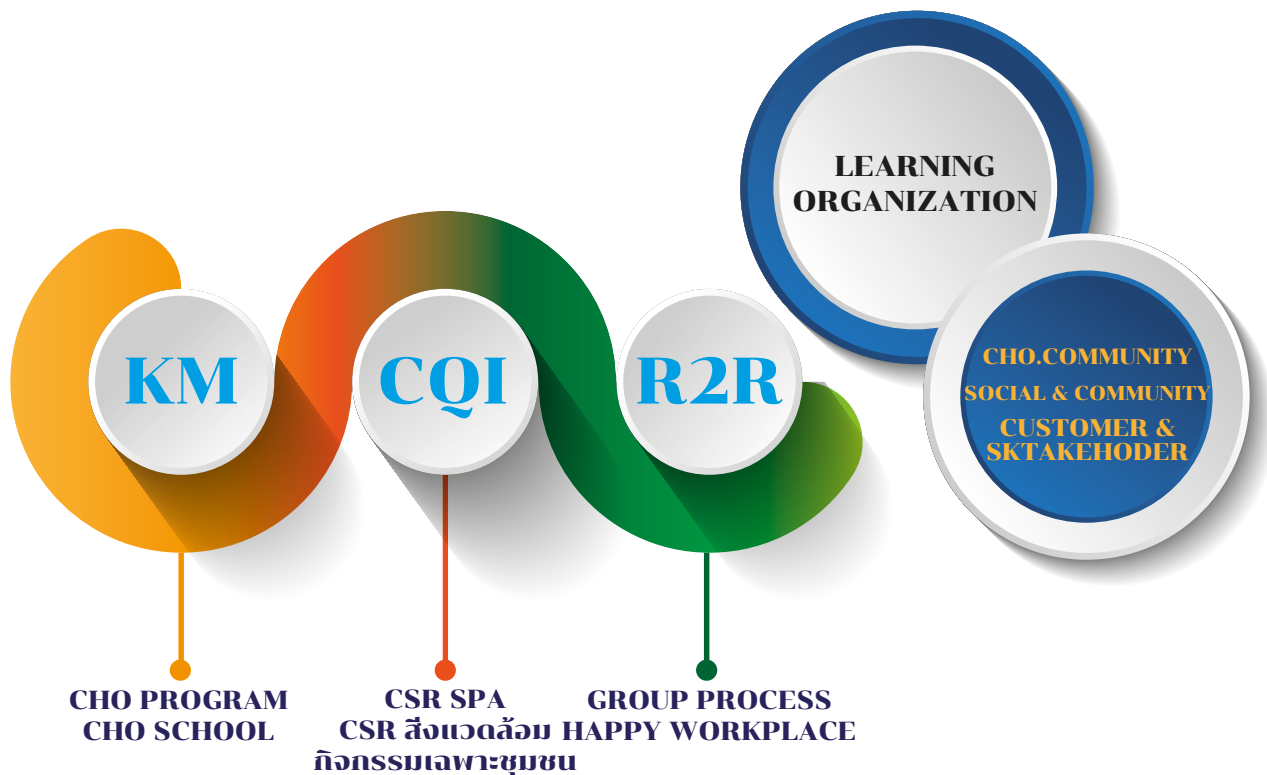
The company invented Ground Buried Smart Trashcan with ECO Waste System, planned to propose to government agency for the use in community affairs and traditional festivals such as provincial festival.

Ground Buried Smart Trashcan with ECO Waste System

The company has cooperated with Khon Kaen province and related institutes, both in public and private sectors, to develop Smart Farming Project. This project aims to support farmers to become smart farmers, to transform agriculture using technology in the digital age, and to help resolve poverty for farmers who produce organic vegetables in the community enterprise. Accordingly, the company is the manufacturer of the smart farm, and in 2020, the project is in the initial stage of planning the operating system.



Policy of Driving Organizational Sustainability

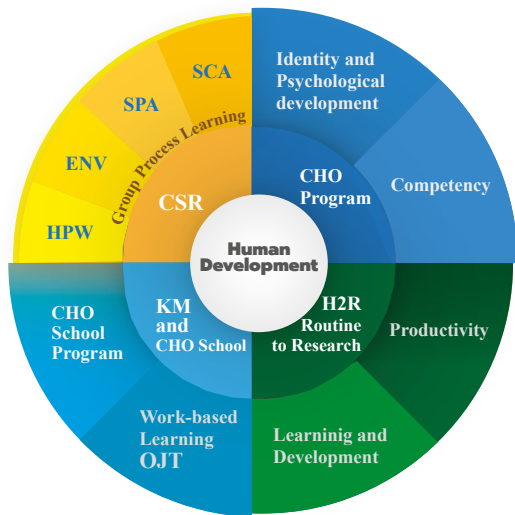


ALL TIME LEARNING

The management of the organizational sustainability concerns the policy in defining vision and strategy. The managements have their significant duties in setting the goals and transmitting the vision and the management frame work to the authorized committees. The transmitting depends on the mechanism, and the operational procedure of various activity groups in reaching the targets and the cooperation of the organization's human resources.

The significant strategic goal of the organization is to be a "Learning Organization". The policy direction in managing the sustainability depends on the application of mechanism from each group in creating the learning at all time. The mechanisms are such as the technician school course called "Rohng Rian Chang Cho Thavee", the employee development course (CHO program), and group of various activities. The significant driving of policy in leading the organization to be a learning organization is the driving and the developing of routine work systematically. CHO has implemented significant instrument called R2R (Routine to Research) by having the continuous quality implement (CQI) which is the supporting instrument for the development of routine work to research (R2R)

Innovative Movement for sustainability



In summary, the organization's driving policy focused on knowledge as the basic to the development of learning to sustainability by having group of activity and CHO's course as the basic and R2R instrument helping in developing the procedure of learning systematically. In 2020, the Company have restructured, that restructuring R2R management resulting in postponement of submission and consideration of R2R processes. Therefore, in 2020 there will be no R2R Prototype from employees that usable in real work.

Management guidelines

An importance of sustainable organization's strategy is to focus on Develop innovative technology products, Environmentally friendly products and a learning process of human resources development of employees in each level, aiming to Learning Organization. CSR Committee Structure therefore connects and can be transferred the strategic plan from Directors to Committees and directly to President and Chief Executive Officer. However, CSR sustainable organization's pattern concentrates on individual's cooperation instead of each of parties' responsibility separately.

CSR Committee Operation

✓ To plan annually and fix budget for approval

✓ To operate as plan and review its results accordingly

✓ To report CSR operating results to The Executive Committee' meeting monthly

✓ President and Chief Executive Officer is a Chairman of consultant by position

✓ To report by the Executive Committee' secretary, the CSR operation results to the Board of Directors' Meeting in the agenda of acknowledging of the Executive Committee' Meeting report.

✓ To do a public relation on CSR activity, operating results and related parties via CHO's website, www.cho.co.th and on www.Facebook.com by searching the names CHO Thavee Csr,

CHO CSR Happy workplace , CHO CSR Environment , CHO CSR Special Activities – SPA, CHO CSR Social community and activity and CHO News.

CHO's Technical School Project

Human resources development is conducting according to the sustainable policy and the trends of changing. Development approaches are classified in to 3 main categories.

1. Coaching/OJT-On the Job Training
2. Knowledge Sharing/CHO School
3. Project Assignment/Mechatronics Project

From the year 2018, CHO changed the teaching program into “training in process” due to working department for both new and exist employee. We also provide “knowledge sharing session” to allow employee for sharing idea and working technique to each other and work effectively.

Percentage calculated from total employee

	2018	2019	2020
New employee	94.55 %	90.14 %	51.97%
Exist employee	57.58 %	59.76 %	40.90%

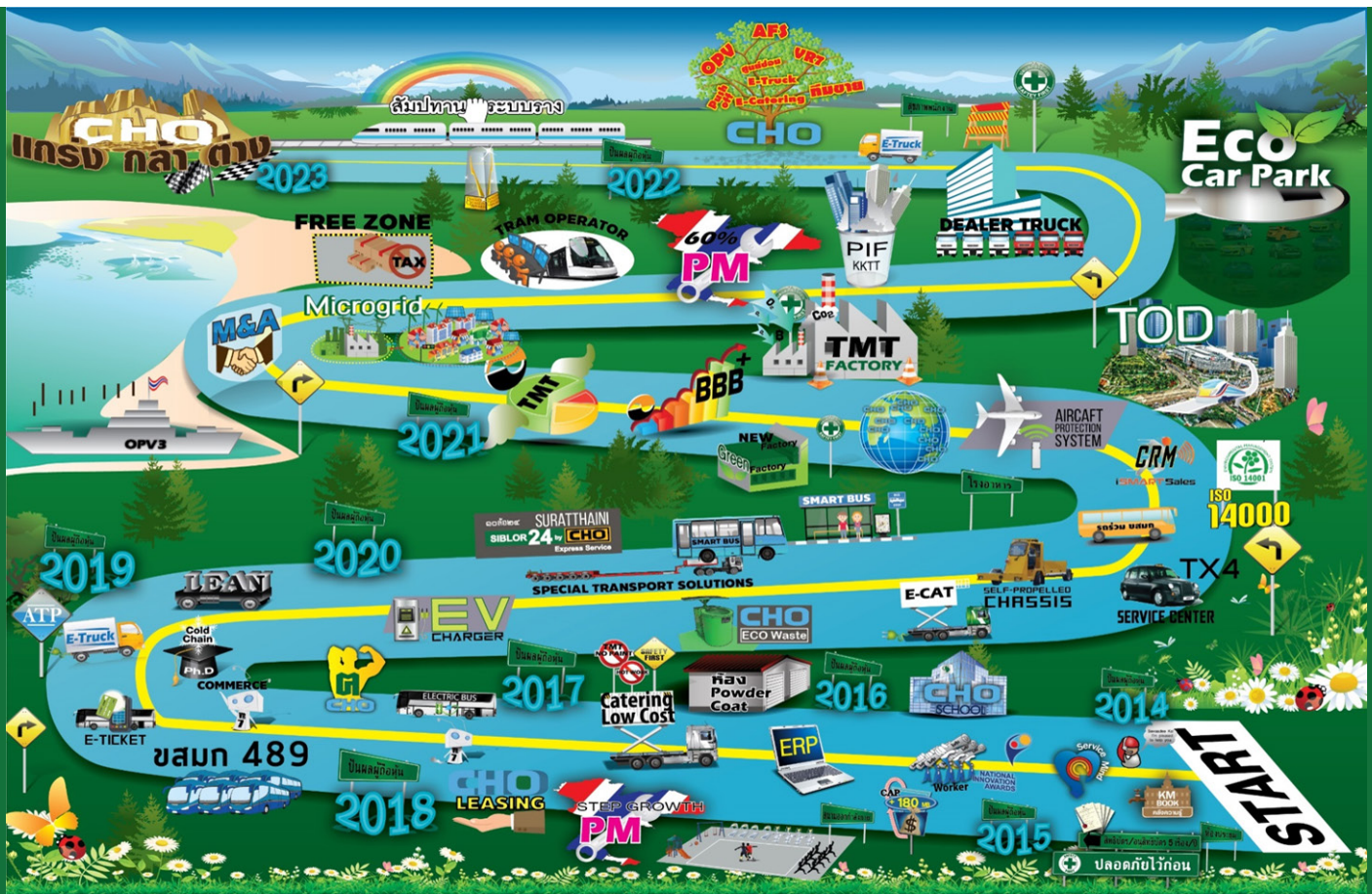
Training in Process



Organization Stakeholders Analysis

CHO confidants in the manufacturing of goods and services to the customers in acknowledging the business for all sectors, as from the learning of technology development in continuous and the driving of the development at local level to global level, which will bring to the growth in field of social, economy, and environment all together. All of these matters have been designated as CHO's strategy in responding to CHO's stakeholders both internal and external, with the cooperation of each sector as appropriately, and create the growth benefit with fairness and transparent, aware to the operation of business with responsibility to society and community. CHO has its plan of model scheme for 10 years, with the review annually in building good relationship with suppliers, customers, entrepreneurs, government sector, and employees in the organization, CHO has surveyed in each year the satisfaction and the demand of customers.

The model scheme for 10 years “CHO 2013 Strong, Brave and Differentiation”



CHO2023 Rev07-00 Edit : 19-02-2020

CHO also communicates and coordinates with every sector of the stakeholders, in bringing the information for the efficiency improvement in designing products and services as accurately, and also for the actual coordination. The issue about responsibility and communication procedure for each group of the stakeholders can be summarized as follows:

Stakeholders	Responsibilities	Communication procedure and participation
Employees	CHO lends the significant of its employees' knowledge, by focusing on those the course and have the further examination in part of skillful for much more effectiveness of operation. This leads to the project called bachelor's degree of Cho Thavee affecting to the higher. It is the real on-the-job training as appropriately, it also building the binding to the organization on many activities often organized by CSR committee.	<ul style="list-style-type: none"> • The employees' communication and getting information by the voice on the line for public relation, monthly making merit activity, Happy workplace from CSR and other activities. • CEO meets the employees at the meeting row once a month • CHO's information through the annual report and CSR report. • Sustainability of professional development by the project of personnel development training. • Listen to the employees' opinion from the survey. • Receipt of opinion and complaint box • A performance evaluation twice a year
Community and Society	The reduction of pollution from CHO's operation concerning the noise and smell, the investigation and coordination with community in responding to the subject requested, and provide the protecting system of pollutions, the development of CHO's economic, the development of temple, school in annual, to support the local community's activities for good health by playing sport, and sport family as increasing for each year.	<ul style="list-style-type: none"> • The community relation activity, to support in field of education, technology, sport, culture, religious, • The conference with local government sector, to join in the activity of community, government sector, private sector • Survey activity relating to the community and society for the surrounding area twice once a year. • Receipt of complaint from the community
Customers / Trading Partners	To perform as to the agreement of procedure, to develop the modern innovative design, the new related legal, to take good care for the safety of assets as systematically and orderly, fairly treatment to the trading partners concerning the purchasing and payment	<ul style="list-style-type: none"> • Organizing the meeting with entrepreneurs 1 time per quarter • Communicating through the electronic media and web page • Inviting the customer for the Company visit Many times a year • Surveying on the satisfaction once a year. • Providing a receipt of complaint channel for the operation and production improvement • Providing a 24-hour call center for a domestic after sales service

Communication channel	Stakeholders' expectation	CHO's responding
<ul style="list-style-type: none"> Communicating through the voice on the line and other activities Communicating through the electronic media 	<ul style="list-style-type: none"> Developing good culture within the organization Developing business way and building relationship Managing personnel effectively Better benefits and compensation, stability 	<ul style="list-style-type: none"> Being a good operator by organizing the activity in order to built relationship among employees and encourage them Organizing a training program for employees at technician level. Equally treatment to the employees CHO provided various benefits to its employees such as a fringe benefit for a disable employees, free on-site dinning's, etc. CHO added to provide funding for education to its employees' children. Life Group insurance for employees
<ul style="list-style-type: none"> Providing the Company information from the annual report and CSR report FM radio, FACEBOOK, advertising, public relation through social media, you tube channel 	<ul style="list-style-type: none"> Sustainable developing for the community and society Better environment for the surrounding area and reducing the air pollution from a spraying 	<ul style="list-style-type: none"> Organizing activities in order to help and reduce the community and society's problem planting trees in the community to increase green space. Building a green area by planting a tree around the Company fence in order to reduce the air pollution from a spraying to the surrounding area
<ul style="list-style-type: none"> Survey for customer satisfaction The Company's information through the annual report and CSR report Through a social media E-mail, website and a assessment form 	<ul style="list-style-type: none"> Responding to the customer's needs The needed products and the quality of products and services Maximizing the performance of the repair and maintenance management On time delivery 	<ul style="list-style-type: none"> Researching and passing on knowledge of technology in developing products equivalent to global standard Developing standard and modern products Continuously developing the after sales service Strictly follow the agreement and condition to the customers and trading partners

Stakeholders	Responsibilities	Communication procedure and participation
Creditors / Debtors	To act as per the agreement condition, transparency in purchasing goods and payment to suppliers with Good Corporate Governance	<ul style="list-style-type: none"> • Providing the Company information through the annual report and CSR report • The financial report performing complied with laws and regulations and Good Corporate Governance building on good relationship, welcome for company visit, • the disclosure of important to related organization as accurately
Competitors / Business Alliance	To perform as to rules of bidding competition as accurately, complied to the rules and regulations of bidding, to provide useful information, to share the knowledge	<ul style="list-style-type: none"> • Organizing the meeting, to share the experiences • Legal issues relating to business, company visit, and business cooperation in future
Shareholders / Investors	The stable financial liquidity, good operation results from Good Corporate Governance, return on investment with process that can be examined, precise and transparency, the organization has positive development in continuous, the expansion of service providing in future	<ul style="list-style-type: none"> • Providing the annual report and CSR report to the shareholders and the investors • Annual shareholders' meeting • The company visit 2 years per 1 time • Road show in other province every quarter • Opportunity Day for listed company meet and greet the investors • Booth and exhibition for investment Cup once a year. • Disclosing the Company information and business performance in each quarter through the Company's website, Facebook and CHO News
Mass Media	Source of information with the effectiveness, accuracy, and promptly	<ul style="list-style-type: none"> • Annual report, CSR report • shareholders' meeting and press tour • Thank Press • occasionally meet the mass communication
Government Sector	The Company have contacted on procurement with the government sector from past until nowadays, also the company is monitored to comply with laws and regulations and Good Corporate Governance by the government sector	<ul style="list-style-type: none"> • Company visit by the public sector many times a year • Quoting the procurement with the government sector • Following the regulations and condition of the government sector

Communication channel	Stakeholders' expectation	CHO's responding
<ul style="list-style-type: none"> • Contacting through the electronic media, Meet, telephone, letter and website 	<ul style="list-style-type: none"> • Acting to the creditors and debtor according to agreement condition complying by law 	<ul style="list-style-type: none"> • Following the regulation, the loan contract and other agreement with business transparency • Organizing the company visit for the confidence of business operation
<ul style="list-style-type: none"> • Annual report and CSR report • Memorandum Of Understanding (MOU) • Meeting • letter E-Mail, company visit, exchange of lecturer, website 	<ul style="list-style-type: none"> • Transparent competition and fairly treatment on business operation • Gaining trust from alliance 	<ul style="list-style-type: none"> • Transparency in business operation • Performing as to rules of bidding market competition as accurately • Established a consortium with Scan Inter Company Limited. It named "SCN-CHO collaboration group"
<ul style="list-style-type: none"> • Contacting through the electronic media, telephone, letter, website, Facebook and CHO news 	<ul style="list-style-type: none"> • Maximizing in return in investment and growing of the business operation • Transparency in management • Building the understanding in the Company operation 	<ul style="list-style-type: none"> • Increasing more information channel for shareholders and investors • Updating currently information and news through the investor relation website
<ul style="list-style-type: none"> • Press announcement, e-mail, website, Facebook, line, telephone, advertisement through CHO YouTube channel 	<ul style="list-style-type: none"> • Receiving the completed and updated information with fairness • Receiving the updated news of business operation • Fairly treatment disclosing the information to the mass communication 	<ul style="list-style-type: none"> • Updating news of business operation
<ul style="list-style-type: none"> • Letter from the government sector, contacting through the electronic media, telephone and website 	<ul style="list-style-type: none"> • The Company gain trust from the government sector as the transparency in business operation 	<ul style="list-style-type: none"> • Transparency in following the rules and regulations of business operation

Environment Operation

Environmental Policy

1. The company has engrossed in advocating the operation based on the environmental regulation and laws as well as the continually developing and adjusting the operation related to the environmental.
2. The company has engrossed in preventing and reducing accidents in the workplace in accordance with the occupational safety, health, and environment act of Thailand.
3. The company promptly operates businesses in accordance with the national environmental regulations and laws in terms of the waste management (waste sorting) and encouraging to the best effective energy usage. Which we try to reduce and prevent emissions into the atmosphere from our business practices.
4. The company promptly promotes and applies the environmental policy to our employees and our stakeholders as well as promoting it to the public which in line with the national laws and regulations.
5. The company has process to review, adjust, and evaluate our operation in line with the above policy regularly. By doing so, we have updated our environmental policy as needed but still in line with the national regulations and laws. The policy shall publish and promote to our employees and our stakeholders.

Water Management

The Company is focusing the efficient of water consumption. A few water consumptions in the production is bringing zero problems in the water management and the water consumption. The water treatment system from the production and offices are efficiency. Grease Trap, Septic Tank and Anaerobic Filter were installed prior to get the better quality then drained to the public sanitary sewer.



Sink with Grease Trap

Waste Management

The company and subsidiaries have arranged the appropriate managements which is applying for disposal from the factory by meet to the National Standards and Regulations. In 2018, there are 140 metric tons of the waste. And In 2019, there are 120 metric tons of the waste. But in 2020, there are 160 metric tons of the waste which decreased from the year 2019 for 40 tons or 33.33% because disposal of waste that may cause a fire. The non-hazard waste was classified, it was sent to the Muang Khao Municipality for disposal, and sorting for energy saving and resources preserving. Basically, 3Rs project was introduced for waste management, i.e., Reduce, Reuse and Recycle. It can reduce the disposal cost. The left over from recycling waste, our waste management contractor has organized to put them in the landfill under the proper method which creates no impact to the factory and vicinities. In addition, the simple techniques of environmental preserve and energy preserve were introduced to employees, the Youth, and vicinities via 3Rs projects.

Recycling Trash Cans



Finished Product
Table-Chair Set

Production (Workforce is employees,
who are available from their working hours)

Sustainable energy & Green Innovation

The mission of the company and Subsidiaries is to create products with regarding to the energy preservation, environmental-friendly, sustainable, safety and multi-functional which are basic concept of the energy preservation. Also the strictly implement in accordance with standards and regulations is applied in order to reduce the energy consumption in production lines, in addition, the production processes are improving to reduce the energy consummation and take the least effect to environment. The following activities concern to energy and environment preservations are presented.

Energy Preservation, and Investment for Environment

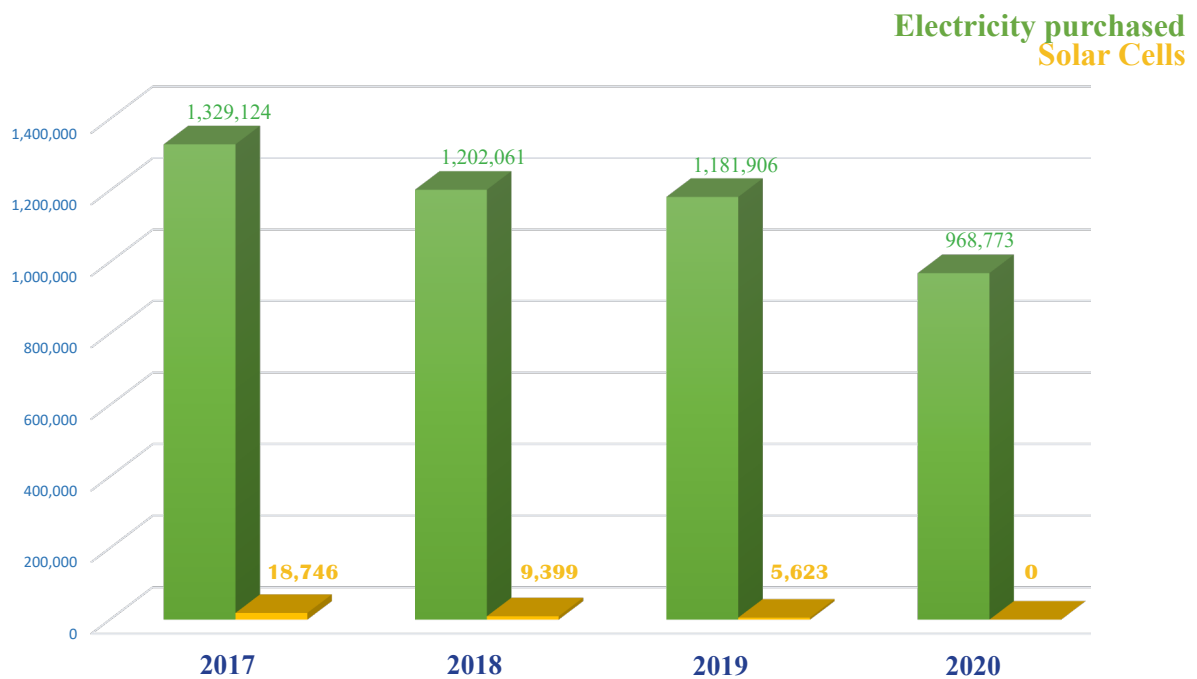
CHO is focusing on reduce energy consumption including the use of renewable energy to reduce the country's natural resources burden and to apply Mechatronics Engineering knowledge which our staffs have continually been training since 2016. Solar panels were studied and developed by our staff at CHO Thavee technical school under the name of "Solar energy for lighting project"

"Solar energy for lighting project"

Our trained staffs at CHO Thavee technical school were assigned to work on Project Assignment/ Mechatronics Project. In 2020, it is the follow-up process.



Environment	Unit	2017	2018	2019	2020
Energy					
Electricity purchased	kilowatt	1,329,124	1,202,061	1,181,906	968,773
Solar Cells	kilowatt	18,746	9,399	5,623	0



The power consumption statistics shows that in 2020, the power consumption rate of solar cells was zero that because batteries were damaged. Make the device cannot use.

The Company and its subsidiaries were developed the sustainable product for preserving energy. With the composite materials are used to be the main part of a new lighter container which is enhances the efficient of carrier to be greater but lighter. The fuel consumption, the interesting statistics is reduced by 9%.

We are working under leading of the professional in product designer to create new product with the world standards, the company has working on research and development using our expertise in designing, creating, and combining the world class technology with professional management for the creation of environmental- friendly products. This is to respond the changing of direction in transportation industry, for the cost reduction, improvement of performance and safety of goods delivery, as well as reducing negative impacts on society and environment by applying advanced technology in designing and creating products. By the year 2014, the project of commercial Electric Trucks and Electric Catering vehicles were established with 100% electrical driven to reduce pollutions and the cause of the global warming.

Working Environment

The quality of working life is very importance in our Company. Therefore, the company and its Subsidiaries has taken the working environment into their consideration and managing to promote the good practices through many projects. So, the working environment were managed and balanced through appropriate activities. The hygienic safety, happiness, and stabilized, are the most criteria to tuned up good attitude and create happy workplace environment. In the end, it will help the organization gain in productivity whether by individual or the organization as a whole. Thus, the end result will create good effects to and motivate the workers.

Training in Environment



The company has organized the environment training for new employees before starting their job. There are 100% of the employees attended the training. The training course contents are definitions of environment, working environment, i.e. mist or particle, noise pollution, temperature, light intensity, national standard and regulation for the occupational safety, health, and environment as well as guiding them to use the safety equipment.

Reducing the environmental impacts on the community.

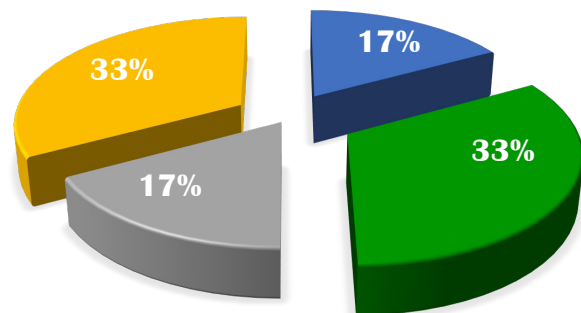
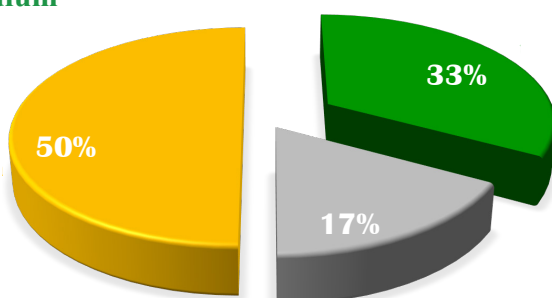
CHO has the protection, controlling, and treatment of odors and mists from the business. The company has been compliance with the limitation of the pollutions to not over than the environmental standards according to the laws concerning to the national environmental quality act and the other regulations and laws that might be related.

The company refers to the environmental and health impact to the surrounded communities survey in December 2020 the resident in Moo Baan Thaworn, the majority of the respondents agreed that noise from the business production have impacts on the community in high level 17%, medium level 33%, low level 17% and very high level 33 %.



Very high
High
Medium

Odor Impact

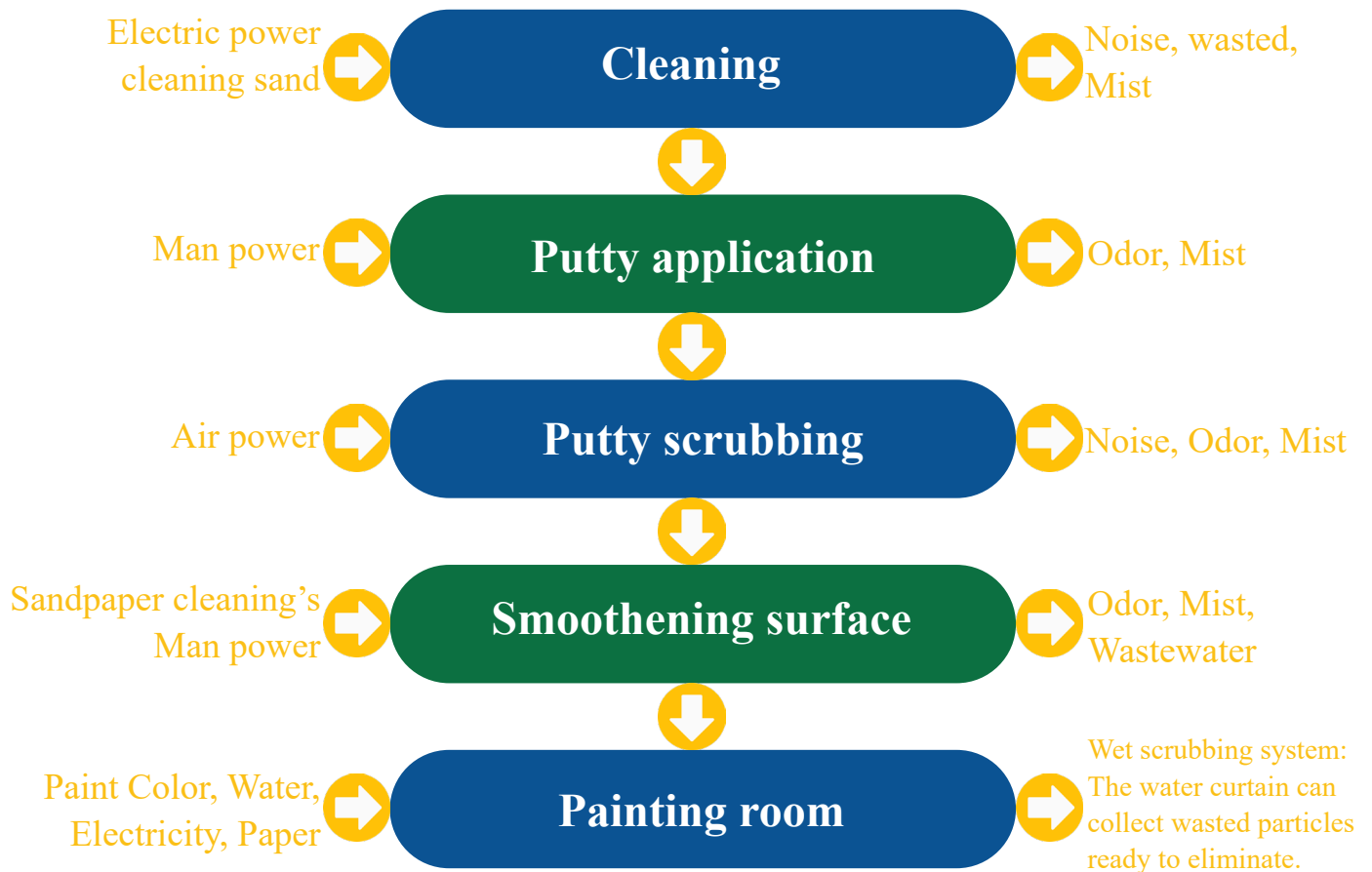


Noise Impact

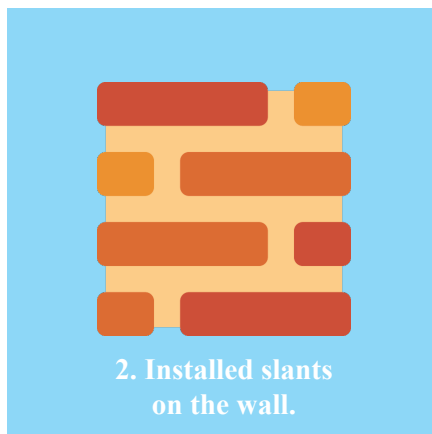
Very high
High
Medium
Low

The resident in Moo Baan Thaworn affected the odors and noises impact suggested the company to handle the odors and noises issues releasing from the factory. The company’s production has the risk factors for the occupational health and the environmental risks which created by the coloring process.

Coloring process.



According to the survey, we can see that there are still mists and odors from the coloring process which may affect the surrounded communities. CHO has adjusted the coloring room from the dry system to be the water curtain system which can reduce the mist. In addition, the company has planted the ironwood along the fences, the asides, and behind the factory. The ironwoods were growing as a natural fence which can help protecting the scatter of the odors and the mist from spray paint. The natural fence prevented the impacts to the livelihood of the community around the factory. In addition, they can be a natural fence because the ironwood is a perennial tree. Its benefits are not just what mentioned earlier, they also give shadows, releasing ozone into the atmosphere, and improving the environment of the company’s area as well as prevents the impacts from the community.



The company has improved the prevention efficiency of the spread of odors and spray paint by installed slants and water curtains around the spray booth which may affect the surrounding community with 2 meters high and 130 meters length around the spray booth. After the installation, the company had asked residents in the surrounding community and found that the smell of paint and the spray paint which spread into the community were reduced by 80%. In addition, the company has planted the ironwood along the side and the back walls of the factory to create a natural fence which can filter the painted smell and mist from the company's products manufacturing process.

No.	Location	Parameter	Time	Result	Standard	Comparing result
1	Moo Ban Thavorn village	Total Suspended Particulate (TSP)	24 hrs	0.108 mg/m ³	0.33 mg/m ³	Passed
		PM-10	24 hrs	0.071 mg/m ³	0.12 mg/m ³	Passed
		Total Hydrocarbon (THC)	24 hrs	ND (ppm)	None	None
		Total VOCs	24 hrs	ND (ppm)	None	None

notes * = the Notification of the National Environment Board Act., No.24, B.E.2547, regarding to regulate the standard of the air quality in the atmosphere
mg/m³ = milligram per cubic mete

Conclusion

The air quality measuring in the surrounded community area of the company, Moo Ban Thavorn village, comparing with the standard by the Notification of the National Environment Board, No.24, B.E.2547 (2004), regarding to regulate the standard of the air quality in the atmosphere show that the density of Total Suspended Particulate (TSP) and PM-10 are within the standard but Total Hydrocarbon (THC) and Total VOCs have not been any standard measurement to applied



The particulate measured picture

Environment	Unit	2017	2018	2019	2020
Water					
Total of Fresh water	Liter	10,637,148	10,446,000	12,260,000	7,394,000
Waste water treated	Liter	0	0	0	0
Treated water reused	Liter	0	0	0	0
Waste Management					
• Landfill	Ton	0	0	0	0
• Recycle	Ton	0	0	120	0
• Sale	Ton	155	140	85	160
• Other	Ton	0	0	0	0
Leakage of Chemical substance	Time	0	0	0	0

Green Industry project (Green System)

In 2017, the company and subsidiaries have participated the Green Industry project by the Water Technology and Industrial Pollution Management Bureau under the Department of Industrial Works of Thailand. The project aims to create the greener industry in Thailand. CHO has been considered and received the 2nd level of the environmental-friendly organization.

In 2018 and 2019, the company and subsidiaries in collaborate with Khon Kaen Provincial Industry Office aims to reach the 3rd level of the environmental-friendly organization.



Safety and Health Care

Every Employees in all positions who work for Cho Thavee Company are all important to us. Every one of them is part of the organization's achievement. The performances were operated under the Safety and Health Care policy

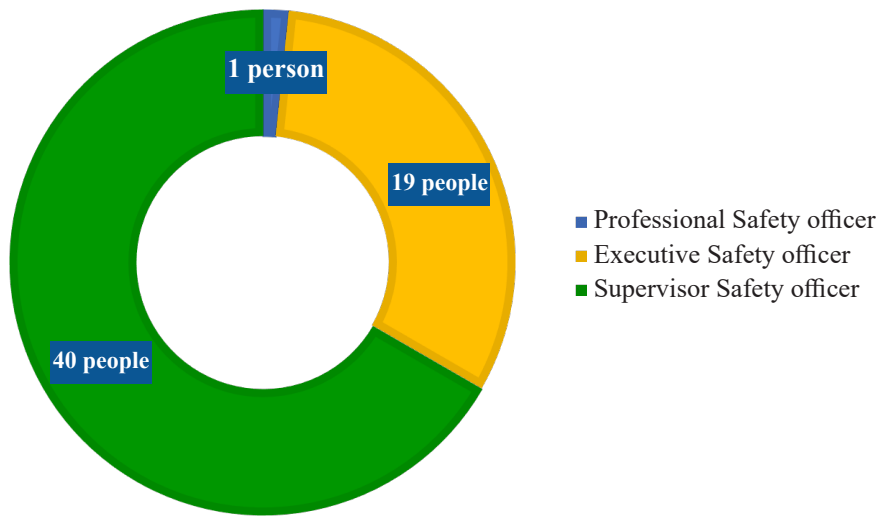
1. The company has been engrossed in operating its businesses in accordance with the occupational safety, health and environment Act of Thailand.
2. The first responsibility of employee's in work place is the "safety first."
3. The company shall support for the improving of working conditions and environmental conditions for more safety.
4. The company shall support for the safety activities that promote to employees for stimulating the employee's awareness such as: the training, the motivation, public relation, the competition campaign of safety.
5. The company, employees, and business partners must cooperate for all safety activities that take them to the ultimate safety, or shortly "accident must be zero."
6. All of the supervisors must take action of a role model, leader, trainer, coacher, and motivator for all employees with safety strategies.
7. The employee must recall himself/herself safety, co-workers, and throughout the company's assets at all times.
8. The employees must care of the cleanliness and the orderliness over the working area.
9. Employees must cooperate for all safety projects and healthy project and has a right to raise up a suggestion for improving their working environment and their safety procedures.
10. The company has reconsidered, adjusted, and procured the evaluation on the result of the policies implementation regularly.

The Company realizes that every employee is a valuable resources and recognizes the priority over any properties and equipments. The occupational health, safety, and environmental handbook is purposing to give the right understanding and information in operating the businesses. It is concerning to all members of the Company, out sourcing contactors, and every one who involve in the company's businesses. Everyone has to study throughtout this handbook. Any conflict to this handbook, the specific procedure shall be replaces.

The Chart of Safety Organization



Safety Unit Head



Field Risk Assessment: Accidental Reduction



Department of Labour Protection and Welfare provided the certificate to indicate that CHO has processed the safety management, occupational health, and work environment in the organization in the gold standard on April 30, 2019.

Safety

Providing the environment and health in the workplace, the firm concerns the safety in each operation. Therefore, the firm has providing the environment and health in the workplace. The personal safety equipment was provided and employees were trained to use for general and particular works to adapt the working environment, in order to establish the effective production system, and improving their quality of life in the working area. The most important, whereas they are working, employee must be aware and concentrate in all operation, never negligent, and highly self-care. The accident can happened anywhere whether in or outside the plant.

In 2020, the company cannot be held the fire prevention training due to the spread of Coronavirus (COVID 19). Which the Department of Disease Control under the Ministry of Health (MOH) has established the prevention and control measures for the mass gatherings. Both government and private sector need to avoid the activities that involve many people coming together. If necessary, consider the proportion of participants to the area, such as 1 person per 5 square meters in an open area and 1 person per 4 square meters in closed area. With more than 100 participants, need to receive the permission from the sheriff. Which the company plan to held the fire drills training once the situation is resolved.

However, in the past every year the Company has established the fire safety in the workplace according to the regulation of the Ministry of Interior identifying in the management and processing standards in the safety, occupational health, and the working environment aspects in the year 2012. The regulation mentioned that the company shall conduct a firefighting and fire evacuation training to its employees. This will guarantee that the attendants have the knowledge and understanding about the basic firefighting and be able to use the fire extinguishers, fire host, and fire sprinkler properly. The number of participants of the basic firefighting exercise must be at least 40% of all employees. In addition, all the operation staffs need to do the fire fighting and evacuating exercise at least once a year.



An Exercise; Emergency Case of Chemical Leakage

In 2020, the Company cannot be held the fire prevention training due to the spread of Coronavirus (COVID 19). According to the prevention and control measures of Department of Disease Control that both government and private sector need to avoid the activities that involve many people coming together. Which the company plan to held the training once the situation is resolved.

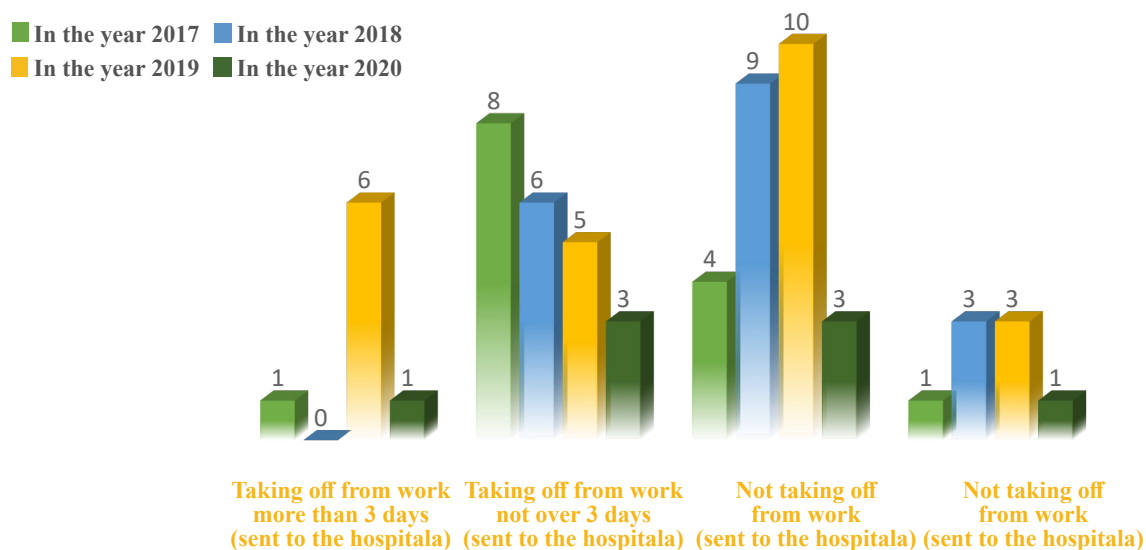
However, in the past every year the company has held the training about the issue of using chemical in the production line once a year. Because it is one of risk in case the chemical was leakage. This is to prevent the Chemical disasters that can spread over the vicinity. The Company has an emergency plan in the case of Chemical Leakage either risk reduction or safety reasons. For example, the Rescue Emergency exercise in case of a chemical leakage performing under the target of unity, teamwork, good experience in communication and systematical approach on operational rescue.

The risk to an accident occurrence

The Company and its subsidiaries realize either safety or healthy of workers and its partners. In addition, it shall be a cause to employees and its partners' morale and spiritual. In 2020, there were 8 accident cases occurred which is reduced from in 2019, total 21 cases or 72.41%. Most of accident occurring during operation hours such as they do not working properly. Therefore, the Company has prevented the accident by training its employees to use the equipment properly. And more concern on the department that was mostly found an accident including maintenance department and air brake-suspension department.

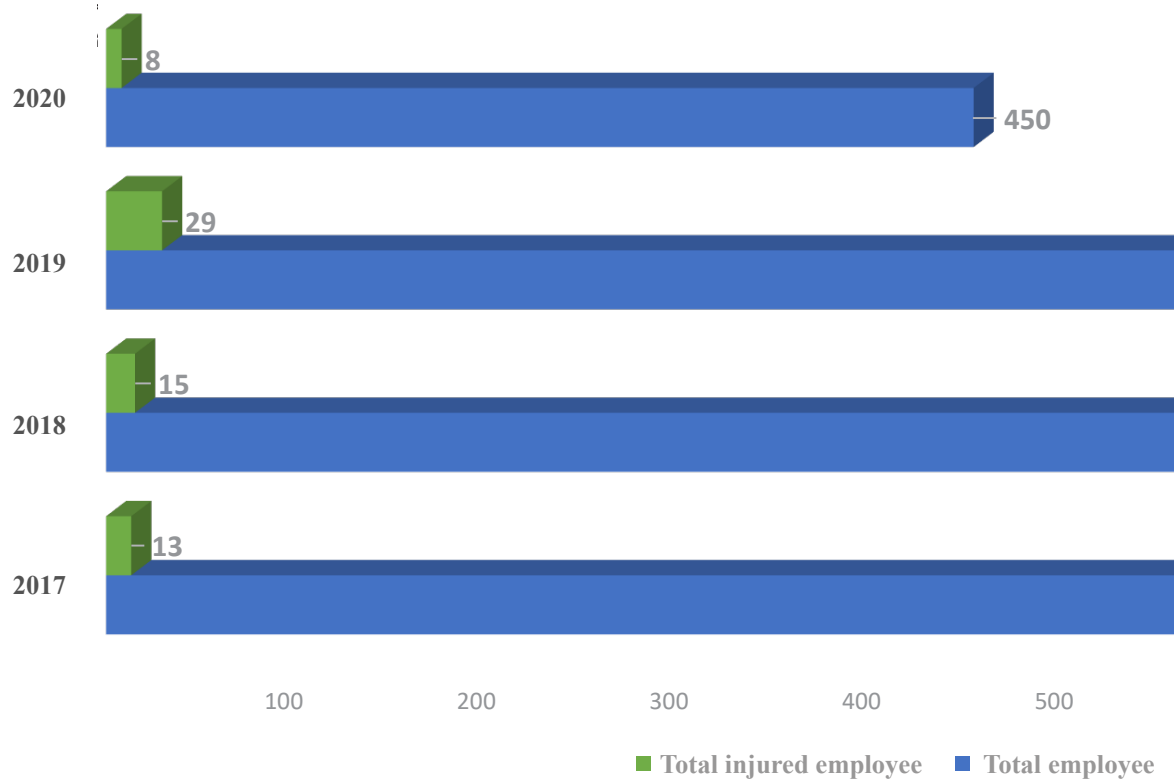
The summary of cases caused by the operation

Safety Remark	Unit	2017	2018	2019	2020
Absence due to any accident (employees)	Case	6	6	11	14
Absence due to any accident (contractors)	Case	0	0	0	0
The event nearly caused an accident	Case	0	0	0	0
Number injured (employees)	Case	13	15	29	8
Number injured (contractors)	Case	0	0	0	0
Total of Dead	Case	0	0	0	0



The Number of CHO Injured Employees During Work Divided By Years (Persons)

Accident Statistic of CHO Employees During Work (Year 2017-2020)



Defensive Driving (Bus) Training

The company more emphasis on training drivers who work in passenger pick-up project. Which the purpose of this training is to enhance their public driving skill, educate for driving etiquette and to increase their skill about solving of emergency problem in various situations. There were 20 drivers have attended this training on January 12, 2020 and January 18, 2020.



Health Care

The Company has provided physical healthy checks and occupational health services for employees and has Annual assessment on physical environments, i.e. dust, noise, etc., and chemical environments were monitored. The assessment report leads to establish an appropriate preventive plans to specific working area and/or leads to modify or reorganize the working area avoiding any unexpected outcome. Example are listed below

- ✔ The Company has provided physical healthy checks and occupational health services for employees and has Annual assessment on physical environments, i.e. dust, noise, etc., and chemical environments were monitored. The assessment report leads to establish an appropriate preventive plans to specific working area and/or leads to modify or reorganize the working area avoiding any unexpected outcome. Example are listed below
- ✔ Providing courses for both existing and new employee on physical health, occupation health, for good communication.
- ✔ According to the situation of the coronavirus epidemic, the company realizes the importance of preventive measures. By temperature screening for both employees and visitors before entering the company's headquarters and branch offices. The company has campaigned for employees to wash their hands frequently with soap or alcohol gel and wear a mask. Also, has provided 5 alcohol hand sanitizer service points in the company.



CTV CHO

CHO THAVEE THERMO TECH



Social operations

The company has a CSR activities section to support and develop social operations by CSR Committee and Special Activity is responsible for supporting and contributing to society in various form and Social and Community Activity responsible for organizing activities related to anti-corruption, human rights, and communities both inside and outside the organization. By doing so, the committee and team have discussed the approaches to solving the problems which they are responsible for every month, and the results from the discussion will be brought to the board meeting to approve.

Policy implementation of CSR policy in truly sustainable development approach. The SPA was set up by developing conceptualization started from a general supporter to be the public sponsor which supports and plays an important part in the company's charities.

Receipt of Complaint Management Procedure

CHO has the website www.cho.co.th and the email address at auditcom@cho.co.th where customers or anyone can submit their complaints or any concerns regarding the act of corruption directly to 3 company's audit committees. The internal audit, which is an independent unit and report directly to the Audit Committee. Mrs. Apsorn Suriya, who is the committees' assigned internal audit manager, is in charge of reviewing the complaints' email. She is the only one who has the access to the email address for the security of the receiving information from submitters, but she does not have any authorize to delete or edit any information sending to the email. The company also has the menu on the website where the complainer can access to the company's complaint channels. As of the year 2020, the company did not receive any complaints from any available channels.

Receipt of Complaint Box

For the convenience, CHO puts two boxes outstandingly to be more available for any compliant

The first box, company's audit committee are responsible for opening the receipt of complaint box. The box will be opened once a month, then the complaints will be reported to the meeting of the audit committee and will be determined later, they will be presented to the board of directors' meeting for further processing in having the approval from the board of directors on the methodology to solve the issue. As of the year 2020, there is no complaint via the complaint box.

The second box, for one who is not convenience to compliant to audit committee, company's CSR Committee are responsible for opening the receipt of complaint box. The box will be opened once a month, then the complaints will be reported to the meeting of the audit committee and will be determined later, they will be presented to the board of directors' meeting for further processing in having the approval from the board of directors on the methodology to solve the issue. 2020 the second complaint box has no complaints apply.

Complaints	Unit	2018	2019	2020
• Number of complaints	case	17	6	0

Human Resources Complaints				
• Number of complaints	case	0	0	0
• Complaint of discrimination	time	0	2	0
• Complaint about company regulation	case	1	2	0
• Number of solved complaint	case	1	3	0

Society Complaints		Unit	2018	2019	2020
• Number of complaints relating to social effect	case		2	0	0
• Complaint about company regulation	case		12	1	0
• Number of solved complaint	case		14	1	0
Environment Complaints					
• Number of complaint	case		2	1	0
• Number of complaints have been resolved	case		1	0	0
Human Right Complaints					
• Number of complaints on labor	time		0	0	0
• Number of complaints on human right	time		0	0	0
• Number of complaints have been resolved	case		0	0	0

Human Rights

CHO has the policy to accept person with disabilities as employee to enhance the equality and their well-being. In 2020, CHO recruits 8 workers with disabilities which is 1% of total workers. Company also provides benefit for disabled to support and embrace them in an inclusive workplace. In addition, the disabled responsibility is assigned properly to reduce the risk of accident injury during the work.

Visiting the Company Activity

CHO and its subsidiaries have welcomed various agencies and group of organizations to visit the company, for example; government agencies, private companies, business partners, customers, schools, universities, and shareholders. The visiting was educating for further education in terms of the production procedure, quality control, safety control, and environment control. In 2020, there were 7 times 7 organizations which total number of 696 people



The operation of Four CHO-CSR in 2020

**Blood
donation**

**Helping
the deceased
employee**

**Anti-
Corruption
Activities**

**Support the
research and
development of
students**

**Labor
Relations**



Gifts 2 Give



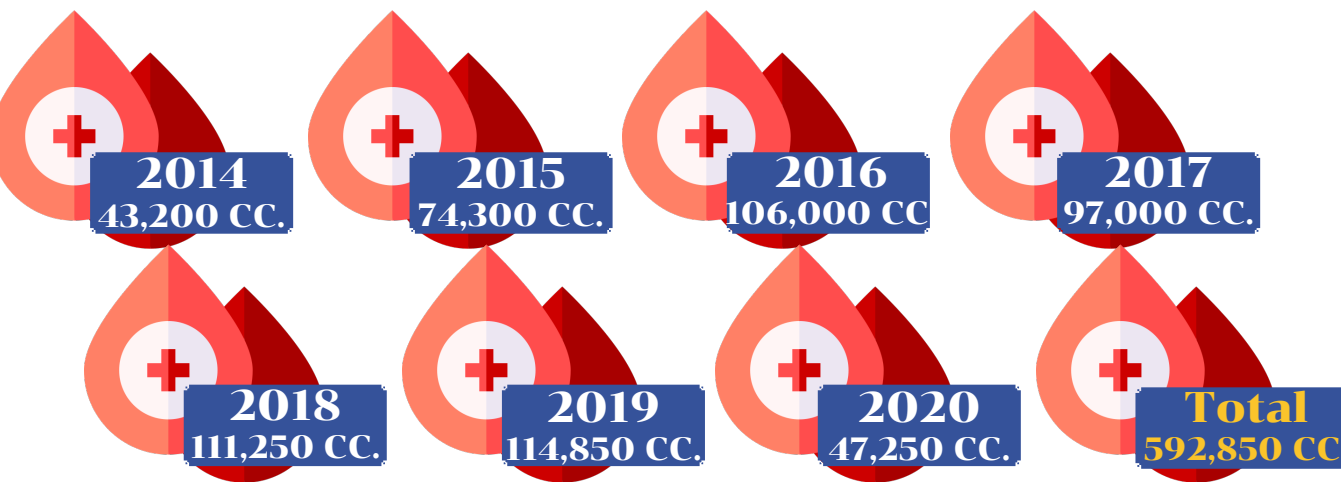
Goal



**The employees, communities, society and stakeholders
have been helped, supported, and developed**

Blood Donation

This CSR activity aims to enhance awareness of sacrifice and pool up the blood bank for hospitals to use with their patients. CHO’s employees coordinated with Central Hospital of Khon Kaen province to donate blood to the hospital through CHO’s SPA every year. In addition, SPA held activities which help the community every year, too. In the year 2020, the donation was implemented for 4 times with the total blood donated at 47,250 ccs. In this regards, the CHO species (the employees) was joined and greatly contributed to the activities that the company held for the sake of the community and the society. According to the statistics, the donation continuously increase because employees paid more attention and number of employees are increasing.



Photographer : R-AKE APICHAJ CHUMSRI 086 639 5634 www.thetravel-number-1.com

Rewards and Recognitions 2020

Employees' Financial Wellness Promotion Agency Awards (Excellence Level)

On Monday 24 August 2020, CHO has been awarded Employees' Financial Wellness Promotion Agency Awards (Excellence Level) by the Bank of Thailand, under the project Fin. D Happy Life 2020.



Corporate Governance Report of Thai Listed Companies (CGR)

The company has a result of a Excellent level for Corporate Governance Report of Thai Listed Companies (CGR) 2020

CHO

About this Report

The Reporting Guidelines :

CHO has continuously prepared its Sustainable Development Report which this is the seventh report so far. This report is purposing to disclose the result of its performances for the period from 1st January 2020 to 31st December 2020. The information provided are concerning with driving business for sustainability according to the structure of One Report which describes the sustainability management policy and goals, Managing on stakeholder impacts in the business value chain, Sustainability management in the environmental dimension, and sustainability management in the social dimension to disclose these information to all its stakeholders and gain the trustworthy in the performances of CHO. The company's stakeholders are consist of its shareholders, employees, business partners, customers, communities, and society. Furthermore, this report is reporting accordingly to the Global Reporting Initiatives: GRI Standard and presenting progress of the Sustainable Development Goals (SDGs).

The Content Selection for Reporting :

The content selection for this report is selected the important aspects of the company's performances in building sustainable business. CHO stresses to improve and enhancement of Environmentally Friendly Products, creating happy workplace in its community, and the responsibility to the society.

Scope of this Report :

This report presents throughout all activities including the business operation, economic, environmental and social sustainability of the Company and the subsidiary company by not including its relevant company.

The Certification of This Report :

The report was not certified from any external organization who has the expertise in this area. Nonetheless, it was annually verified of the correction by the company's board of directors, the executive committee, and the CSR committee. This report was verified of the correction on April 5th, 2021. The economic aspect of this report has reported according to the financial and accounting progress and has the same details with the company's Annual Report 2020 / Annual Registration Statement 2020 (Form 56-1 One Report). The information was audited by the authorized auditors in order to provide the transparent and trustworthy of the information. The company has not planned to send out its sustainability report to External organization for certification, yet.

**This report publishes in Thai and English version by printed
and electronic media on the company's website,**

This report can be downloaded at

<http://cho.listedcompany.com/attachment.html?id=143872>



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GRI Content Index

GRI Standards						
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