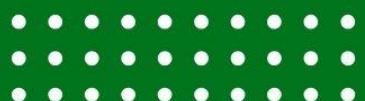


# SUSTAINABILITY REPORT 2024



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## **Message from the Chief Executive Officer**

Currently, the pharmaceutical industry is experiencing an average annual growth of 7%, driven by the return of patients to hospital treatments and the increasing global trend toward health and wellness. In 2024, Thailand officially enters a fully aged society, resulting in a continuous expansion of demand for medicines within the healthcare system. Therefore, in 2024, the company is focusing on sustainability to promote better health for the Thai population, aligned with the company's vision: "To be a leader in innovation, operate with good governance, integrate Thai wisdom, and deliver value to consumers."

In 2024, the Board of Directors approved the Net Zero goal as the highest environmental objective for the group. The company also supports activities that foster strong societal relationships and enhance employee development through job-specific training. Moreover, the company remains committed to monitoring and managing risks, while promoting transparency and fairness among executives and employees. This ensures adherence to good corporate governance principles for listed companies and emphasizes ethical, transparent, and auditable operations, fostering the company's path toward sustainable growth.

Next year, the group intends to continue researching and developing new products and innovations to meet the growing health market demand and consumer needs. It will push forward the development of new generic medicines annually and incorporate consumer feedback into business operations. The group aims to ensure that consumers have access to high-quality medicines at reasonable prices, promoting improved health for all Thais.

Pharmacist Suvit Ngampoopun

Chief Executive Officer

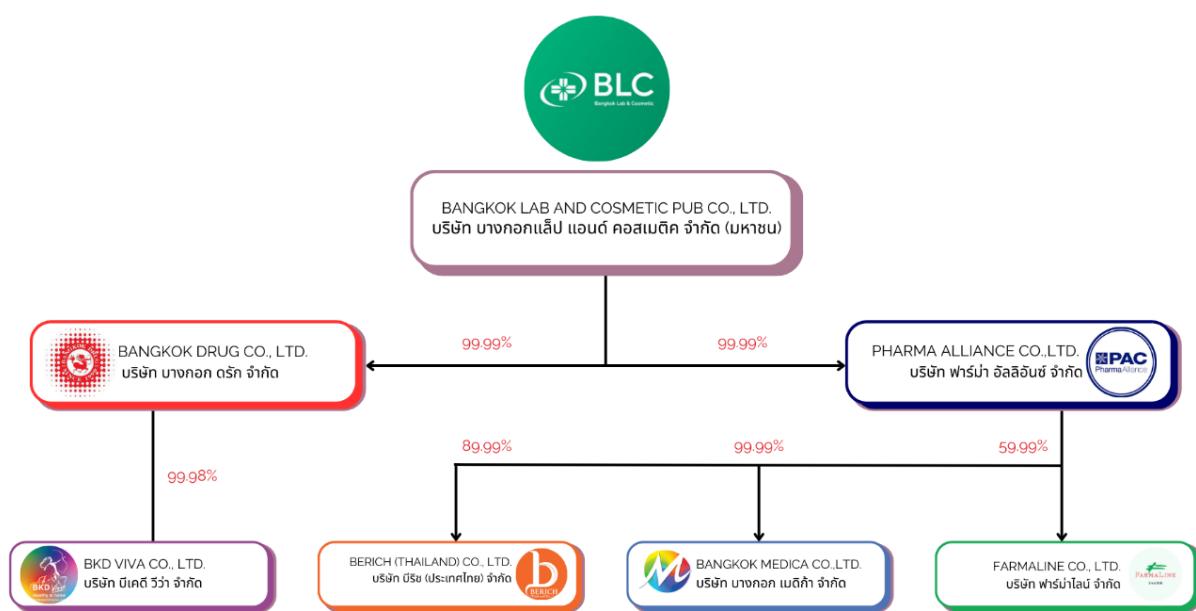
Bangkok Lab and Cosmetic Public Company Limited



## About Bangkok Lab

Bangkok Lab and Cosmetic Public Company Limited and its subsidiaries, hereafter referred to as “the group,” are engaged in the manufacturing and distribution of modern pharmaceutical products, herbal medicines, veterinary medicines, cosmetics, dietary supplements, and other health-related products. The group was founded by three pharmacists: Mr. Suvit Ngampoopun, Mr. Subhachai Saibour, and Mr. Somchai Phisphahutharn. Throughout its operations, the group has placed great importance on access to quality medicine, aiming to make high-quality medicine more accessible to the Thai population. The group has grown into a fully integrated healthcare solution provider. Additionally, by applying knowledge in modern pharmaceutical technology, the group has conducted research and development to produce herbal extracts under internationally standardized processes, and has carried out clinical studies to demonstrate the efficacy of its products. These efforts have led to the recognition of its products as accepted alternative treatments alongside conventional medicine. With a commitment to business growth based on knowledge and innovation, the group has consistently delivered the highest quality products to consumers and helped create long-term health security and sustainable economic growth.

## Business Structure and Nature of Operations



Company Name	Nature of Business
1. Bangkok Lab and Cosmetic Public Company Limited (BLC)	Conducts research and development through the BLC Research Center and manufactures pharmaceuticals and health products at the BLC factory for six affiliated companies under the group's trademarks. It also provides contract manufacturing services (Original Equipment Manufacturer: OEM) for companies or business owners who want to develop their own products.
2. Bangkok Drug Company Limited (BDC) (Subsidiary)	Distributes modern pharmaceutical products, including generic and new generic drugs, with a focus on pain relievers, drugs for bone and joint diseases, and dermatological drugs. It also distributes herbal medicines and dietary supplements.
3. Pharma Alliance Company Limited (PAC) (Subsidiary)	Provides services in warehouse systems, order management systems, accounting and finance systems, information technology systems, and logistics systems for the group. Also responsible for sourcing external service providers abroad and handling exports.
4. Bangkok Medica Company Limited (BMC) (Subsidiary)	Engaged in the business of distributing animal products.
5. Berich (Thailand) Company Limited (BRC) (Subsidiary)	Engaged in the business of distributing skincare cosmetics.
6. Farmaline Company Limited (FLC) (Subsidiary)	Distributes modern pharmaceutical products, including generic and new generic drugs, focusing on gastrointestinal, respiratory, and infectious disease medications.

Company Name	Nature of Business
7. BKD Viva Company Limited (BKD) (Subsidiary)	Engaged in the wholesale and retail of modern medicines, dietary supplements, cosmeceuticals, over-the-counter drugs, general herbal products, and medical equipment. Also operates in the direct marketing business.

## Pharmaceutical Product Groups

- Generic Drugs and New Generic Drugs

The modern pharmaceutical products manufactured and distributed by the group are generic and new generic drugs, which contain the same active ingredients as original or patented drugs whose patents have expired. The group produces these under its trademarks in various forms such as tablets, capsules, powders, liquids, creams, and gels.



- Herbal Medicines

Medicinal products made from herbal extracts sourced locally, such as chili, Plai, black cassumunar ginger, aloe vera, and green chiretta. These are produced under international standards and the group's trademarks. Herbal medicines are available in forms like tablets, capsules, powders, liquids, creams, and gels, mostly targeting bone and joint treatments as alternatives to modern medicine.



- Veterinary Medicines

Medicinal products for economic animals such as pigs, poultry, beef cattle, dairy cattle, and aquatic animals. Produced and distributed under the group's trademarks to treat infections on livestock farms and to ensure animal health without leaving harmful residues in animal-derived products.



## Other Health Products

- Cosmetics

Cosmetic products for facial and body care in various forms such as creams, ointments, and gels, manufactured and distributed under the group's trademarks. Also provides contract manufacturing services (Original Equipment Manufacturer: OEM) for companies or business owners wanting to create their own products.



- Food Supplements

The group manufactures and distributes dietary supplements under its trademarks, focused on joint, muscle, bone, and eye care in various forms such as tablets and powders.



- Other Products

Other Products include: 1) Products used in medical devices, such as silicone gel for surgical wounds developed using advanced technology from world-class research institutes, and lubricating gel; and 2) Products classified as hazardous substances, such as mosquito repellent spray.



ວຳນິດຕຳເດືອນນິວລາດ ແລະເອກສາຮກກຳນົບຄົວງນິວແພກທີ່ກົນໄດ້

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ໃຫຍ່ບຸນກາຕິໂນບານແລບກໍ ນວ. 586/2566

## **Corporate Governance**

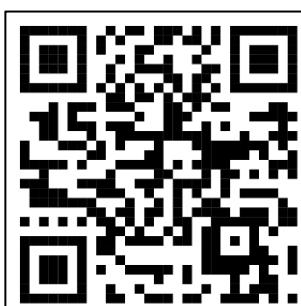
### **Overview of Corporate Governance Policy and Practices**

The group of Companies recognizes the importance of good corporate governance, as it is essential for enhancing operational efficiency and sustainability, which ultimately benefits all stakeholders. Therefore, the Board of Directors has established a good corporate governance policy covering key content such as the structure, roles, duties, and responsibilities of the Board of Directors, subcommittees, executives, including the selection and remuneration of directors and executives, independence of the Board from management, director development, performance evaluation of directors, governance of subsidiaries, and management with transparency, clarity, and accountability. These are based on the principles of good corporate governance for listed companies, 2017 edition, by the Securities and Exchange Commission ("SEC"), as a guideline for the Board of Directors to ensure sustainable business performance, credibility for all stakeholders, ethical operations, social contribution, reduced negative environmental impact, and adaptability to business environment changes. This aims to sustainably enhance corporate value in alignment with the expectations of the business sector, investors, capital markets, and society as a whole.

In addition, the Board of Directors considers the following framework:

- Competitiveness and sound long-term performance
- Ethical business practices, respect for rights, and responsibility to shareholders and stakeholders
- Social benefits and minimizing negative environmental impact
- Adaptability under changing conditions

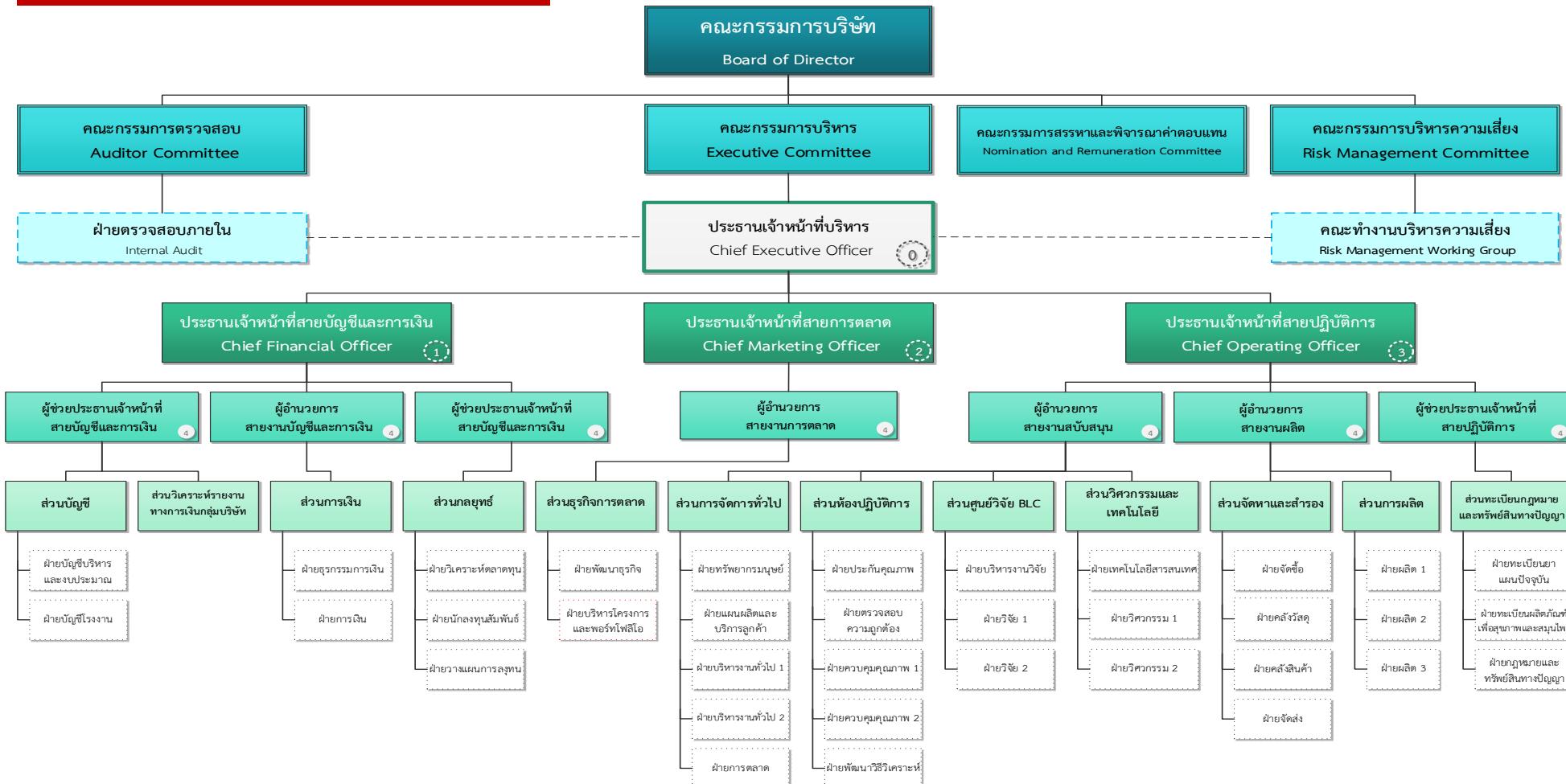
Policies and practices can be found on the website ([www.blcplc.com](http://www.blcplc.com)) or by scanning the QR code below.



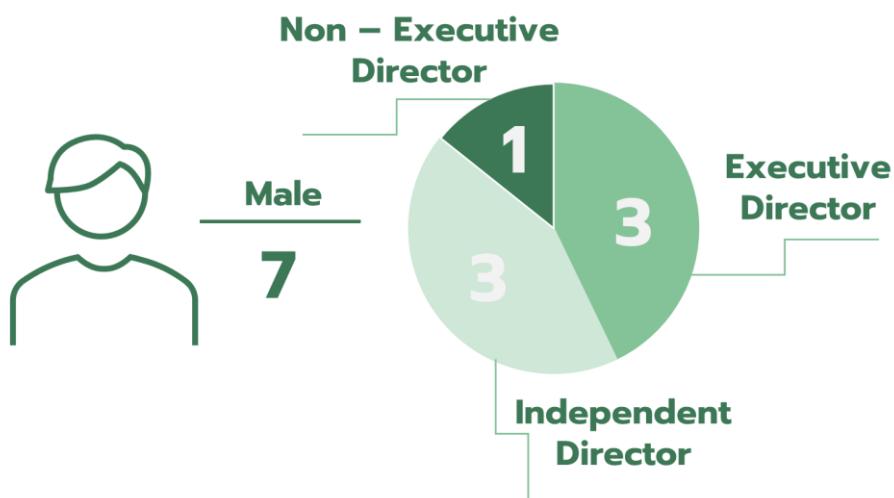
Policies and Practices According to Good Corporate Governance

## Corporate Governance Structure

ผังโครงสร้างองค์กร : ระดับบริษัท  
บริษัท บางกอกแล็บ แอนด์ คอมเมติค จำกัด (มหาชน)



The Board of Directors comprises executive directors, non-executive directors, and independent directors, totaling seven members. All directors meet the qualifications under Section 68 of the Public Limited Companies Act B.E. 2535 (1992) and the Capital Market Supervisory Board Announcement No. Tor Jor. 39/2559 regarding approval and permission to offer newly issued shares, dated September 30, 2016, including all subsequent amendments.



You can find information on the policies and responsibilities of the Board of Directors and subcommittees in the 56-1 Annual Report for the year 2024 under Section 7: Corporate Governance Structure and Key Information about the Board of Directors, Subcommittees, Executives, Employees, and Others.

## Director Nomination Criteria

The group nominates individuals to be appointed as directors and top executives through the Nomination and Remuneration Committee, which comprises two independent directors out of a total of three members. The committee is responsible for selecting and screening qualified individuals according to the company's regulations and nominating those with appropriate qualifications. This ensures the selection of professional and diverse board members, considering the structure, size, and composition of the Board. The committee submits its recommendations to the Board of Directors for approval, which are then proposed to the shareholders' meeting for appointment. The criteria and procedures for the selection of company directors have been established. However, the group of companies has also conducted an evaluation of the Board Skill Matrix for all directors.

Starting in 2024, details are shown in the following table

No.	Name / Specific Expertise	Pharmaceutical Industry	Proficiency Level	Accounting / Finance	Proficiency Level	Law / Corporate Governance	Proficiency Level	Strategic Planning	Proficiency Level	Organizational Management	Proficiency Level	Sales and Marketing	Proficiency Level	Information Technology	Proficiency Level	Risk Management	Proficiency Level	ESG Operations	Proficiency Level	Engineering / Digital Innovation	Proficiency Level
1	Asst. Prof. Dr. Wanchai Sutta	1	✓ 3	1	✓ 3	1	✓ 3	1	✓ 4	1	✓ 4	1	✓ 1	1	✓ 4	1	✓ 4	1	✓ 3	✓ 3	✓ 3
2	Mr. Worathep Gorgitpoonpol	1	✓ 4	1	✓ 2	1	✓ 3	1	✓ 4	1	✓ 4	1	✓ 4	1	✓ 2	1	✓ 3	1	✓ 2	1	✓ 2
3	Dr. Thanadon Raksaphon	1	✓ 1	1	✓ 4	1	✓ 3	1	✓ 3	1	✓ 2	1	✓ 2	1	✓ 2	1	✓ 4	1	✓ 3	1	✓ 1
4	Mr. Suwit Ngampuphan	1	✓ 4	1	✓ 3	1	✓ 3	1	✓ 4	1	✓ 4	1	✓ 4	1	✓ 3	1	✓ 3	1	✓ 3	1	✓ 2
5	Mr. Supachai Saibua	1	✓ 4	1	✓ 3	1	✓ 3	1	✓ 4	1	✓ 4	1	✓ 3	1	✓ 2	1	✓ 3	1	✓ 3	1	✓ 3
6	Mr. Somchai Phispahutharn	1	✓ 4	1	✓ 3	1	✓ 1	1	✓ 4	1	✓ 3	1	✓ 3	1	✓ 2	1	✓ 3	1	✓ 1	1	✓ 1
7	Mr. Surasilp Ngampuphan	1	✓ 4	1	✓ 2	1	✓ 2	1	✓ 3	1	✓ 2	1	✓ 4	1	✓ 3	1	✓ 2	1	✓ 2	1	✓ 2
<b>Total</b>		7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	
<b>Average</b>		3.4 /4	2.9 /4	2.6 /4	3.7 /4	3.3 /4	3.0 /4	2.6 /4	3.1 /4	2.4 /4	2.0 /4										
<b>Ratio</b>		86 %	71 %	64 %	93 %	82 %	75 %	64 %	79 %	61 %	50 %										

Level 1 Skilled

Level 2 Skilled and Proficient

Level 3 Skilled, Proficient, and Experienced

Level 4 Expert and Able to Transfer Knowledge

## Performance Evaluation of the Board of Directors and Top Executives

The Board of Directors requires that a performance evaluation be conducted at least once a year, in the form of both group and individual evaluations. The evaluation results are used as a framework for reviewing the performance of duties, identifying issues and obstacles, and analyzing directors' performance. Suggestions from the evaluation are also used to improve and further develop operations. The evaluation uses the following scoring criteria:

Score Level	Evaluation Criteria
100 - 90	Excellent
89 - 80	Good
79 - 70	Average
69 - 60	Fair
Below 60	Needs Improvement

Summary of the 2024 Self-Evaluation Results of the Board of Directors (Self-evaluation), which found that the performance of all Board members and top executives was rated as Excellent for four committees and Good for one committee, with the details as follows:

Topic	2024 Target	2024 Performance Results
Board of Directors (Group Evaluation)	90%	90.72%
Audit Committee (Group Evaluation)	90%	97.88%
Nomination and Remuneration Committee (Group Evaluation)	90%	87.72%
Risk Management Committee (Group Evaluation)	90%	98.58%
Board of Directors and Subcommittees (Individual Evaluation)	90%	93.56%

## Remuneration Policy for Executive Directors and Executives

Remuneration for the Board of Directors and subcommittees must be approved by the shareholders' meeting, with recommendations from the Nomination and Remuneration Committee. This committee considers the roles, responsibilities, performance, and business results of the group, along with comparisons to directors' compensation in similar industries. The results are submitted to the Board of Directors for their consideration of board and subcommittee remuneration. The Board of Directors is responsible for approving the Chief

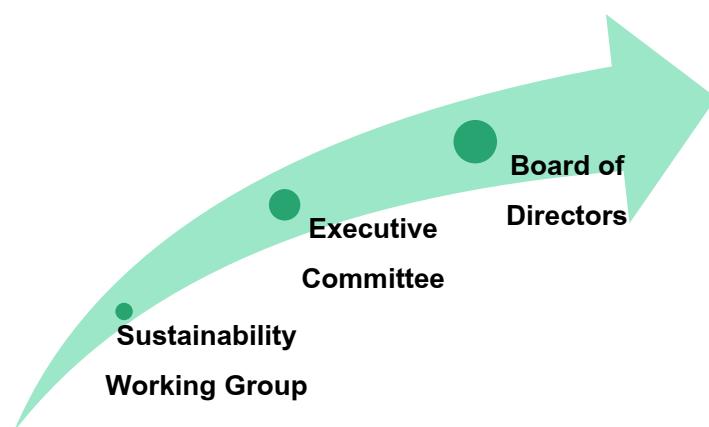
Executive Officer's remuneration to align with performance, based on recommendations from the Nomination and Remuneration Committee. The Chief Executive Officer is responsible for determining the remuneration of executives. This includes proposing both monetary and non-monetary compensation, as well as other benefits deemed appropriate for the roles, responsibilities, performance, and results of the company. The remuneration process must consider long-term incentives. Additionally, executive compensation is paid under the framework of the annual budget, which is reviewed and approved by the Board of Directors.

The company's executive remuneration includes salary, bonuses, and other benefits such as social security contributions and provident fund contributions.

Details of executive compensation can be found in the annual report Form 56-1 One Report, Section 2, Item 7.4.3 Total remuneration of the executive directors and executives

### **Sustainability Governance Structure**

The group has two committees, consisting of the Board of Directors and the Executive Committee. The details of the committees are as follows



### **Roles and Responsibilities in Sustainable Development Management**

#### **1) Board of Directors**

Supervise the business operations to ensure ethical conduct, such as establishing corporate governance policies and business ethics handbooks for directors, executives, and employees, as well as disclosing, requiring compliance, and monitoring adherence.

1. Perform duties with responsibility, care, and honesty, and in compliance with laws, the company's objectives, articles of association, and shareholders' meeting resolutions, except for matters requiring prior approval from the shareholders' meeting, such as those mandated by law, related party transactions, and

significant asset acquisitions or disposals according to the regulations of the Stock Exchange of Thailand or other government agencies.

2. Supervise the business operations to ensure ethical conduct, such as establishing corporate governance policies and business ethics handbooks for directors, executives, and employees of the company, as well as disclosing, requiring compliance, and monitoring adherence.
3. Consider and approve business policies, goals, operational plans, business strategies, and annual budgets of the company, and regularly review and reassess the appropriateness of various policies annually.
4. Consider and approve the appointment of qualified persons without prohibited characteristics as stipulated in the Public Limited Companies Act B.E. 2535 (1992) (and its amendments), the Securities and Exchange Act of Thailand, and related announcements, rules, and/or regulations, to serve as directors in case of a vacancy due to reasons other than retirement by rotation.
5. Consider appointing independent directors by reviewing their qualifications and prohibited characteristics according to the Securities and Exchange Act, Capital Market Supervisory Board announcements, and the relevant rules and regulations of the Stock Exchange of Thailand, or propose them to the shareholders' meeting for appointment as independent directors of the company, based on recommendations from the Nomination and Remuneration Committee.
6. Consider appointing the Audit Committee members who meet the qualifications set forth in the Securities and Exchange Act, Capital Market Supervisory Board announcements, and relevant rules and regulations of the Stock Exchange of Thailand, based on recommendations from the Nomination and Remuneration Committee.
7. Consider appointing the Executive Committee members selected from the company's directors, executives, or external persons, and define the scope, authority, duties, and responsibilities of the Executive Committee, based on recommendations from the Nomination and Remuneration Committee.
8. Consider appointing other subcommittees to assist in the duties of the Board of Directors.
9. Consider setting and amending the name(s) of the authorized directors who can bind the company.

10. Appoint any other person to carry out the company's business under the control of the Board of Directors or delegate authority to such persons as deemed appropriate by the Board, which may revoke, cancel, amend, or change such authority.
11. Consider and approve asset acquisition or disposal transactions of the company or its subsidiaries, investment in new businesses, and any operations unless such transactions require approval from the shareholders' meeting. Such approvals shall comply with the Securities and Exchange Act, Capital Market Supervisory Board announcements, and/or the rules and regulations of the Stock Exchange of Thailand.
12. Consider and approve related party transactions unless such transactions require approval from the shareholders' meeting. Such approvals shall comply with the Securities and Exchange Act, Capital Market Supervisory Board announcements, and/or the rules and regulations of the Stock Exchange of Thailand.
13. Consider and approve interim dividend payments to shareholders when it is deemed that the company has sufficient profit to do so, and report such payments to the next shareholders' meeting.
14. Ensure the preparation of the financial statements at the end of the company's fiscal year, audited by the auditor, to present to the annual general meeting of shareholders for approval.
15. Ensure the preparation of the financial statements at the end of each quarter, reviewed by the auditor. Perform any other business-related duties as assigned by the shareholders.

## 2) Executive Committee

1. Set policies, goals, strategies, operational plans, annual budgets, and various management authorities of the company for submission to the Board of Directors for approval.
2. Control and oversee the company's operations to ensure alignment with the objectives, regulations, rules, instructions, policies, goals, strategies, operational plans, and annual budgets approved by the Board of Directors, Board resolutions, and/or shareholders' resolutions, to be carried out efficiently and conducive to the business condition. Provide management advice to senior executives and approve

the appointment of necessary advisors within the approved budget framework from the Board of Directors.

3. Consider and approve normal business operations and transactions of the company and its subsidiaries, including investment expenditures, financial transactions with financial institutions such as account openings, loans, pledges, guarantees, and others, including land purchases/sales or registrations of land ownership for normal business transactions of the company and its subsidiaries, within the approved financial authority limits and/or as per the Table of Authority set by the Board of Directors.
4. Determine the organizational structure of the company at the executive level and effective management, covering recruitment, training, hiring, and termination of the company's executives or senior executives. The authority may be delegated to the Chief Executive Officer, Chief Officer, Managing Director, Deputy Managing Director, or Assistant Managing Director of the company to act on behalf of the company in signing employment contracts.
5. Supervise and approve matters related to the company's operations and may appoint or assign any individual or multiple individuals to act on behalf of the Executive Committee as deemed appropriate. The Executive Committee may revoke, change, or amend such authority.
6. Review and provide opinions on matters that require approval from the Board of Directors, except for any activities delegated to other subcommittees by the Board of Directors.
7. Consider proposing company employees to act as secretaries upon approval by the Executive Committee.
8. Perform any other duties assigned by the Board of Directors.

However, the delegation of authority and responsibilities of the Executive Committee shall not constitute a delegation or sub-delegation of authority that allows the Executive Committee or any person authorized by it to approve any transaction in which they, or any person with a potential conflict of interest (as defined by the Securities and Exchange Commission's announcements), have any interest or may benefit, or have any other conflict of interest with the company or its subsidiaries. The approval of such transactions must be presented to the Board of Directors and/or the shareholders of the subsidiary, as applicable. Exceptions are for transactions conducted under normal business terms, with clearly defined conditions and in

accordance with policies and criteria approved by the shareholders' meeting or the Board of Directors.

### 3) Sustainability Working Group

The group recognizes that business operations must take into account environmental and social matters together with good governance to drive business toward sustainability. Additionally, the Stock Exchange of Thailand has encouraged listed companies to operate sustainably, with Environmental, Social, and Governance (ESG) considerations being part of business operations. Therefore, the company has appointed a Sustainability (ESG) Task Force to integrate sustainable organizational management in accordance with international standards. The roles and responsibilities of the Sustainability Task Force are as follows:

1. Determine appropriate sustainability approaches and operational plans in alignment with company policies.
2. Supervise, monitor, and review sustainable development operations, push for practical implementation, and encourage participation in various projects under the sustainability development framework with relevant internal and external departments.
3. Create a culture of sustainable development and communicate this to directors, executives, employees at all levels, external service providers, and all stakeholders to ensure understanding and awareness of sustainability development.
4. Report on sustainable development performance and prepare sustainability development reports to present to the Executive Committee.

## Sustainability Policy

The group recognizes the importance of conducting business for sustainable growth under Corporate Social Responsibility (CSR), focusing on ethical and moral operations that consider stakeholders. The group also emphasizes sustainable investment by considering environmental (Environmental), social (Social), and corporate governance (Governance) or ESG performance. The group hopes that responsible business practices will benefit the greater community while simultaneously supporting the company's growth.



Sustainability  
Policy



Company  
Management  
System Policy  
and Objectives

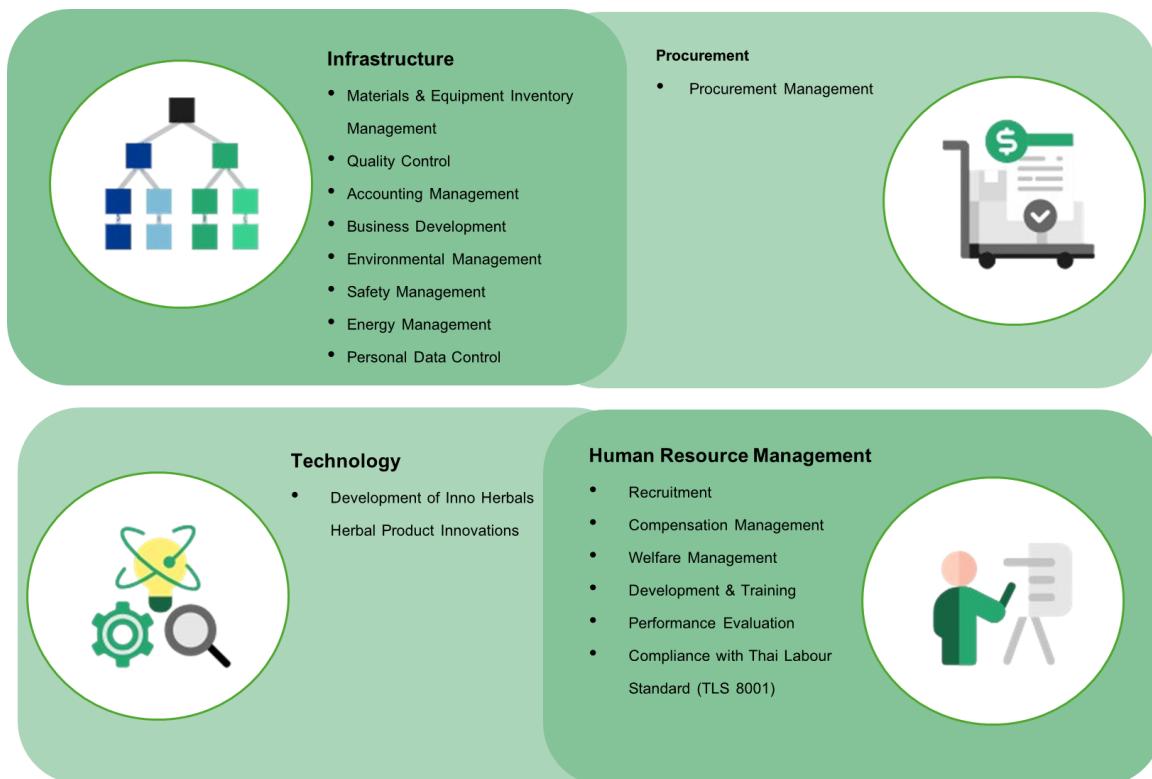
## Value Chain of the Organization

The group manages its business value chain to ensure that business operations are efficient and sustainable, delivering high-quality and safe products and services to customers while creating value for all stakeholders. Value chain management covers both primary activities and support activities, as follows:

### Primary activities



## Support activities



## Stakeholders and Key Issues of the Group

In 2024, the group analyzed and prioritized stakeholders involved in its operations by assessing both positive and negative impacts on stakeholders and the level of influence stakeholders have on the group's operations. The analysis found that the group has a total of eight stakeholder groups prioritized as follows: (1) Employees (2) Customers/Consumers (3) External Service Providers (4) Regulatory Agencies (5) Competitors (6) Shareholders/Investors (7) Business Partners and (8) Communities. The group consistently communicates with all stakeholder groups through various channels to assess and identify issues of interest and expectations, aiming to address these expectations efficiently.

Stakeholder Groups	Expectations	Stakeholder Response	Communication Channels
<b>Employees</b> (Individuals with an employment relationship, for whom the company	- Appropriate and continuously growing compensation and benefits	- Starting wage set by law and increased based on experience and performance evaluation	- Suggestion box - Intranet, email, LINE, online meetings - Announcement boards

Stakeholder Groups	Expectations	Stakeholder Response	Communication Channels
has legal responsibilities)	<ul style="list-style-type: none"> <li>- Protection of welfare and workplace safety</li> <li>- Basic legal benefits / benefits exceeding legal requirements</li> <li>- Job security and career advancement</li> <li>- Opportunities for learning and self-development</li> <li>- Desire for a good working environment</li> <li>- Need for modern equipment/technology to reduce workload</li> </ul>	<ul style="list-style-type: none"> <li>- Equal rights and benefits for all employees</li> <li>- Knowledge and skill development plans provided</li> <li>- Ensure workplace safety</li> <li>- Create a positive work environment</li> </ul>	
<b>Customers/ Consumers</b> (Individuals or entities who purchase the company's products for business or personal purposes)	<ul style="list-style-type: none"> <li>- Profit from product sales and benefits from marketing promotions to boost sales</li> <li>- Quality and safe products with truthful and useful information</li> <li>- Convenient and fast communication channels</li> </ul>	<ul style="list-style-type: none"> <li>- Sales promotion activities</li> <li>- Products with certified quality standards</li> <li>- Certified management systems such as ISO 9001, ISO 14001, ISO 45001, ISO 50001, ISO 22000, ISO/IEC 17025</li> <li>- Product usage information is communicated to</li> </ul>	<ul style="list-style-type: none"> <li>- Sales representatives</li> <li>- Product labeling</li> <li>- Customer satisfaction surveys</li> <li>- BLC letter</li> <li>- website</li> <li>- Factory visits</li> <li>- Telephone / LINE / Email</li> <li>- Pharmacy student internships</li> </ul>

Stakeholder Groups	Expectations	Stakeholder Response	Communication Channels
		consumers on the product label as required by law.	
<b>External Service Providers</b>  (Individuals or entities supplying raw materials/equipment and services to the company)	<ul style="list-style-type: none"> <li>- Receipt of correct and consistent purchase orders</li> <li>- On-time payments</li> <li>- Maintain relationships with external service providers</li> </ul>	<ul style="list-style-type: none"> <li>- Standardized purchasing criteria</li> <li>- Clear payment schedule</li> <li>- Feedback on service providers' operations via online system and regular phone consultations</li> <li>- Complaint channels via website and central telephone</li> </ul>	<ul style="list-style-type: none"> <li>- Regular visits and listening to service providers' opinions</li> <li>- Quarterly journals</li> </ul>
<b>Regulatory Agencies</b>  (Monitor and ensure products and operations comply with relevant laws and regulations)	<ul style="list-style-type: none"> <li>- Compliance with relevant laws and regulations</li> <li>- Cooperation in agency-organized activities</li> <li>- Receipt of accurate information</li> </ul>	<ul style="list-style-type: none"> <li>- Adherence to laws and regulations of regulatory bodies</li> <li>- Support for regulatory agency activities</li> <li>- Assistance to regulatory bodies</li> </ul>	<ul style="list-style-type: none"> <li>- Circular letters / Emails / Exhibitions</li> <li>- Meetings</li> <li>- Evaluation</li> </ul>
<b>Trade Partners</b>  (Entities cooperating with the company in business, exchanging information, expertise, and experience, including	<ul style="list-style-type: none"> <li>- Develop cooperation with the company to achieve research within the set timeline</li> <li>- Expect to extend the research for industrial production</li> </ul>	<ul style="list-style-type: none"> <li>- Have research teams and coordination for joint work</li> <li>- Participate in meetings, pay membership fees, join association activities, cooperate,</li> </ul>	<ul style="list-style-type: none"> <li>- Telephone / LINE / Email</li> <li>- Collaboration agreements</li> <li>- Meetings</li> <li>- Surveys</li> <li>- Be a speaker</li> </ul>

Stakeholder Groups	Expectations	Stakeholder Response	Communication Channels
product research and development, potentially sharing revenue and costs over a period of time)	<ul style="list-style-type: none"> <li>- Gain networks, funding, membership fees, and support for association activities, as well as resources from the company within the member group</li> </ul>	and exchange information	
<b>Community</b> (Local residents in the vicinity of the business, including houses, temples, schools, markets, and government offices, who may be affected or benefit from the company's activities)	<ul style="list-style-type: none"> <li>- Collaborate in community development, create jobs and income to ensure stability for local residents</li> <li>- Require continuous support from the company</li> <li>- Desire for the company to consider the environmental impact on the community</li> </ul>	<ul style="list-style-type: none"> <li>- The company cooperates and supports community activities consistently</li> <li>- Disclose environmental impact information transparently to the community</li> <li>- Hire local community members</li> </ul>	<ul style="list-style-type: none"> <li>- Dialogue and discussions</li> <li>- Contact community representatives, such as village headman phone numbers</li> <li>- Website</li> </ul>
<b>Shareholders/Investors</b> (Individuals or entities holding shares in the company, with the right to express opinions on business operations and	<ul style="list-style-type: none"> <li>- Accurate, transparent, and timely information to assess future business potential</li> </ul>	<ul style="list-style-type: none"> <li>- Provide returns that meet shareholders'/investors' expectations</li> <li>- Provide direct communication channels to shareholders/investors</li> </ul>	<ul style="list-style-type: none"> <li>- Organize Company visits, Opportunity Days, Analyst meetings quarterly</li> <li>- Shareholder meetings</li> <li>- Company website</li> </ul>

Stakeholder Groups	Expectations	Stakeholder Response	Communication Channels
benefit from the company's activities, including those interested in the company's securities)			
<b>Competitors</b> (Entities importing or producing products and distributing goods in the same category or interchangeable products)	- Fair competition	- Cooperation to develop business capabilities	- Meetings of the Thai Pharmaceutical Manufacturers Association (TPMA)

### Evaluation of Key Issues

The group has conducted an analysis and identified key sustainability issues, considering risks and opportunities, new challenges both domestically and internationally, as well as issues relevant to the same industry. Additionally, the interests and needs of stakeholders both inside and outside the company have been considered through the following process:



## 1. Identifying activities in the value chain

The group has conducted an assessment of activities within the value chain, both internal and external, covering impacts that are currently occurring or may occur in the future, both positive and negative, related to each activity in the group's value chain, which affects the environment, society, governance, and the economy comprehensively.

## 2. Identification of Key Sustainability Issues

In terms of operations, the company considered the context and direction of its internal operations, as well as sustainability standards according to the Stock Exchange of Thailand's guidelines, and the short-term and long-term impacts and opportunities for the group. The expectations of stakeholders have been incorporated as part of the process of identifying key sustainability issues.

## 3. Prioritization of Key Issues

The prioritization of sustainability issues follows the Materiality Principle, considering the level of impact significant to the group's business operations, as well as the expectations and interests of stakeholders through engagement with various stakeholders along the value chain.

## 4. Review of Key Issues

Management and the board of directors of the group have reviewed the accuracy and completeness of sustainability issues and have approved significant issues to ensure alignment with the group's context, goals, and strategy.

## 5. Reconsideration of Key Issues

The key sustainability issues and disclosure of information are reviewed regularly through engagement with internal and external stakeholders, and presented to the board of directors to develop the next sustainability report.

From the process above, the group has identified a total of 15 key sustainability issues, covering environmental, social, governance, and economic aspects, as shown in the diagram.



Environmental Dimension	Social Dimension	Governance Dimension
E1.) Greenhouse Gas Management E2.) Pollution and Waste Management E3.) Resource Management	S1.) Customer Relationship Management S2.) Responsible Marketing S3.) Human Resource Management S4.) Occupational Health and Safety S5.) Human Rights S6.) Community and Social Development	G1.) Product Quality and Confidence G2.) Product Research and Development, and Innovation G3.) Business Ethics G4.) Cybersecurity and Personal Data Protection Management G5.) Supply Chain Management and Raw Material and Product Inventory Management G6.) Risk Management and Business Continuity

## Sustainability Impact

Key Sustainability Issues	Business Impact	Stakeholders
<b>Environmental Dimension</b>		
Greenhouse Gas Management	The world is currently moving toward a “heated earth” due to the high volume of greenhouse gas emissions. Globally, there are targets for a low-carbon era, and each company has measures to reduce greenhouse gas emissions, whether by minimizing pollution and waste in nature or by using resources efficiently.	<ul style="list-style-type: none"> <li>- Employees</li> <li>- Community and Society</li> <li>- External Service Providers</li> <li>- Regulatory Agencies</li> </ul>
Pollution and Waste Management	Environmental issues are interconnected and can have wide-reaching impacts, reflecting risks to the company’s operations. Therefore, the company is committed to managing significant environmental issues in an integrated manner to achieve the best results in both the short and long term.	
<b>Social Dimension</b>		
Customer Relationship Management	In addition to the product quality meeting the required standards, customer relationships are still a key factor in promoting continuous repeat usage, which can also create opportunities for expanding sustainable consumption participation in the future.	<ul style="list-style-type: none"> <li>- Customers/Consumers</li> <li>- Business Partners</li> </ul>
Responsible Marketing	Honest, transparent marketing with accurate information helps build trust and loyalty toward the brand. Demonstrating responsibility toward society and the environment enhances a credible image and attracts customers who value these principles. Responsible business practices create good relationships with consumers.	<ul style="list-style-type: none"> <li>- Customers/Consumers</li> <li>- Business Partners</li> <li>- Regulatory Agencies</li> </ul>

Key Sustainability Issues	Business Impact	Stakeholders
Human Resource Management	<p>Promoting learning and skill development helps enhance employee potential, supports the organization's sustainable growth, and provides suitable welfare that increases employee engagement, reduces turnover rates, and lowers recruitment costs. Good human resource management creates a positive work environment, promotes unity, and helps the organization adapt and compete efficiently in the market.</p> <p>Employment Conditions Management, appropriate welfare, and promoting learning and skill development of employees are factors that can support the sustainable growth of the group.</p>	<ul style="list-style-type: none"> <li>- Employees</li> </ul>
Occupational Health and Safety	<p>To ensure operations meet safety standards, employee health and safety management should be provided for both employees and visitors to the company, ensuring safety and preventing injuries. Emergency drills should be arranged to ensure preparedness for potential future incidents.</p>	<ul style="list-style-type: none"> <li>- Employees</li> </ul>
Human Rights	<p>Currently, providing equal rights to everyone fosters peaceful coexistence, preventing discrimination, ensuring equality, and allowing freedom of expression in the workplace, which helps in improving the work process for better development.</p>	<ul style="list-style-type: none"> <li>- Employees</li> <li>- Customers/Consumers</li> <li>- External Service Providers</li> <li>- Business Partners</li> <li>- Regulatory Agencies</li> <li>- Shareholders/Investors</li> <li>- Competitors</li> </ul>

Key Sustainability Issues	Business Impact	Stakeholders
		<ul style="list-style-type: none"> <li>- Community and Society</li> </ul>
Community and Social Development	<p>Engagement in community activities helps build understanding between the group and the community. Strengthening the community helps create a positive environment for business in the long term, reduces conflicts, and strengthens the local economy, ensuring acceptance and trust from the community.</p>	<ul style="list-style-type: none"> <li>- Community and Society</li> </ul>
<b>Governance Dimension</b>		
Product Quality and Confidence	<p>High-quality products are key to building customer trust, boosting confidence in the brand, and enhancing business competitiveness. Effective quality control not only reduces complaints but also cuts costs related to product recalls. Furthermore, confidence in products directly impacts the company's reputation and helps the business grow steadily in the long run.</p>	<ul style="list-style-type: none"> <li>- Customers/Consumers</li> <li>- Business Partners</li> <li>- Regulatory Agencies</li> <li>- Competitors</li> </ul>
Product Research and Development and Innovation	<p>Investing in research and development and fostering innovation enhances competitiveness and helps the company respond to rapidly changing market demands.</p>	<ul style="list-style-type: none"> <li>- Customers/Consumers</li> <li>- Business Partners</li> <li>- Regulatory Agencies</li> <li>- Competitors</li> </ul>
Business Ethics	<p>Operating with transparency helps build trust with all stakeholders, reduces risks from disputes, and supports sustainable business operations while enhancing the company's image.</p>	<ul style="list-style-type: none"> <li>- Employees</li> <li>- Customers/Consumers</li> </ul>

Key Sustainability Issues	Business Impact	Stakeholders
		<ul style="list-style-type: none"> <li>- External Service Providers</li> <li>- Business Partners</li> <li>- Regulatory Agencies</li> <li>- Shareholders/Investors</li> <li>- Competitors</li> <li>- Community and Society</li> </ul>
Cybersecurity and Personal Data Protection Management	Preventing cyberattacks and protecting customer data reduces the risk of damage from data leaks, building confidence with all stakeholders.	<ul style="list-style-type: none"> <li>- External Service Providers</li> <li>- Customers/Consumers</li> <li>- Business Partners</li> <li>- Regulatory Agencies</li> </ul>
Supply Chain Management and Raw Material and Product Inventory Management	Efficient supply chain management helps reduce costs and prevents product shortages. It also includes proper inventory management to minimize waste and improve production efficiency, which helps cope with changing market conditions.	<ul style="list-style-type: none"> <li>- Business Partners</li> <li>- External Service Providers</li> </ul>
Risk Management and Business Continuity	Risk management helps reduce impacts, while continuity planning further mitigates potential business disruptions and creates long-term stability for the company.	<ul style="list-style-type: none"> <li>- Employees</li> <li>- Shareholders/Investors</li> </ul>

## Overall Sustainability Operations of the Group

The company has set long-term sustainability goals (by 2030) as follows:

Dimension	Goal (by 2030)	Achievements from 2024 Operations	SDGs Support
 <b>Environmental Aspect</b>	<b>Greenhouse Gas Management</b> <ul style="list-style-type: none"> <li>Reduce greenhouse gas emissions per product weight by 5% annually compared to the baseline year 2023</li> </ul>	<b>Greenhouse Gas Management</b> <ul style="list-style-type: none"> <li>Greenhouse gas emissions from Categories 1, 2, and 3 decreased by 11.26%, achieving the target of reducing greenhouse gas emissions per product weight by 5% by 2024 compared to the emissions per product weight in 2023.</li> </ul>	  
	<b>Pollution and Waste Management</b> <ul style="list-style-type: none"> <li>The volume was reduced by no less than or equal to 8% of production weight (excluding general waste and hazardous waste).</li> </ul>	<b>Pollution and Waste Management</b> <ul style="list-style-type: none"> <li>Total waste volume is 195.13 tons, and production weight is 1,159.90 tons.</li> </ul>	
	<b>Resource Management</b> <ul style="list-style-type: none"> <li>Electricity consumption from external factory production has been reduced and switched to energy from solar farms, covering at least 50% of total energy use.</li> </ul>	<b>Resource Management</b> <ul style="list-style-type: none"> <li>Renewable energy use from solar farms stands at 28.32%.</li> </ul>	

Dimension	Goal (by 2030)	Achievements from 2024 Operations	SDGs Support
	<b>Environmental Aspect</b> <ul style="list-style-type: none"> <li>No environmental complaints.</li> </ul>	<b>Environmental Aspect</b> <ul style="list-style-type: none"> <li>No environmental complaints.</li> </ul>	
 <b>Social Aspect</b>	<b>Customer Relationship Management</b> <ul style="list-style-type: none"> <li>Customer satisfaction is no less than 85%.</li> </ul>	<b>Customer Relationship Management</b> <ul style="list-style-type: none"> <li>Customer satisfaction stands at 84.00%.</li> </ul>	
	<b>Responsible Marketing</b> <ul style="list-style-type: none"> <li>No complaints regarding marketing and advertising.</li> </ul>	<b>Responsible Marketing</b> <ul style="list-style-type: none"> <li>No complaints regarding marketing and advertising.</li> </ul>	
	<b>Human Resource Management</b> <ul style="list-style-type: none"> <li>Average employee training hours are no less than 85 hours per person per year.</li> <li>Employee satisfaction and/or engagement with the company are no less than 90%.</li> </ul>	<b>Human Resource Management</b> <ul style="list-style-type: none"> <li>The average number of training hours for employees is 83 hours per person per year.</li> <li>Employee satisfaction and/or engagement with the company is 90.29%.</li> </ul>	
	<b>Occupational Health and Safety</b> <ul style="list-style-type: none"> <li>No work-related accidents.</li> </ul>	<b>Occupational Health and Safety</b> <ul style="list-style-type: none"> <li>No work-related accidents.</li> </ul>	

Dimension	Goal (by 2030)	Achievements from 2024 Operations	SDGs Support
 Governance	<b>Human Rights</b> <ul style="list-style-type: none"> <li>No human rights complaints.</li> </ul>	<b>Human Rights</b> <ul style="list-style-type: none"> <li>No complaints regarding human rights.</li> </ul>	
	<b>Community and Social Development</b> <ul style="list-style-type: none"> <li>Satisfaction with community and social development activities is no less than 85%.</li> </ul>	<b>Community and Social Development</b> <ul style="list-style-type: none"> <li>Satisfaction with community and social development activities is 91.22%.</li> </ul>	
 Governance	<b>Product Quality and Confidence</b> <ul style="list-style-type: none"> <li>No products recalled due to quality issues.</li> </ul>	<b>Product Quality and Confidence</b> <ul style="list-style-type: none"> <li>No products recalled due to quality issues.</li> </ul>	
	<b>Product research and development and innovation creation.</b> <ul style="list-style-type: none"> <li>At least 2 new products in the new generic drug category can be marketed per year.</li> <li>At least 2 herbal product formulations approved by the company's internal committee per year.</li> <li>At least 3 formulations with reduced or no use of environmentally unfriendly organic solvents approved by the internal committee per year.</li> </ul>	<b>Product research and development and innovation creation.</b> <ul style="list-style-type: none"> <li>Innovation development in the new generic drug category has been achieved with 3 products, and one new product has been launched.</li> <li>Innovation in herbal products has led to 2 products, with 1 herbal product formula approved by the internal committee.</li> </ul>	

Dimension	Goal (by 2030)	Achievements from 2024 Operations	SDGs Support
	<ul style="list-style-type: none"> <li>At least 45% of secondary packaging should be environmentally friendly by 2030.</li> <li>At least 15 QCC topics per year.</li> <li>At least 30 Kaizen topics per year.</li> <li>Total savings of no less than 100,000 baht.</li> </ul>	<ul style="list-style-type: none"> <li>The company has outlined a clearer research and development plan for products that reduce the use of environmentally harmful solvents, aiming to begin implementation in 2025. This includes selecting existing products that can reduce solvent use and guidelines for developing new products that use the least amount of harmful solvents.</li> <li>Environmentally friendly packaging includes switching to water-based coatings in 287 items and using paper with recycled materials in 155 items out of a total of 869 items, accounting for 33.03% and 17.84%, respectively.</li> <li>QCC topics: 18 items.</li> <li>Kaizen topics: 122 items.</li> <li>Total savings: 2,049,522.50 baht.</li> </ul>	

Dimension	Goal (by 2030)	Achievements from 2024 Operations	SDGs Support
	<b>Business Ethics</b> <ul style="list-style-type: none"> <li>• No business ethics violations.</li> <li>• No corruption or bribery.</li> </ul>	<b>Business Ethics</b> <ul style="list-style-type: none"> <li>• No business ethics violations.</li> <li>• No corruption or bribery.</li> </ul>	
	<b>Cybersecurity and Personal Data Protection Management</b> <ul style="list-style-type: none"> <li>• No successful cyberattacks.</li> </ul>	<b>Cybersecurity and Personal Data Protection Management</b> <ul style="list-style-type: none"> <li>• No successful cyberattacks.</li> </ul>	
	<b>Supply Chain Management and Raw Material and Product Inventory Management</b> <ul style="list-style-type: none"> <li>• The proportion of key vendors that have undergone ESG training is 50% or more, increasing by at least 10% annually.</li> <li>• The proportion of key vendors complying with ESG guidelines is 10% or more, increasing by at least 5% annually.</li> </ul>	<b>Supply Chain Management and Raw Material and Product Inventory Management</b> <ul style="list-style-type: none"> <li>• ESG evaluations for 570 external service providers have been completed, representing 100% of all external service providers.</li> </ul>	

Dimension	Goal (by 2030)	Achievements from 2024 Operations	SDGs Support
	<p><b>Risk Management and Business Continuity</b></p> <ul style="list-style-type: none"> <li>• Measures to reduce risks from high to low levels:</li> </ul>	<p><b>Risk Management and Business Continuity</b></p> <ul style="list-style-type: none"> <li>• The risk issues that have been reduced to a medium level amount to 7, and the issues reduced to a low level amount to 2.</li> </ul>	

# Environmental Dimension Management



## **Greenhouse Gas Management**

The group recognizes the impact of climate change, as it operates industrial factories that emit greenhouse gases, which are a key cause of climate change. The company strives to help mitigate global warming by effectively managing greenhouse gas emissions from internal activities to reduce emissions in factories. This starts with creating the organization's carbon footprint data (Carbon Footprint for Organization: CFO), a method to assess greenhouse gas emissions from the organization's operations and calculate them as carbon dioxide equivalent, which leads to the development of management approaches to reduce greenhouse gas emissions effectively.

## **Management Approaches to Key Sustainability Issues**

In managing greenhouse gases, the group has set a policy on social and environmental responsibility regarding greenhouse gas emissions (carbon footprint). The company has also formulated strategies for managing greenhouse gases by using renewable energy, along with other important methods as follows:

### Measures to Reduce Greenhouse Gas Emissions

1. Use renewable energy from solar energy or solar farm systems to replace energy produced from fossil fuels.
2. Improve the product transportation system (Logistics): The group arranges transportation routes to be efficient, either directly from the company or the product suppliers to customers. The transportation sequence is aligned to maximize efficiency and save fuel, thereby reducing greenhouse gas emissions.
3. Use machinery or equipment with high-quality production lines that help reduce electricity consumption in the group's production processes.
4. Reduce waste disposal through landfill methods to lower greenhouse gas emissions by selecting high-quality machinery that minimizes waste generation and by choosing waste disposal contractors who meet legal standards.
5. Increase green spaces by promoting tree planting in vacant areas around the factories continuously.
6. The group will prepare a greenhouse gas emission report to monitor progress in reducing emissions continually. The group is confident that these measures will help campaign against global warming and reduce greenhouse gas emissions from business operations in the long term, also enhancing the company's image.

## Sustainability Targets

<b>The group's targets (according to the Science-Based Targets Initiative – SBTi):</b>					
<b>Short-term Target within 2034 (Near term)</b>					
<b>Scope 1 and Scope 2:</b>					
The company is committed to reducing greenhouse gas emissions by 58.8% by 2034 from the 2023 base year (SBTi Formulation-1.5°C).	Base Year:	Greenhouse gas emissions in the base year	Target Year:	Greenhouse gas emission targets	% Reduction SBTi
Absolute greenhouse gas emissions – 1.5°C (tCO2e).	2023	2,884	2034	1,172	58.80%
<b>Scope 3:</b>					
The company is committed to reducing emissions by 35% by 2034 from the 2023 base year (SBTi Formulation – WB2°C).	Base Year:	Greenhouse gas emissions in the base year	Target Year:	Greenhouse gas emission targets	% Reduction SBTi
Absolute greenhouse gas emissions – WB2°C (tCO2e).	2023	10,118.3	2034	6,576.9	35.00%
<b>Long-term Target within 2050 (Net Zero):</b>					
The company is committed to reducing greenhouse gas emissions in Scope 1, Scope 2, and Scope 3 by 90% by 2050 from the 2023 base year (Long-Term SBTi formulation).	Base Year:	Greenhouse gas emissions in the base year	Target Year:	Greenhouse gas emission targets	% Reduction SBTi
Absolute greenhouse gas emissions – 1.5°C (tCO2e).	2023	12,961.9	2050	1,296.2	90.00%

## BLC's Sustainability Goals (Specific to the Ratchaburi Plant)

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"> <li>Reduce greenhouse gas emissions per product weight by 5% from 2023.</li> </ul>
Medium-Term Goal (2025-2026)	<ul style="list-style-type: none"> <li>Reduce greenhouse gas emissions per product weight by 5% per year from 2023.</li> </ul>
Long-Term Goal (2027-2030)	<ul style="list-style-type: none"> <li>Reduce greenhouse gas emissions per product weight by 5% from 2023.</li> </ul>

BLC has gathered data to review the organization's carbon footprint assessment from TÜV NORD (Thailand) Ltd. on January 15, 2025, and TÜV NORD (Thailand) Ltd. will submit the report for certification from the Greenhouse Gas Management Organization (Public Organization) on March 24, 2025. The results will be announced in late April 2025.

## Sustainability Plan

BLC has a plan to reduce greenhouse gas emissions in each category, divided into three main areas:

### 1. Energy Efficiency

Campaigns have been implemented to raise employee awareness of energy-efficient usage, with a focus on daily practices, such as turning lights on/off before and after work within 15 minutes, unplugging electrical devices, and turning off unused equipment. Measures have also been introduced to reduce unnecessary lighting, replace air conditioning units, reduce the temperature of air supplied to the air handling unit of the Cephalosporin building, and reduce compressed air leaks (Thai Planning Department). These measures aim to reduce energy consumption efficiently and create a corporate culture focused on the responsible use of resources.

### 2. Renewable Energy

Increase the use of renewable energy by utilizing solar energy from solar farms to operate machinery, reducing dependence on fossil fuel-based energy sources. Currently, the company has a 1.4-megawatt solar farm and plans to install a 1.5-megawatt solar farm in the first quarter of 2025, which is expected to help reduce fossil fuel usage.

Additionally, a new pharmaceutical production building under construction will have solar panels installed on the roof to support the goal of sustainably reducing greenhouse gas emissions.

### 3. Stakeholder Engagement

Encourage procurement from external service providers with environmental goals aligned with the company's sustainability development approach, creating a collaborative network that supports reducing environmental impacts and drives long-term growth together.

#### **Achievements from 2024 Operations**

Details	Unit	Scope	2023	2024
Group of Companies	tCO <sub>2</sub> e	Scope 1 & 2	2,844.0*	In Progress
	tCO <sub>2</sub> e	Scope 1 & 2 & 3	12,961.9*	In Progress
BLC (Ratchaburi Plant)	tCO <sub>2</sub> e	Scope 1 & 2	2,467.0**	2,654.0***
	tCO <sub>2</sub> e	Scope 1 & 2 & 3	5,445.0**	5,963.0***
Production Weight	Ton		939.87	1,159.90

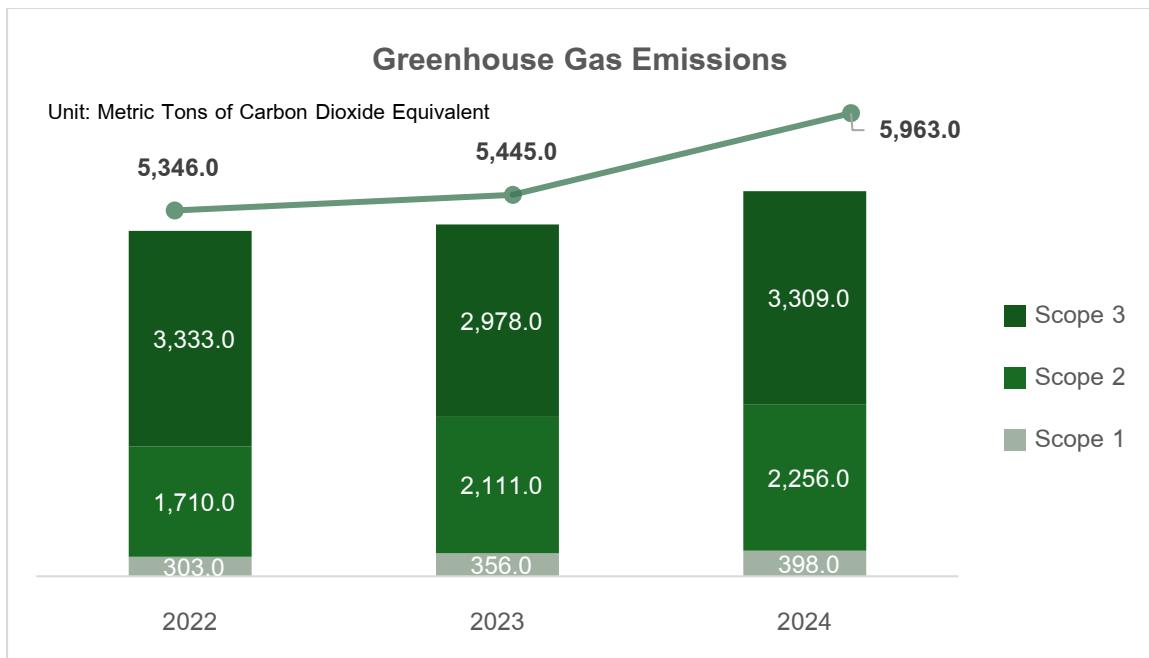
\* No verification

\*\* Verified by TÜV NORD (Thailand) Ltd. and certified by the Greenhouse Gas Management Organization (Public Organization) for the year 2023

\*\*\* Verified by TÜV NORD (Thailand) Ltd. and under certification request from the Greenhouse Gas Management Organization (Public Organization) for the year 2024

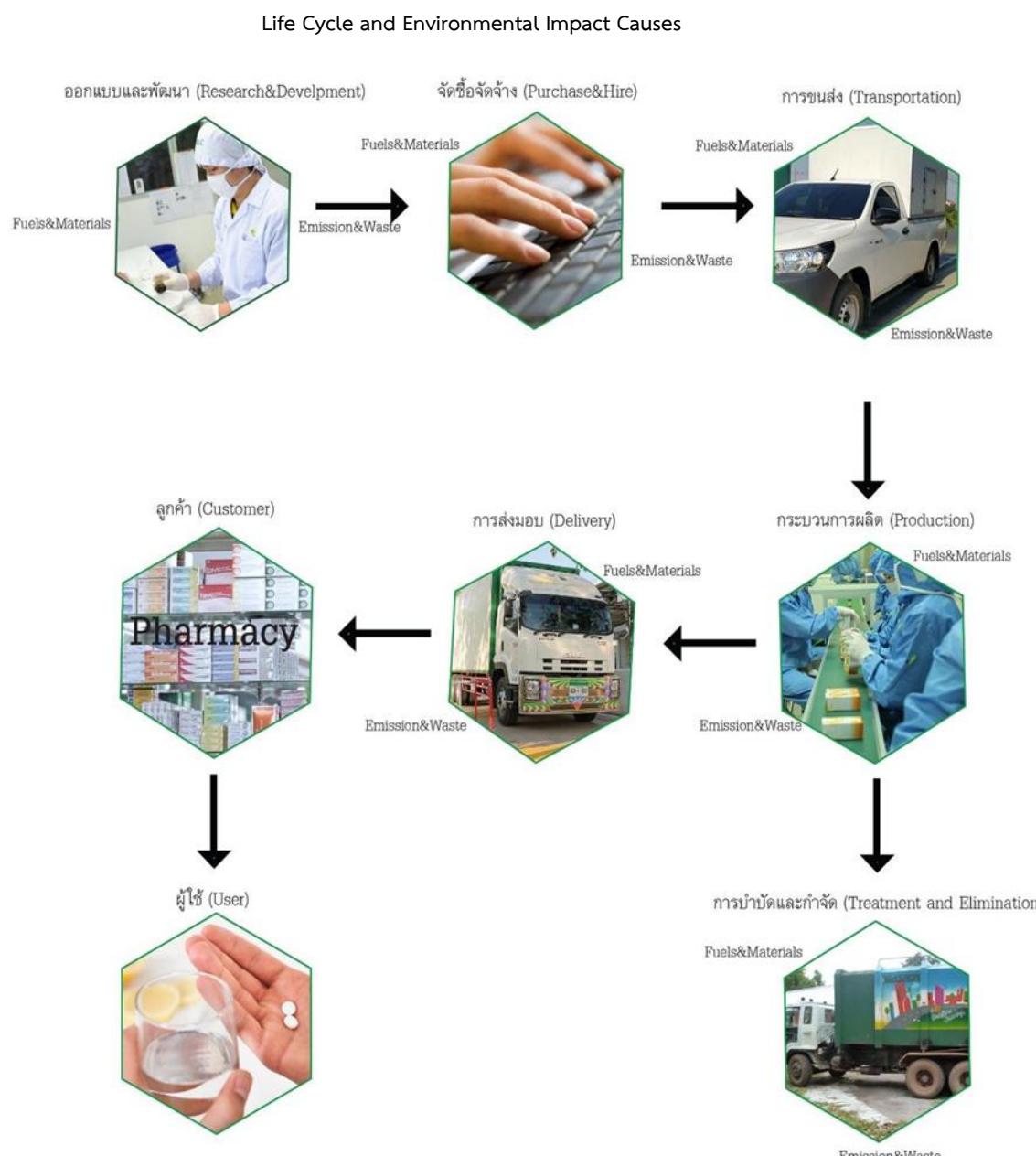
#### **Summary of BLC (Ratchaburi Plant) Performance**

According to the greenhouse gas emissions assessment for the year 2024, BLC's total emissions were 5,963.0 tons of CO<sub>2</sub> equivalent, which represents a 9.17% increase from 2023. However, the emissions per product weight in 2024, compared to the 2023 emissions per product weight, showed a 12.83% reduction for Scope 1 and 2 emissions, and an 11.26% reduction for Scope 1, 2, and 3 emissions, meeting the target of a 5% reduction in greenhouse gas emissions per product weight compared to 2023.



## Pollution and Waste Management

BLC has a policy to reduce waste in the production process, lower costs, reduce expenses, and minimize pollution for maximum efficiency. The identification of causes leading to environmental impacts is part of the Life Cycle Assessment (LCA) process, which is an important method for understanding the impacts of various activities from the beginning to the end of the product's or process's life. This helps in making better environmental decisions. The LCA process considers resource use, pollutant emissions, and environmental destruction that occur at each stage of the product or service life cycle.



## Management Approaches to Key Sustainability Issues

In managing pollution and waste, BLC follows the ISO 14001 environmental management standards. The company classifies waste and identifies discarded items for employees to separate waste correctly for disposal according to legal requirements through authorized agencies. BLC selects contractors that use the most environmentally friendly waste disposal methods, although some waste is still disposed of via landfilling. The company is actively seeking contractors who can use more environmentally friendly disposal methods or improve waste quality for more sustainable disposal methods. Furthermore, the company communicates and campaigns for employees to be aware of the importance of waste reduction, such as reducing plastic straw usage by switching to reusable or biodegradable straws, using cloth bags or baskets instead of plastic bags, and carrying reusable water bottles or cups instead of disposable plastic bottles. This is part of the ongoing promotion of waste reduction and sustainable environmental preservation.

## Sustainability Targets

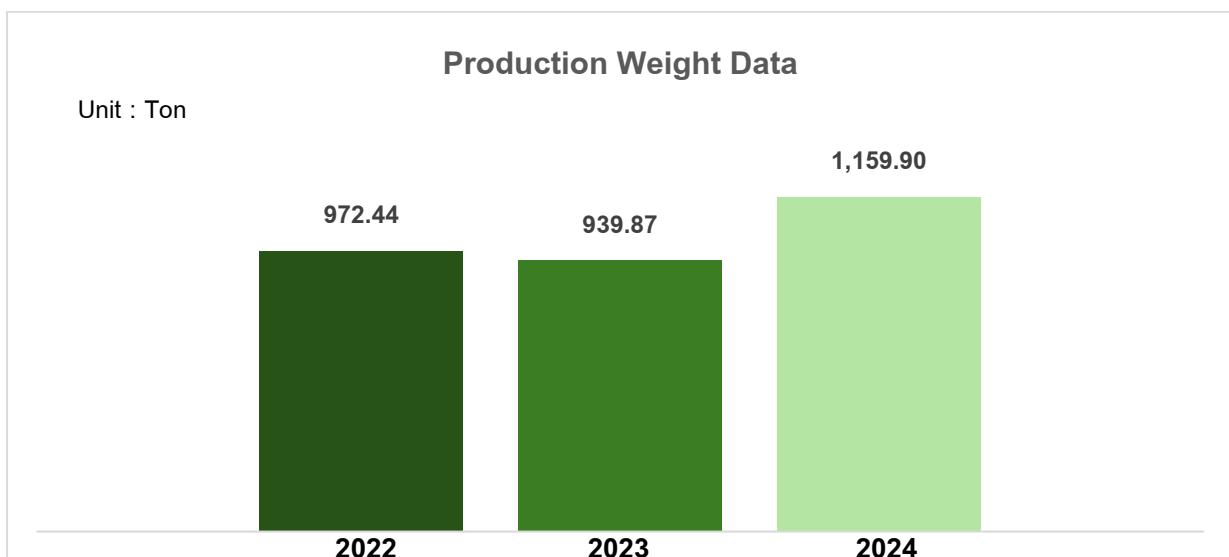
Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"><li>Waste Weight Collection and Production Weight Data as a Baseline Year</li></ul>
Medium-Term Goal (2025-2026)	<ul style="list-style-type: none"><li>The volume was reduced by no less than or equal to 5% of production weight (excluding general waste and hazardous waste).</li></ul>
Long-Term Goal (2027-2030)	<ul style="list-style-type: none"><li>The volume was reduced by no less than or equal to 8% of production weight (excluding general waste and hazardous waste).</li></ul>

## Sustainability Plan

In 2024, BLC collected waste weight data and production weight data for analysis. This data will serve as the baseline year to establish waste management measures for 2025. The company will also communicate with employees regarding waste reduction strategies through internal communication channels such as Line @, bulletin boards, and email.



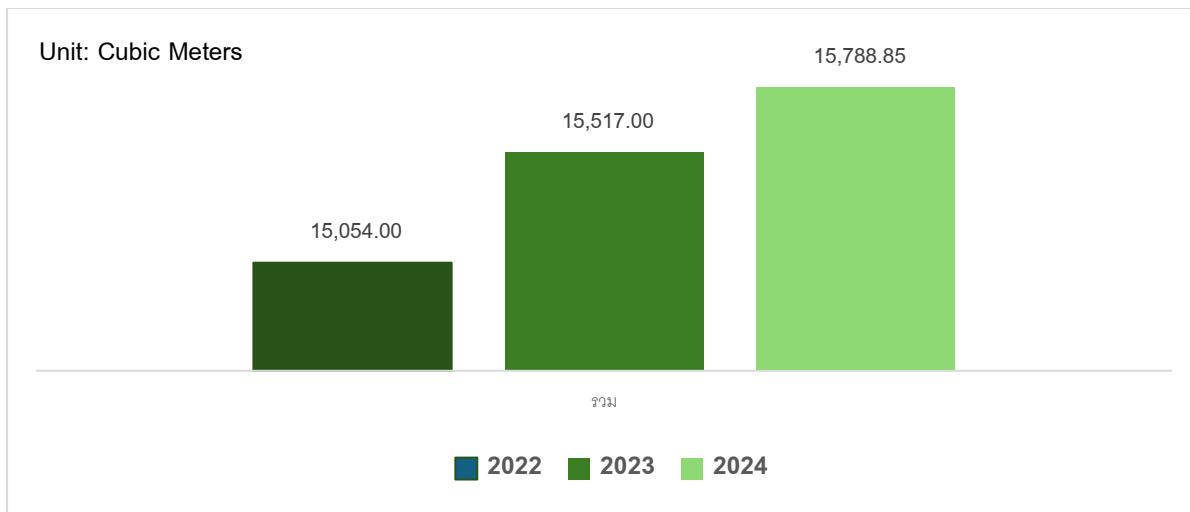
Note: Valuable waste began to be recorded in 2024. (Valuable waste refers to waste that is not harmful to human health or living beings and can be composted.)



The pollution management of BLC is divided into two main parts: wastewater management and emissions from exhaust stacks. For wastewater treatment, the company has a total of four zones designated for wastewater treatment systems, which handle discharges from production processes in different areas. The wastewater is treated through biological treatment processes, both aerobic and anaerobic. Regular monitoring, analysis, and evaluation of wastewater quality are conducted monthly by internal units and tested three times a year by

external agencies registered with the Department of Industrial Works. The company uses treated wastewater for watering plants within the company premises without discharging it externally. The total amount of treated wastewater in 2024 can be summarized as follows:

Amount of Treated Wastewater from Wastewater Treatment Systems (2022–2024)



To control emissions from exhaust stacks, BLC measures the amount of toxic substances released annually in accordance with the Ministry of Industry's regulations on air pollutants from factories B.E. 2006. This is to monitor and control air quality and reduce environmental impacts from company activities. These measurements help assess the amount of dust emitted and verify compliance with legal standards. In 2024, the measurement was conducted on October 22, 2024, and results showed compliance with legal requirements.

## Resource Management

The current growth in population has led to increased resource demand, resulting in resource shortages such as energy, clean water, and other essential raw materials. BLC recognizes the importance of efficient resource use based on social and environmental responsibility, and therefore has implemented energy measures to maximize efficiency in resource usage in production processes.

## Management Approaches to Key Sustainability Issues

For energy management, the company follows the international energy management standard (ISO 50001) and legal requirements. BLC has established an energy conservation policy and formed an energy management committee from all departments, including legally appointed energy personnel, to drive efficient energy use. The company has set a target to increase the proportion of renewable energy use to no less than 50% by 2029.

## Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"><li>Renewable Energy Usage: No Less than 25%</li></ul>
Medium-Term Goal (2025-2026)	<ul style="list-style-type: none"><li>Renewable Energy Usage: No Less than 45%</li></ul>
Long-Term Goal (2027-2030)	<ul style="list-style-type: none"><li>Renewable Energy Usage: No Less than 50%</li></ul>

## Sustainability Plan

Since 2019, BLC has implemented the Solar Farm Project with an installed capacity of 1.4 megawatts for internal operational use to replace electricity from the Provincial Electricity Authority. In 2024, the company plans to use no less than 25% of its total energy consumption from the solar farm. Currently, the renewable energy usage proportion stands at 28.32% of total energy consumption.

BLC also implements various plans to reduce electricity usage and increase energy efficiency and performance as follows:

1. Plan Lowering the temperature of the Fresh Air system entering the cosmetics building

Reason for Improvement: Currently, the temperature of the Fresh Air system entering the cosmetics building is quite high, causing the condensing unit of the cooling system to operate continuously throughout the day

Target Improve the energy performance of the cosmetics building's cooling system by 9%

*Before Improvement Image*



*After Improvement Image*

## 2. Plan Replacing low-efficiency air conditioners

Reason for Improvement: The company uses air conditioners in several areas to control temperatures and provide suitable working conditions. Some units are over 10 years old, leading to decreased efficiency and using R-22 refrigerant, which has high ozone depletion potential (ODP). If leaked in large amounts, it can severely affect the respiratory system.

Target Increase the Energy Efficiency Ratio (EER) of air conditioners by 10.76%

Performance EER increased by 12.03%, reducing energy consumption by 5,689.68 kWh/year or 31,179.43 THB/year

*Before Improvement Image*



*After Improvement Image*



## 3. Project Plan Reduce compressed air leakage

Reason for Improvement: If compressed air leaks, it results in wasted electricity used in its production. This can be improved without investment, only requiring inspection and checking for leakage points.

Target Able to reduce compressed air leakage by 12.03%

Performance Results Able to reduce compressed air leakage by 9.07%, reducing energy consumption by 3,635.60 kWh/year or 19,923.08 baht/year

4. Project Plan Maintenance, cleaning, inspection, and checking of the solar power generation system

Reason for Improvement: Solar panels are installed in open areas and after some time, dust can accumulate on them, reducing their light absorption efficiency. Therefore, the panels were cleaned so that the solar power generation system can operate efficiently and produce electricity at its full potential.

Target Able to maintain, clean, inspect, and check the solar power generation system 100%

Performance Results Maintenance and cleaning removed the dust coating the surface of the solar panels, allowing for full light absorption. Inspection and checking of the solar power system were conducted, and damaged panels were replaced to ensure optimal performance. Maintenance helped maintain energy efficiency at not less than 28.32% of total energy consumption. The target was achieved 100%. Energy consumption was reduced by 1,493,633 kWh/year or 8,185,105.55 baht/year



### Achievements from 2024 Operations

From the various plans implemented, the energy usage was reduced as follows:

No.	Project	Amount of energy reduced (kWh/year)	Amount saved (baht/year)
1	Reducing the temperature of the Fresh Air supply system into the cosmetics building	17,173.44	94,110.45
2	Replacing air conditioners with reduced efficiency	5,689.68	31,179.43

No.	Project	Amount of energy reduced (kWh/year)	Amount saved (baht/year)
3	Reducing compressed air leakage	3,635.60	19,923.08
4	Maintenance, cleaning, inspection, and checking of the solar power generation system	1,493,633	8,185,105.55
Total		1,520,131.72	8,330,318.51

### Future Plans

1. In 2025, BLC realized and recognized the benefits of solar energy as a renewable energy source. Therefore, it has set a strategy to construct a second-phase solar power plant (Solar Farm Project 2) with a budget of 40 million baht. It will have a production capacity of 1.5 megawatts (MW) and will begin supplying electricity to various building systems starting in January 2026. It is expected to reduce electricity costs by approximately 600,000 baht per month, with a payback period of 4.17 years. This will reduce energy consumption by no less than 45% of total energy usage.
2. In 2026, there are plans to increase the use of renewable energy through the installation of solar panels on the roof of a new production building (Solar Roof), which will proceed alongside the construction of the new production building. This will begin in Q4 2026 with a budget of 20 million baht, capable of generating approximately 1 megawatt (MW) of electricity. It is expected to reduce electricity costs by approximately 500,000 baht per month, with a payback period of 3.33 years. This will also help enhance the capacity of the solar power plant to generate more electricity. Such a policy allows the company to reduce greenhouse gas emissions.

In addition to electricity, BLC also recognizes the importance of water resource utilization. In 2025, the company initiated a project for the efficient use of water resources by studying and collecting data on water production processes, wastewater treatment processes, and other water-related activities to reduce environmental and ecological issues, and to maximize the benefits of water resources. Once the results are known, methods will be devised to reduce water usage by analyzing the quality of water separated from the clean water in the RO (Reverse Osmosis) system to ensure it meets standards for reuse. Reclaimed water will be

used for purposes such as watering plants, lawns, cleaning floors, or other uses. The water is used in various activities, for example, watering plants.

Data comparing water usage to production weight shows an increase in the water usage rate. However, when compared to the number of employees, the average water usage rate has decreased. The company therefore emphasizes the most efficient use of water resources.

# Social Dimension Management



## **Customer Relationship Management**

Customer relationship management is at the heart of sustainable business operations. The group places importance on managing customer relationships, aiming to create satisfaction and maintain good relations through various activities such as promotional campaigns, after-sales service, listening and responding to customer feedback, and organizing online community activities. These efforts promote customer engagement to build credibility and trust in the group's products or services, leading to continued purchases and a stable customer base with potential for future expansion.

## **Management Approaches to Key Sustainability Issues**

The group is committed to using advanced, standardized, efficient, internationally recognized, and environmentally friendly technologies in its business operations. It aims to develop products and services to maximize customer satisfaction and benefit, treating customers with responsibility and integrity. The group's customer treatment guidelines are as follows:

1. Focus on quality production and emphasize quality control and safety throughout the production process, as well as ensuring readiness of quality personnel.
2. Commit to continuous product and service development to meet diverse and high-quality customer needs.
3. Uphold fair marketing by providing accurate information about the group's products and services, without distortion, ambiguity, or exaggeration.
4. Maintain a customer relationship system for communication, including receiving and handling complaints about product and service quality quickly and efficiently.
5. Strictly comply with personal data protection policies and laws, with processes for storing and securing customer data, including effectively handling customer complaints.

In 2024, Bangkok Drug Company Limited, or BDC, was assigned to systematically manage customer relationships, starting with setting policies and strategies for operations. In addition, BDC has established monitoring and evaluation processes to improve strategies accordingly, alongside staff development to ensure understanding of customer relationship management. This allows them to deliver good customer experiences and respond to customer needs through friendly service. The practice guidelines and activity plans are as follows:

## 1. Policy and Strategy Setting

Awareness of customer relationships has led to the establishment of appropriate communication and customer relationship management policies and strategies, such as creating a customer database, developing membership programs, and formulating individual customer marketing plans.

## 2. Implementation

To ensure effective customer relationship management, the company has developed communication channels with customers, including website, telephone, and email. It also organizes promotional activities and creates special promotions for customers.

## 3. Monitoring and Evaluation

A marketing budget is allocated, and progress reports are prepared to help the company improve and adapt marketing strategies to meet customer needs.

## 4. Personnel Development

Employee training is conducted on relevant topics to ensure knowledge, understanding, and expertise in customer management.

## 5. Responding to Customer Needs

A customer satisfaction survey is conducted to help the company understand customer needs and improve products and services to better meet those needs.

## 6. Professional Customer Service

Employee skills are trained and developed in customer communication to ensure smooth interactions and responsiveness, which helps build strong and sustainable relationships with customers.

## Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"><li>● Satisfaction score of no less than 80%.</li></ul>
Medium-Term Goal (2025-2026)	<ul style="list-style-type: none"><li>● Customer satisfaction level of no less than 82%.</li></ul>
Long-Term Goal (2027-2030)	<ul style="list-style-type: none"><li>● Customer satisfaction level of no less than 85%.</li></ul>

## Sustainability Plan

In 2024, the company group revised the questionnaire to enhance efficiency and comprehensiveness in surveying customer satisfaction across all dimensions and adjusted the customer satisfaction assessment to be conducted once a year, starting with a pilot project through Bangkok Drug Co., Ltd. (BDC).

The company group has planned actions to achieve the medium- and long-term goals as defined, with the activity details as follows:

In 2024, the company group improved the previous customer assessment questionnaire to enhance its responsiveness to customer needs and achieve a high level of customer satisfaction. The new questionnaire covers all aspects, including sales, service, and product areas, and is used to survey customers both in the country (pharmacies and hospitals) and abroad.

Activities are organized regularly each year to enhance satisfaction and maintain customer relationships. These include factory visits for customers in Ratchaburi, featuring both domestic (government organizations, hospitals) and international clients, to showcase the drug production process and other health-related products, thereby building trust in the group's brand.



Educational activities about products and health trends are regularly held for pharmacy customers to promote good relationships between the company and its customers. These activities also serve as important opportunities to listen to issues and suggestions regarding products and services, which can be used to improve and develop products and services that effectively meet customer needs.



## **Achievements from 2024 Operations**

The group has set a goal for managing customer relationships through surveys on customer satisfaction in terms of the sales of products and services. The target satisfaction score for the year 2024 is set at 80%, and the survey results from 413 customers, divided into (1) 183 pharmacy customers, (2) 223 hospital customers, and (3) 7 international customers, show that the customer satisfaction level is 84.00%, indicating that customers are satisfied with the sales process of the group's products and services. However, the group will continue to focus on developing products and services to meet customer needs and ensure satisfaction across all customer groups.

## **Future Plans**

For 2025–2026, the group will improve and develop services to better meet customer needs by analyzing customer evaluation data to identify needs and issues, developing creative plans for new services and products, and adjusting service delivery to better suit customer requirements.

For 2027–2030, the company will build strong and sustainable relationships with customers by ensuring appropriate responses to customer needs, developing services and products, creating programs to promote communication and interaction with customers, allowing them to participate in providing feedback through various channels, and continually improving the effectiveness of these feedback mechanisms.

## **Responsible Marketing**

Since the products of the group are related to user health, in addition to producing quality, safe, and standardized products, providing accurate information about the products is considered a high priority responsibility. The group will not provide false, misleading, exaggerated advertisements or use messaging, audio, or images that mislead customers about gender, religion, race, disabilities, or personal relationships that could cause confusion about the quality, quantity, price, or reference products of other manufacturers.

## **Management Approaches to Key Sustainability Issues**

The group has studied the legal requirements for advertising both online and offline, and regularly trains employees on these laws every month. The group also reviews product information for pharmacy customers, hospitals, and consumers to ensure correct product usage and addresses complaints regarding product quality.

1. Sales training is conducted monthly for sales staff responsible for presenting product information to hospital and pharmacy customers, with regular updates on health trends and product information.
2. The group is committed to fair marketing practices to ensure customers receive accurate, non-misleading information about the group's products and services, enabling them to make informed decisions.
3. The group maintains a customer relations system to facilitate communication with customers and efficiently handle complaints related to product quality, ensuring a rapid response to customer needs.
4. Customer data is kept confidential, and the group will not use this information improperly or in a way that could harm the group. Additionally, the group complies with personal data protection policies and laws.
5. Marketing, advertising, and labeling of products are conducted in accordance with the laws of the Food and Drug Administration for each product type, including the Drug Act of 1967, Herbal Product Act of 2019, Medical Device Act of 2008, and the Food Act of 1979. Online advertising also complies with the Consumer Protection Act of 1979.

The group provides useful product information tailored to customer needs and behavior to assist in decision-making through marketing activities, and does not engage in deceptive practices or promote false information about products. Advertising materials, including labels for pharmaceuticals, herbal products, dietary supplements, and medical devices, are distributed to

the public with correct details. The group also promotes product knowledge and manufacturing standards for all employees through internal or external projects or activities.

### **Sustainability Targets**

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"><li>● Complaints related to marketing and advertising are 0*</li></ul>
Medium-Term Goal (2025 - 2026)	
Long-Term Goal (2027 - 2030)	

\*Only complaints directly received from the Food and Drug Administration (FDA) and the Consumer Protection Board (CPB).

### **Sustainability Plan**

In marketing and advertising, the group regularly trains sales staff each month, focusing on product knowledge and keeping information up to date about the pharmaceutical industry. This enhances the expertise of the sales staff in providing accurate and current information to pharmacy and hospital customers, elevating product-related communications.



Additionally, the group participates in various academic events and fitness venues to provide information to product users, answer questions, and clarify doubts. For example, at CPHI South East Asia 2024, a representative from the group shared information on using Phlaiwana for office syndrome symptoms, and in November, Bangkok Drug Co., Ltd. (BDC) organized a seminar on “Innovation in Synbiotics and Superfoods” to exchange knowledge and create understanding about gut balance. The event also featured booths with information about other products from the group.



In terms of packaging labels, the group of companies has developed product labels and conducts strict label inspections. The labels are designed to be clearly visible and contain complete information, including a phone number for customer service to facilitate answering questions and receiving complaints from consumers.



These operations reflect the group's commitment to maintaining quality standards, strictly adhering to laws, emphasizing responsible and transparent marketing, and building long-term trust in both the products and the company's image.

The group's communication and public relations efforts control the dissemination of media and advertising strictly, adhering primarily to the regulations set by the Food and Drug Administration (FDA). In cases where third parties, such as customers, use media for advertising, which the group cannot control, if such actions are found, the company has measures in place to educate customers. The company does not encourage or hire customers to engage in exaggerated advertising. Before customers distribute products, the group informs them about advertising guidelines, specifying that only media prepared by the company should be used, as it has been authorized by the FDA. For products that do not require FDA approval

for advertising, the company carefully screens the content and advertising media before delivering them to customers, ensuring they comply with relevant standards and regulations.

The group places high importance on conducting business ethically and transparently, particularly in the sale of medicines and medical products, which directly impact consumers' health. The group is committed to strictly following ethical standards and relevant laws. Our company is a member of the Thai Pharmaceutical Manufacturers Association (TPMA), which oversees ethical practices in drug promotion in Thailand. The association plays a crucial role in setting practices and regulations aligned with international standards to ensure that our employees have accurate knowledge and understanding of the Pharmaceutical Sale Act and related laws and regulations. The company participates in training programs organized by the TPMA, covering topics such as:

1. Ethical practices in drug promotion
2. Laws related to the sale of medicines and medical products
  - The Constitution Act on the Prevention and Suppression of Corruption B.E. 2018
  - Ethical criteria for promoting drugs
  - Ministry notifications
  - Public Procurement Act
3. Anti-corruption and inappropriate commercial incentives

Employees who participate in training must pass tests based on the association's standards and will receive a certificate as evidence of their readiness and ability to operate in accordance with ethical principles.

In addition to employee training, our company also promotes a corporate culture focused on honesty and business ethics through the following actions:

- Internal meetings to review ethical principles and required standards
- Appointing representatives from the company, trained by the association, to transmit knowledge and practices to employees within the organization

The company is committed to continuously monitoring and evaluating ethical practices in drug sales, tracking employee exam results, and providing further guidance when necessary to ensure that our company can maintain ethical standards and credibility in the pharmaceutical industry sustainably.



สมาคมไทยอุตสาหกรรมผลิตยาฯ แผนปัจจุบัน  
Thai Pharmaceutical Manufacturers Association



The company provides channels for receiving consumer complaints through the following means:

Direct contact with employees of the group.	Company's website <a href="https://www.blcplc.com/">https://www.blcplc.com/</a> 	Tel. 032-719-900

## Achievements from 2024 Operations

	Complaints related to marketing and advertising are 0.
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## Future Plans

The group has communication channels through social media to help consumers understand the products. Additionally, there are plans to participate in academic seminars, set up product booths in hospitals, and attend exhibitions related to both modern pharmaceutical products and herbal products to further enhance consumer knowledge and understanding of the products.

## Human Resource Management

The group focuses on effective human resource development by creating a good organizational culture and promoting a learning environment to ensure sustainable growth for employees, which is an important factor in driving the organization forward. Supporting every employee to have the potential to work through appropriate training for their job will make work faster and more accurate, resulting in reduced production costs, increased customer satisfaction, and improved business competitiveness. Furthermore, human resource development reflects the group's commitment to protecting employee rights as per the law, while regularly assessing employee satisfaction and engagement to promote good and sustainable relationships within the organization.

## Management Approaches to Key Sustainability Issues

Human resource development is crucial in enhancing employees' skills and capabilities, enabling them to work efficiently and produce good results. This allows the group to compete in the market and grow sustainably, which is part of the Business Ethics Policy. Additionally, it helps increase employee satisfaction and loyalty to the group by supporting employees to reach their potential through training tailored to their job, which leads to faster, more accurate work, reduced production costs, and increased customer satisfaction, ultimately enhancing business competitiveness.



Business  
Ethics Policy

## Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"><li>Employees are trained for an average of at least 80 hours per person per year.</li></ul>
Medium-Term Goal (2025 - 2026)	<ul style="list-style-type: none"><li>Employees' satisfaction and/or loyalty to the company is no less than 90%.</li></ul>
Long-Term Goal (2027 - 2030)	<ul style="list-style-type: none"><li>Employees are trained for an average of at least 85 hours per person per year.</li><li>Employees' satisfaction and/or loyalty to the company is no less than 90%.</li></ul>

## Sustainability Plan

The company has developed two plans to meet the goals of human resource management, as follows:

### BLC Learning Organization

The group has developed an annual employee training plan for 2024, designing and defining course topics to align with the company's strategic direction effectively. This includes courses that employees must take annually and specific departmental training to enhance employees' work potential. Each training plan will detail the course, training budget, timeframe, and course origin, reflecting the analysis of the knowledge necessary for each department's responsibilities and how each course benefits employees. The training is divided into three types:

1. **Pre-Employment Training** This focuses on behavior within the group, work regulations, and rules, enhancing awareness of company policies and management systems through orientation training for new employees.
2. **On-the-Job Training** This promotes job-specific training for each position to enhance understanding of work. Supervisors from each department must conduct training based on the annual training plan, at least once a year, and follow up with the HR department. The training will be in two forms:
  - Lecture Type Training
  - On-the-Job Training
3. **Training for Developing Personnel in Various Areas** This includes both in-house training and public training, where the HR development department organizes training and sends individuals to receive training in the following topics:
  - Competency-Based Training, which focuses on developing employees to have the competencies appropriate for their job positions.
  - Training in other areas as needed or as required by regulations or laws, with a focus on enhancing skills and developing proficiency.

The Human Resources Department has developed training plans for employee training topics based on employee levels and job roles, as well as internal and external training plans. The HR department conducts training needs surveys, distributes them to each department, prepares proposals for the Human Resources Manager and General Administration Manager to review, and the Director of Support Functions approves the training. Courses and instructors are sought to support training in each topic, such as promoting the role of an effective

supervisor to develop the organization toward sustainable positive change, held on October 26, 2024, with 99 participants.

The group grants leave rights to enhance academic knowledge under the following conditions:

1. Employees who have worked continuously for at least 3 years and have consistently performed well without any disciplinary action can apply for leave to pursue further studies.
2. Employees with 6 months or more of service are entitled to leave for skills development and work efficiency improvement.

Employee development is considered an essential tool to enhance skills and competencies, directly impacting increased work performance. As employees' competencies increase, their performance evaluations improve accordingly. The group uses employee evaluation results to determine compensation, as detailed below:

Employee Level	Standard Criteria	Special Criteria
Employees below supervisory level	An average net score of 50 points and above	An average net score of 67 points and above
Employees at the department head level and above	An average net score of 75 points or higher	An average net score of 107 points and above

Employees who score according to the normal criteria will receive compensation and growth opportunities within the organization according to the established standards, including consideration for promotion based on performance that meets the standard level.

Employees who score according to the special criteria will receive benefits higher than the standard, such as a salary increase above the usual rate and greater opportunities for promotion compared to employees who are evaluated according to the normal criteria.

Additionally, the group has a risk assessment process and a response plan to mitigate impacts on human resource development issues that may arise, through the human resources risk report. This report identifies risk events and factors, defines opportunities, impacts, and types of risk, and evaluates the effectiveness that may occur in human capital management and development.

In 2024, the group implemented the annual employee training plan, along with a plan to submit course approval to the registrar annually, and submitted the annual training plan through

the PRB e-Service system of the Department of Skill Development, Ministry of Labor, to reduce the risk that the course may not be approved due to non-compliance with the Department of Skill Development's training standards.

The group's expenses for employee training and development in 2024 totaled 3,565,501.68 baht, with activities or projects related to human resource management issues as follows:

Organizing or sending personnel to training to develop employees in various areas, with training divided into two formats: in-house training and external training.

Examples of in-house training activities:

1. Training Program for the English for Communication (for Work) Course will be held from May to August 2024 at the Ngam Pu Phan Meeting Room, Bangkok Lab & Cosmetic Co., Ltd. (Public Company).

Benefits Employees will develop skills in all aspects of the English language (listening, speaking, reading, writing) and understand the factors that promote their development. The company will benefit from employees being able to communicate effectively, enhancing work with international clients or service providers.



2. Employee Training Program for Internal Audit for 9001:2015, focusing on in-depth requirements, will take place on Thursday, September 5, 2024, at the Pailin Meeting Room, Pharma Alliance Co., Ltd.

Benefits Employees will gain knowledge and skills in effectively applying the ISO 9001:2015 requirements, along with understanding their roles and responsibilities in developing the organization to maintain quality. The company will benefit from developing an efficient quality management system, enabling smooth internal audits and improving organizational performance in alignment with established standards.



### External Company Training Example

1. Training Program for Enhancing Supervisory Roles for Sustainable Positive Organizational Change will be held on Saturday, October 26, 2024, at the Navela Hotel, Mueang District, Ratchaburi Province.

**Benefits** Employees will develop skills in team leadership, time management, communication, and conflict resolution, along with understanding their roles and responsibilities as effective supervisors. The company will benefit as employees apply these skills in efficient management, fostering collaboration and strong organizational commitment.



### BLC with Love and Bonding

The group recognizes the importance of employee satisfaction and commitment, as these are key factors that affect work performance and long-term success. Therefore, the company has established a comprehensive plan, as follows:

- 1.) On Valuable Work: Focuses on tasks that help employees feel that their work is meaningful and significant to the organization, along with receiving fair treatment and appropriate support in their roles.
  - The company defines clear job responsibilities aligned with employees' knowledge and abilities as outlined in the Job Description.
  - The company complies with the Thai Labor Standards (TLS 8001), ensuring employees receive adequate rest time and benefits according to their rights.
  - The company adopts new tools, machinery, and technologies to improve work efficiency, such as D.365, ESS, POS, and meeting room reservation programs.
  - A clear and transparent evaluation system is in place, as specified in the Human Resources Department's evaluation procedures, to reflect the value of work.
- 2.) On Relationships and Support: Fostering good relationships among employees at all levels, including with coworkers, supervisors, and executives, along with various forms of support that allow employees to perform smoothly and efficiently.
  - The company organizes activities that promote cooperation and relationships between coworkers, such as the annual sports day and a training course to enhance the role and

responsibilities of being an effective supervisor, focusing on communication from executives to employees.

**“BLC Connection No. 23” will be held from December 26–27, 2024.**



3.) On Personnel Management and Development Systems: Activities related to policy formulation and human resources management are carried out to ensure the workforce can perform at the highest efficiency, with continuous development of personnel potential.

- The company operates according to the company policies, objectives, and management systems.
- Development of knowledge, abilities, and skills in the workplace
- Organizing a business plan training course for supervisors to communicate management system policies and the company's direction

#### **Business plan training for executives (beginner level)**

June 21–22, 2024 at BAY WINDOW @ SEA, CHA-AM, Phetchaburi Province



- The company has been awarded the Outstanding Labor Relations and Welfare Organization Award for 19 consecutive years



4.) In terms of a good working environment, creating an atmosphere and environment conducive to employee work, both physically and mentally

- The company has provided a channel for employees to express opinions on improving the working environment and organizational culture through the idea form



- Communicating the company's stability by disclosing quarterly financial reports to inform employees about the organization's growth status and future goals
- The company organizes Corporate Social Responsibility (CSR) activities, such as forest planting, medication guidance for the community, and donations to the community, with employees serving as intermediaries between the company and the community
- Communication of rules, regulations, and internal news through internal communication platforms, such as using applications that systematically notify important news and information, such as email (Outlook), Line@, Microsoft Teams, or the Intranet.
- The company conducts activities to manage the environment, promoting safety and convenience at work, such as the BLC 5S Award competition, and has established a Safety, Occupational Health, and Work Environment Committee (SHE Committee) to inspect and improve safety equipment, such as firefighting systems, emergency exit signs, and storage cabinets for absorbent materials.

5.) Regarding employees' feelings and expressions toward the company, reflecting the internal sentiments of employees toward the company, including pride, confidence, and trust in the organization, as well as expressing a positive attitude toward the company through work performance, communication, and participation in various activities.

- The company allows employees to propose ideas or projects beneficial to the organization, with budget or rewards support for initiatives such as Kaisen and QCC.
- Creating a clear Career Path with individual development plans
- Training, analysis to identify the root causes of problems using the Fishbone Diagram and Why-Why Analysis

June 5, 2024, at Kalpapruek Meeting Room, Bangkok Lab & Cosmetic Co., Ltd. (Public)



QCC Day training images at Bangkok Lab & Cosmetic Co., Ltd. (Public)



### Achievements from 2024 Operations

	<p>The average training hours for employees are 83 hours, and the training outcomes are significantly due to the training organized on various topics, such as:</p> <ol style="list-style-type: none"><li>1. Training as per the legal requirements: Employees are trained according to the legal labor development ratio, with a target of 50% of all employees for 2024. Out of 735 total employees, 441 employees have completed the training, representing 60.00%.</li><li>2. English Language Training: English communication training was provided to target group employees (including division directors, section managers, department managers, section heads, and specialists in various fields), with 124 out of 278 employees participating, accounting for 44.60%.</li><li>3. Competency-Based Training: Competency-based training was provided to employees to develop the necessary competencies for each position, covering a total of 11 topics.</li></ol>
	<p>Employee satisfaction and engagement with the company averaged 90.29%, which is higher than in 2023, with an increase of 0.03%, achieving the set target.</p> <p>(Separate survey results show employee satisfaction with the company at 90.13% and employee engagement at 90.39%)</p>

## **Occupational Health and Safety**

Occupational health, safety, and a good working environment are critically important in business operations, especially for businesses that operate in factory areas, which may pose risks of illness and accidents, leading to bodily harm and loss of life for employees and potentially resulting in damage to the organization's property. Having a good occupational health and safety system can build trust among the organization's employees, allowing them to work in various areas with confidence and preventing unforeseen incidents that may arise. If any organization neglects the management of occupational health and safety, it may lead to accidents or employee illnesses, causing work stoppages, loss of reputation and trust in the organization, and possible violations of labor protection laws, which could result in fines, temporary suspension of operations, or the revocation of business licenses.

## **Management Approaches to Key Sustainability Issues**

The group has established a corporate social responsibility policy that covers responsible and fair operations. One of the key issues the group places great importance on is the treatment of employees, including their safety during work activities across the group's operations. This policy outlines the commitment to ensuring employees work in a safe environment, maintain good occupational hygiene, and comply with legal requirements, as well as the needs and expectations of stakeholders. It also aims to enhance the awareness of human resources and their potential to align with operational needs. Measures have been put in place to mitigate work-related risks for employees and all visitors. Employees are trained to work safely and efficiently. Additionally, there is a Safety, Occupational Health, and Environment Committee (SHE) elected by employees within the group. The group has managers overseeing safety, occupational health, and the work environment, as well as professional-level safety officers, supervisors, and management-level staff. The group also supports the implementation of the Occupational Health and Safety Management System (ISO 45001). All of this ensures that the relevant departments and responsible individuals strictly oversee occupational health and safety operations in the workplace. This demonstrates the group's commitment to making the organization a safe place, free from risks and undesirable incidents, in order to achieve the goal of "zero work stoppage accidents."

## Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"> <li>● No work-related accidents.</li> </ul>
Medium-Term Goal (2025 - 2026)	
Long-Term Goal (2027 - 2029)	

## Sustainability Plan

To control safety in operations, the group has developed an annual safety, occupational health, and work environment plan, which includes various aspects such as training as required by law and enhancing safety capabilities for employees at all levels. It covers safety measures, improvements to fire prevention systems and emergency response systems, health and hygiene, safety promotion campaigns, inspection of safety equipment, and the reporting of activities as required by law. Additionally, the group carries out safety operations according to the Occupational Health and Safety Management System (ISO 45001), which includes a process for identifying hazards that need to be considered, comprising:

- Work methods, social factors (including workload, working hours, bullying, harassment, intimidation), leadership and organizational culture.
- Regular and irregular activities, as well as regular and irregular situations, including hazards arising from infrastructure, equipment, machinery, raw materials, chemicals, and physical conditions at the workplace. These also include product and service design, research, development, testing, manufacturing, assembly, construction, transportation services, maintenance, and disposal of waste, as well as personal factors.
- Work methods, incidents that have occurred in the past, both internally and externally within the organization, including emergency situations and their causes.
- Potential emergency situations.
- Personnel, considering those who enter the workplace and engage in various activities, including employees, contractors, visitors, and other individuals, as well as those in the vicinity of the workplace who may be affected by the company's activities. Employees at locations not directly under the control of the group.

- Other issues include the design of the workplace, processes, installation of tools/machinery, work procedures, and operations, including adjustments to meet the needs and capabilities of the workers. Situations that are not controlled by the company but occur in the vicinity of the workplace, which may cause injury and illness to individuals in the workplace.
- Actual changes or planned changes in operations, processes, activities, and occupational health and safety management systems.
- Changes in knowledge and information related to hazards.

Risk assessments must evaluate risks for all tasks/activities both inside and outside the company, and for all areas within the company, including the surrounding areas.

Example activities to promote and support achieving set goals:

- Training activities such as external contractor training, fire evacuation drills, emergency drills for boiler explosions or LPG gas leaks, chemical spill response drills, and training on the use and maintenance of electric forklifts for operators.
- Inspection of emergency response equipment to ensure readiness for use at all times, such as portable fire extinguishers, emergency eye and body wash showers, automatic smoke detectors, water supply hose systems, and fire pumps, among others.
- Employee health checks before starting work, annual health checks including general health assessments and screenings for risks as required by law.
- Promotion of off-job health, such as providing flu vaccinations for high-risk groups.

Image of fire evacuation training and emergency drill simulation in case of a boiler explosion or LPG gas leak.



Image of chemical spill response drill



Image of forklift operation and maintenance training for workers



Image of emergency response equipment inspection



Image of employee health check-up



Image of flu vaccine administration for at-risk groups



### Achievements from 2024 Operations

Year	Number of accidents (times)	Total working hours of all employees (hours)	LTIFR
2022	1	2,196,960	0.46
2023	1	2,291,576	0.44
2024	0	2,316,944	0.00

From the various measures implemented to ensure safety, BLC has received the Outstanding Model Workplace Award for Occupational Health, Safety, and Working Environment from 2008 to 2022, a consecutive 15-year period. This award reflects the company's commitment to safety within Bangkok Lab & Cosmetic Public Company Limited.



## **Human Rights**

The group recognizes the importance of respecting human rights in all dimensions, as human rights practices not only comply with relevant laws but also serve as a fundamental principle recognized internationally. Adhering to human rights builds trust and fosters good relationships with stakeholders, ensuring that no human rights violations occur within the company or its supply chain. Regarding fair and equal labor management, the group prioritizes employee quality of life by providing a safe working environment, refraining from using child labor or illegal labor, and avoiding activities that violate human rights. This approach helps build stakeholder confidence, reduces legal risks, and promotes the sustainable use of natural resources, resulting in positive impacts on the environment and long-term business sustainability.

## **Management Approaches to Key Sustainability Issues**

The group has declared its Business Ethics Policy, Sustainability Policy, and Thai Labor Standard System Manual, which cover all stakeholders. Compliance with these policies builds trust, reduces risks, and fosters good relationships between the company and its stakeholders. Furthermore, the group is studying methods to conduct a thorough human rights due diligence process in accordance with the Securities and Exchange Commission (SEC) regulations to comply with the requirements for listed companies.

The group also demonstrates its commitment to human rights as part of its sustainability policy, recognizing the importance of respecting human rights, promoting equality and fairness both internally and externally, and refraining from violating basic rights or discriminating based on race, nationality, religion, language, skin color, gender, age, education, physical condition, or social status. This includes ensuring that the company's business does not directly or indirectly contribute to human rights violations. The group also has protection and remedy mechanisms, allowing employees, communities, and society to participate in expressing opinions and providing channels for complaints or grievances for those affected by rights violations resulting from the company's business operations, and taking appropriate corrective and remedial actions. To ensure effective human rights respect, the group has created awareness of human rights and regularly instills a sense of responsibility in employees to follow human rights principles, consistently communicating the policy to all stakeholders.



Human Rights Policy



Complaint Channels

## Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"> <li>• Current data collection according to the Human Rights Due Diligence guidelines for listed companies under the SEC office.</li> <li>• There is no use of child labor in the workplace, covering all subsidiaries.</li> <li>• The number of human rights-related complaints is zero, covering all subsidiaries.</li> </ul>
Medium-Term Goal (2025 - 2026)	<ul style="list-style-type: none"> <li>• Human rights impact assessments will be completed by 2026, reducing risks to an acceptable level.</li> <li>• There is no use of child labor in the workplace, covering all subsidiaries.</li> <li>• The number of human rights-related complaints is zero, covering all subsidiaries.</li> </ul>
Long-Term Goal (2027 - 2030)	<ul style="list-style-type: none"> <li>• Control risk levels to an acceptable level.</li> <li>• There is no use of child labor in the workplace, covering all subsidiaries.</li> <li>• The number of human rights-related complaints is zero, covering all subsidiaries.</li> </ul>

## Sustainability Plan

The group places significant importance on respecting human rights by starting to study relevant information and reviewing stakeholders involved. The group carries out assessments and gathers data according to the SEC's checklist to strengthen risk management processes effectively and comply with established standards.

Currently, the group integrates human rights practices through relevant policies, such as the Business Ethics Policy, Sustainability Policy, and Thai Labor Standards System Manual. The details are as follows:

### 1. Fair treatment of employees.

The company places importance on respecting the rights of employees in accordance with human rights principles and labor laws, ensuring a fair employment process, as well

as clear compensation and performance evaluation systems. The company promotes employee development through training and skill-building to enhance knowledge, ethics, and values. It also provides legally required welfare benefits and ensures a safe and healthy working environment. Furthermore, the company supports employees in expressing their opinions or filing complaints about ethical conduct and corruption within the organization and ensures appropriate protection for those involved.

2. Discrimination

The company does not support any form of unfair discrimination in employment or work for reasons such as nationality, race, gender, age, religion, or any other differences. It also does not obstruct employees' rights to participate in activities that do not affect business operations, including expressing personal opinions. Additionally, wages and compensation will be based on ability and qualifications suitable for the position, without discrimination between male and female employees in all areas.

3. Sexual Harassment and Violence

The company has measures in place to prevent and address sexual harassment and violence within the organization. Employees are not to be harassed or harmed by verbal expressions, gestures, or physical contact, and the company ensures the prevention and termination of all forms of violence within the organization.

4. Use of Female Labor

The company places importance on the care of female employees by providing a safe working environment that does not pose a health risk, as required by law. For female employees who are pregnant or breastfeeding, the company ensures a suitable and safe environment and allows breaks for breastfeeding, which are counted as working hours. The company also guarantees that employees will not be terminated, demoted, or lose benefits due to pregnancy.

5. Freedom of Association and Collective Bargaining

The company respects the right to freedom of association or participation in employee organizations to promote and protect workers' rights and benefits. It does not interfere with or hinder legal actions related to such rights. Any actions regarding these matters must be carried out peacefully and without causing harm to employees or the company. The aim is to cooperate with the company to improve various aspects in a calm manner. The company also has measures to facilitate employee representatives in performing their

duties equally with other employees, ensuring there is no harassment or unfair treatment arising from the exercise of the right to form or join labor organizations.

6. Safety, Occupational Health, and Work Environment

The company manages safety, occupational health, and the work environment comprehensively for all types of work, especially tasks that may pose health and safety risks to employees and other stakeholders. It promotes employee training, awareness of regulations, information, and participation in safety, occupational health, and environmental activities in the workplace, in accordance with the company's management policies and the Occupational Health and Safety Management System (ISO 45001). Employees are informed of their right to refuse unsafe work.

7. Forced Labor

The company does not support or engage in any form of forced labor, including the use of illegal labor such as forcing individuals to work involuntarily, imposing unilateral hiring conditions that employees do not agree to, or using coercion for debt recovery or punishment. Additionally, the company does not require employees to provide work guarantees or damage deposits, such as money or personal documents, except as permitted by law.

8. Child Labor

The company does not employ or support the employment of individuals under the age of 18, except as required by law, and ensures strict compliance with legal standards, with the Human Resources Department responsible for implementing this policy.

9. Respect for Community Rights

The company conducts its business with consideration for the quality and safety of employees, society, communities, and the environment, promoting energy efficiency and not supporting activities harmful to society and morals. It encourages employee participation in community, social, and environmental development while fostering a sense of responsibility at all levels. The company allocates a portion of its profits to activities that benefit society and the environment.

The company has measures in place to manage and mitigate impacts on stakeholders, aiming to build trust and good relationships with them.

1. A system is in place for reporting complaints about issues affecting employees and stakeholders, and a complaint, feedback, and suggestion management system is established, especially regarding matters that may impact employees, communities, or the company's operations. The company ensures that the results of the actions are

communicated to the complainants in a timely manner. It promotes mutual benefits between the company and the community, allowing for sustainable coexistence.

2. Provide a quick and effective response to events impacting the community, society, and the environment resulting from the company's operations by fully cooperating with government officials and relevant agencies.
3. The company controls personal data according to its personal data protection policy measures.
4. Channels for receiving complaints are provided through the following methods:



# Personal Data Protection Policy

- By email: To the Human Resources Manager at Email: [complaint@bangkoklab.co.th](mailto:complaint@bangkoklab.co.th)
- By mail: To the Human Resources Manager at 48/1 Moo 5, Nong Chae Sao Road, Nam Phu Subdistrict, Mueang District, Ratchaburi Province, 70000
- Through the website: [www.blcplc.com](http://www.blcplc.com)
- By phone: Human Resources Manager at 0-32-719900 ext. 225

#### Related activities or projects:

1. Employee orientation materials regarding the Thai Labor Standards System, communication of the grievance system, and internal feedback mechanisms.



2. Annual training for current employees, covering topics such as communication of sustainability policies, business ethics policies, the Thai Labor Standards System manual, and communication of grievance and feedback systems within the organization. The training includes a

comprehension test through Google Forms, scheduled from September 23–30, 2024, and October 4–11, 2024, at the Kalyanamit Room, Bangkok Lab and Cosmetics Co., Ltd. (Public).



3. Training on Thai Labor Standards System regulations for 55 suppliers or subcontractors, with expertise provided by Mrs. Gaesorn Rodpol, Senior Labor Specialist at the Labor Standards Certification Group, Bureau of Labor Standards Development, Ministry of Labor, on Wednesday, October 2, 2024, from 9:30 AM – 12:00 PM, via Microsoft Teams.

#### **Achievements from 2024 Operations**

	No human rights complaints found, covering all companies in the group.
	No child labor used in any of the company's establishments, covering all companies in the group.

## **Community and Social Development**

The group is aware of the current social challenges, including economic inequality, access to education, and access to public healthcare. Therefore, the group is committed to conducting business responsibly toward the community and society, especially the communities surrounding its establishments. This includes fostering community involvement in development with local residents to improve the environment, living conditions, and promote good health for the public. The group has been continuously engaged in this work for over 30 years, providing support for education, public health knowledge, and assistance. The group has also developed and improved its activities to meet future challenges and changes, promoting sustainable business practices.

## **Management Approaches to Key Sustainability Issues**

The group is committed to managing its production processes efficiently to reduce negative impacts on the surrounding community and society, while promoting the development of communities and society to enhance the quality of life for people in the community, ensuring access to basic rights, including quality education, healthcare, and access to knowledge on the use of medicine and pharmaceuticals. Therefore, the group has a social responsibility policy that serves as a framework for community and societal development activities, as well as promoting employee awareness and involvement in caring for and developing the community and society together.

In carrying out these operations, the group has established a Corporate Social Responsibility (CSR) committee, which is responsible for overseeing, planning, and supporting the operations of relevant departments according to the social responsibility system. The committee also communicates with external service providers and stakeholders to ensure they understand and are aware of their social responsibilities.

Regarding operations related to community participation and development, which is one of the group's social responsibility systems, the CSR committee has the following roles and responsibilities:

- Provide consultations and examine the involvement in social, economic, and community development.
- Collaboratively propose a course of action to achieve the set goals.

- Develop documentation for the monitoring system and report on the progress of the activities that need to be implemented, including coordinating with relevant departments to ensure the system complies with the requirements.
- Enforce the implementation of the system documents and communicate the guidelines through training to those involved within the organization.

Additionally, the group has assigned the Environmental Department and the Corporate Social Responsibility (CSR) committee as the main responsible units. They also coordinate with the subsidiaries within the group to oversee and develop the community.

### Sustainability Targets

The group has set community responsibility goals through the organization of activities that balance economic, social, and environmental development. The group is committed to improving the quality of life for people without damaging natural resources and the ecosystem we live in. This requires cooperation, listening to the opinions of community members, and involving them in decision-making or planning activities. These are key to the development and organization of activities, focusing on creating things that meet the needs of the community and building good relationships within the community. This will help the community grow sustainably and increase satisfaction with the activities. The issues can be addressed, and improvements can be made continuously within the community. The target is as follows:

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	
Medium-Term Goal (2025 - 2026)	<ul style="list-style-type: none"> <li>● Community satisfaction with activities is greater than or equal to 85%.</li> </ul>
Long-Term Goal (2027 - 2030)	

## **Sustainability Plan**

The group is aware of and values supporting activities that promote harmonious coexistence with society. The main steps for conducting activities that support coexistence with the community are as follows:

### **1. Community Needs Survey**

The group will continuously survey community needs by visiting the area to engage in discussions and gather opinions from community members. This will be done through meetings or public activities that provide an opportunity for the community to express their views and share information about what they need.

### **2. Organizing Activities to Support Community Needs**

After gathering information and feedback from the community, the group will design and implement activities that address the community's needs and satisfaction, such as organizing training, promoting careers, supporting education, or creating infrastructure beneficial to the community. These efforts aim to balance the three aspects: economy, society, and environment.

### **3. Monitoring and Improvement**

After implementing the activities, the group will monitor the results to assess community satisfaction and the impacts on community development and sustainability. The company will then revise the plans to align with changing future needs.

*The proportion of communities in which the group has participated and contributed to development is six communities, accounting for 100%.*

For the operational framework regarding community participation and development set by Bangkok Lab, there are five key areas, including:

### **1. Education**

The group focuses on developing the potential and knowledge of youth, supporting educational personnel, and providing scholarships.

## 2. Environmental Aspect

The group focuses on reducing resource usage, conserving nature and the environment through various operations, such as past company activities involving tree planting in community areas around the factory, reducing paper usage by using technology for surveys instead of paper, waste management, wastewater management, and air control.

## 3. Community and Society

The group focuses on fostering cooperation and sustainable development at various levels, such as improving quality of life and promoting fairness and the rights of everyone in society in areas such as education, environment, and health, to ensure sustainable well-being for people in the community and society.

## 4. Religion

The group has guidelines to promote and support religious activities and to act fairly toward employees of different religions.

## 5. Other Areas

The group also has other community and social initiatives to enhance the well-being of individuals and various social groups.

### Complaint Management Measures from the Community

In the case of surrounding communities, the group has provided complaint channels for communities affected by the group's operations, including channels for giving comments and suggestions, as follows:

		
Direct contact with employees of the group.	Company's website <a href="https://www.blcplc.com/">https://www.blcplc.com/</a>	Tel. 032-719-900

For operations when complaints are received or incidents that impact the community occur, the group has prepared response measures to resolve problems, maintain, and restore relationships with the community, with details as follows:

- General cases: When the group receives a complaint, an investigation is conducted to find the facts of the issue and implement corrective actions, along with preventive measures to avoid the recurrence of similar complaints. The result of the action will be reported to the complainant within 15 working days.
- Urgent cases: The group will conduct a site visit on the day of the incident or within three days after receiving the complaint or learning of the event. In the event that Bangkok Lab cannot conduct a site visit on the same day, Bangkok Lab will communicate with the community leader to understand the issue and carry out preliminary relief, inspection, and follow-up on the relief and remedy process.

In cases where the group has resolved the issue conclusively, Bangkok Lab will communicate and listen to feedback, suggestions, and recommendations from the community, community leaders, and relevant agencies to prevent the recurrence of previous issues, while also creating a positive attitude toward the business and building trust with the community through activities that support participation and community development based on community needs. This includes establishing transparency and fairness standards in complaint management.

### **Achievements from 2024 Operations**

In 2024, BLC has achieved success in community and social development operations, as well as conducting business with social responsibility, as follows:

	The average satisfaction level for activities is 91.22%.
	Received the CSR-DIW CONTINUOUS AWARD for the Corporate Social Responsibility Standard for Entrepreneurs, awarded continuously for more than 5 years
	<p>Number of complaints from the community regarding the operations of the group: 0 cases</p> <p>Number of disputes from the operations of the group: 0 cases</p>
	The social budget is divided into: support for social activities, support for government agencies, and support for education

	A total of 36 activities were conducted throughout the year 2024, with a total budget of 1,028,414.80 baht
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The CSR-DIW Continuous Award received by BLC affirms the company's ongoing commitment to social responsibility, reflecting the good relationship and mutual coexistence between the company and the community. In addition, over the past year, BLC did not receive any complaints from the community, which demonstrates genuine recognition of the importance of stakeholders in the community aspect. This success is an indirect result of BLC's continuous efforts to conduct activities that help and develop society.

Activities or projects related to community and social development issues:

#### **“Sending Happiness to Children” Project (Children’s Day Activity)**

BLC provided developmental gifts and organized National Children’s Day activities at four nearby schools: Wat Nampu School, Wat Nong Krathum School, Ban Nong Nang Phrae School, and Ban Chat School. The company also supported education and the development of children’s potential in the community, as this is considered a long-term investment. These children may become skilled laborers or important partners in the future. The performance result in 2024 was 93.02%, an increase of 16% from 2023.



#### **Community Medication Use Education Project**

The “Community Medication Use Education Project” was held at the Early Childhood Development Center School, Namphu Subdistrict Health Promoting Hospital. The project focused on educating the elderly in the community to increase their knowledge of proper medication use, enabling them to pass on the information to family members and those around them, thus boosting their confidence in self-care. A team of expert pharmacists from the company delivered the information through lectures and activities. Last year, the number of participants increased by 100 people compared to the previous year. The performance result in 2024 was 89.38%, an increase of 8.18% from 2023.

This project was evaluated for social return on investment (SROI). The total cost was 4,291 THB, with a return exceeding the budget, totaling 13,500 THB in monetary value

(economic benefit: 10,200 THB; social benefit: 3,300 THB). The investment in the “Community Medication Use Education Project” yielded a social return on investment increase of 2.15% of the total cost.



### **Teacher Employment Project**

BLC recognizes the importance of youth capacity and knowledge development by supporting educational personnel through the Teacher Employment Project for schools in the Nampu Subdistrict. This support has been ongoing for 10 years. Students who gain knowledge and skills from this project are better prepared for future employment, helping increase household income in the community, which in turn stimulates the local economy. The group will continue to support similar projects.

For the year 2024, the company supported two educational personnel per school:

- Ban Chat Charoen School – Teaching Kindergarten and Thai Language
- Ban Nong Nang Phrae School – Teaching Kindergarten and Grade 4
- Wat Nampu School – Teaching English and Thai Traditional Dance



### **Tree Planting for Green Area Expansion Project: “Plant to Reduce Heat”**

BLC organized the “Planting Trees to Expand Green Areas” activity in collaboration with Village No. 4, Namphu Subdistrict, Mueang District, Ratchaburi Province. The activity aimed to restore green areas and instill environmental awareness among community members. It was held in the community forest area, which will be rehabilitated for future public benefit. This project serves as a model for creating green areas in communities and will expand to other areas to further increase green coverage. The company also provided knowledge on plant care to help foster understanding and enable future application, passing on this knowledge to families and neighboring communities.

BLC set a target satisfaction rate of 85%, measured by an activity satisfaction survey. The achieved satisfaction rate was 97.27%, meeting the set goal.



## Religious Activities

BLC participated in merit-making by offering alms, Buddhist Lent candles, light bulbs, bathing robes, and other offerings to monks on the occasion of Asalha Puja Day and the Buddhist Lent Day at temples near the factory area. This was done to support and enhance sustainability in line with ESG principles, to promote Buddhism, and to revive the diminishing tradition of merit-making. This activity was a beautiful success in terms of both spiritual value and community relations. Our company will continue to play a part in preserving Buddhism and promoting morality in society to create a peaceful and sustainable community.

BLC set a target satisfaction rate of 85%, measured by an activity satisfaction survey. The achieved satisfaction rate was 85.23%, meeting the set goal.



## Blood Donation

The group has organized blood donation activities for employees regularly every three months each year as part of efforts to help save patients' lives and to reserve blood supplies. In 2024, Bangkok Lab organized a total of three events. Details are shown in the table below:

		
April 5, 2024	Total employees who donated blood: 61 people	Blood collected: more than 58 units
Friday, August 2, 2024	Total employees who donated blood: 78 people	Blood collected: more than 67 units
Friday, November 29, 2024	Total employees who donated blood: 69 people	Blood collected: more than 66 units

## Future Plans

### Medium-Term Operational Plan

1. Community Satisfaction Survey: Conduct surveys to gather opinions from people in the community regarding needs and problems, such as through online forms, community meetings, or interviews.
2. Promoting Community Participation: Create spaces for the community to participate in decision-making or problem-solving, such as establishing community committees or organizing dialogue and exchange meetings within the community.
3. Skill Development: Organize training or activities that help develop skills of community members, such as vocational training or creating educational, health, and other opportunities for the community.

### Long-Term Operational Plan

1. Community Economic Promotion: Develop communities through activities that enhance skills and knowledge, enabling self-reliance by promoting local businesses, such as encouraging organic farming or supporting community products to achieve economic sustainability.

2. Quality of Life Development: Create opportunities for communities to access medical treatment, higher education, and improved public health services, including overall quality of life development such as promoting mental healthcare and creating a safe environment. For example, organizing educational activities on safety such as fire prevention, basic healthcare, and emergency response through various activities.
3. Using Technology to Connect Communities or Enhance Skills: Use online communication platforms such as Facebook groups or Line to allow community members to exchange information, knowledge, or news quickly. Create groups or organize training or activities on technology management to enhance technological skills for community members.

# Corporate Governance

## Dimension Management



## Product Quality and Confidence

Medicines and medical supplies are essential and directly affect consumers' health in terms of treatment, relief, prevention, and health promotion. Therefore, product quality is of utmost importance to the group. The group implements various international standards in every operational stage – ranging from sourcing raw materials, manufacturing, quality inspection, storage conditions, to product transportation – before delivery to consumers. This ensures that consumers receive quality products that meet standards. The group also continuously improves product quality to enhance consumers' quality of life and to provide sustainable access to quality medicines and medical supplies for good health.

## Management Approaches to Key Sustainability Issues

The group, adhering to the philosophy that "Quality means value of life," has defined the company's mission, quality assurance, stable quality management, and consumer safety considerations.

The group controls production under the guidelines and methods of Good Manufacturing Practice (GMP), GMP/PICs standards, and the Hazard Analysis Critical Control Point (HACCP) management system. Laboratory standards are controlled according to the ISO/IEC 17025 system, and operations are managed according to international standards, including the Quality Management System (ISO 9001) and Food Safety Management System (ISO 22000). The group has developed a product quality risk management manual and quality production plans for various types of products to serve as guidelines for ensuring that the products meet the required standards before delivery to consumers. The company has been continuously certified for over 10 years and has received the Quality Award from the Food and Drug Administration (FDA) in the areas of pharmaceuticals, food, cosmetics, and hazardous substances. Consumers can be confident that they will receive high-quality products that meet standards, thus building trust with the group's business partners.



The group's  
Vision,  
Philosophy,  
and Mission

## Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"><li>● No products recalled due to quality issues.</li></ul>
Medium-Term Goal (2025 - 2026)	
Long-Term Goal (2027 - 2030)	

## Sustainability Plan

The operational plan is developed in accordance with the management policies and standard systems of the group. The plan will be reviewed regularly every year. Each department involved in the production process and product quality control has developed an operational plan, including setting goals to control product quality at every stage. Additionally, measures are in place to handle product recall situations. The performance results for the year 2024 are as follows:

**Raw Material and Packaging Procurement Process:** Procurement specifications are set as guidelines for selecting quality raw materials/packaging. The procurement department has a plan for selecting, controlling, evaluating, and developing external service providers, with the goal of delivering quality raw materials and packaging that meet specifications in more than 95% of total deliveries. The results met the target.

Production-related processes, starting from the receipt of raw materials/packaging, follow the standard inspection procedures. The processes of weighing and dispensing raw materials and packaging have clear operational steps to ensure accuracy and prevent foreign contaminants from entering the raw materials used in production. The weight or quantity is verified against the production record by the operator and further cross-verified by both warehouse and production staff to ensure that the amount of raw materials is accurate and complete before being used for product preparation. During the production process, conditions are controlled to comply with Good Manufacturing Practices (GMP). Work areas are separated accordingly to prevent cross-contamination between products. Quality checks are conducted throughout the production process, up to the finished product stage for every production batch,

to ensure the quality of the product. Storage and transportation conditions of the finished products are also monitored to maintain product quality before delivery to customers.

Quality control involves inspecting incoming raw materials, packaging, and finished products using standardized methods. The inspection results must meet the required specifications before being released for sale. The quality control department has set a target for the allowable percentage of raw materials, packaging, or products with issues after approval, and this must not exceed the specified target. The results are in line with the target, and there is also a process to verify the accuracy of test reports to ensure reliable and accurate test results. Additionally, the goal is to have no complaints about damaged products resulting from laboratory inspections conducted by the quality control department, and to ensure that the results meet the target. Furthermore, all documents related to the production process and quality control of each product are reviewed 100% to ensure that the products released in each production batch meet quality standards before being delivered to consumers.

Regarding the machinery and equipment used in production, there is a regular inspection and maintenance plan, with the instruments involved in the production process and analysis being re-checked and calibrated to ensure that the tools are efficient and reliable. The annual re-inspection plan is completed 100%, and the maintenance plan for tools/equipment and facilities is also executed on time at 100%, with machinery maintenance conducted according to the plan at 100%.

In addition to process and machinery control, each production step requires the knowledge, understanding, and expertise of employees to perform tasks accurately, operate machinery efficiently, and maintain safety. BLC ensures that all departments have an annual training plan to develop employee skills and expertise. In addition to job-specific training, BLC organizes activities to enhance knowledge, understanding, and awareness among employees through booth activities and online media. The committee for various standards systems organizes activities every year. In 2024, an activity was conducted to improve employee understanding and awareness of product quality control, such as

1. the “Know Before You Use” project with ISO/IEC 17025 (ISO/IEC 17025 system committee), with 93.94% employee participation.
2. Project: Quality Assurance of Laboratory Test Results According to ISO/IEC 17025 Standards (ISO/IEC 17025 System Committee) 90.10% employee participation (of BLC factory employees)

3. Project: Knowledge and Understanding of Data Integrity (GMDP Committee) 91.68% employee participation
4. Project: Deviation Control and Change Control (GMDP Committee) 92.76% employee participation (of BLC factory employees)
5. Project: Building Quality Awareness (ISO 9001 System Committee) – 94.08% employee participation
6. Project: Food Safety Hazard Control (ISO 22000 System Committee) 98.56% employee participation
7. Project: Cleaning Validation (Validation Team Committee) 91.65% employee participation

Additionally, if a product released to the market raises concerns regarding quality or safety, the group has established an effective product recall system. The procedures include specifying the responsibilities and operational steps to ensure that products can be recalled correctly and promptly. Upon notification of a quality issue, an investigation is conducted to identify the cause, assess the severity, and establish corrective measures. To ensure the proper recall of products, the group adheres to the Food and Drug Administration's notification regulations regarding the recall of products by licensed manufacturers or importers of modern and traditional medicines into the Kingdom.

A product recall drill is conducted at least once a year. In 2024, a recall drill was conducted for five product categories, including modern medicines, herbal medicines, dietary supplements, cosmetics, and hazardous substances, as per the established procedures. The drill included investigating the cause, assessing the severity of the issue, setting corrective measures, and preventing recurrence. It also included recording the product recall from customers (pharmacies, hospitals, clinics, etc.) and summarizing the recall results and the time taken for the recall. The recall drill for all five products was conducted within the defined timeframe, ensuring that the company has an efficient and quick product recall system. However, in 2024, no products were recalled due to quality issues.

### **Achievements from 2024 Operations**

2024 Performance Results
 <ul style="list-style-type: none"> <li>● No products were recalled due to quality issues.</li> </ul>

## **Product research and development and innovation creation.**

Research and development is a crucial process that helps increase opportunities for obtaining a diverse range of medicines and health products, which can better meet consumer demands. Expanding the product range not only helps to broaden the consumer base but also designing research and development processes that minimize potential environmental impact is a key factor influencing consumer decision-making today. Additionally, integrating various technologies or innovations into research and development will enhance market competitiveness, create uniqueness, and provide more options for consumers. Apart from developing innovations for product research and development, creating innovations in work processes is a crucial element that improves work efficiency, enhances employee potential, and fosters continuous development.

## **Management Approaches to Key Sustainability Issues**

The group places importance on incorporating innovation into research and development as well as work processes by establishing a vision, mission, and corporate values to promote the creation of innovations in both work processes and product development. In 2025, the company will define clearer policies and guidelines regarding the development of corporate innovation.

The group has established the BLC Research Center to conduct research and development of products for both the group and external clients, as well as fostering collaboration with external research organizations, both public and private, to develop innovations in research that result in high-quality work benefiting society, the environment, and trade partners. Additionally, the group has developed a product strategy in its business plan to define the direction for future business operations.

For the development of innovation in work processes, BLC has established a QCC (Quality Control Cycle) system development committee to stimulate and encourage employees to generate creative ideas, as well as developing skills in analysis and problem-solving within work processes.

In 2024, the company has set operational frameworks and sustainability goals, both short term and long term, divided into three areas:



The group's Vision, Philosophy, and Mission

1. Research and development of new products in the pharmaceutical group (New generic drugs) and products developed from herbs (Inno Herbal) to increase market competitiveness.
2. Development and improvement of formulas, processes, or packaging to reduce environmental impact.
3. Development and improvement of processes to increase work efficiency.

### Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"> <li>● Innovation in the new generic drug category will be developed with no less than 2 products per year, and at least 1 new product in the new generic drug category will be launched each year.</li> <li>● There is development of innovative herbal products of no less than 1 product every 2 years, and at least 1 herbal product formulation is approved by the company's internal committee each year.</li> <li>● Targets are set for research and development of products to reduce the use of environmentally unfriendly organic solvents.</li> <li>● At least 20% of secondary packaging should be environmentally friendly by 2024.</li> <li>● At least 10 QCC topics per year.</li> <li>● At least 20 Kaizen topics per year.</li> <li>● Total savings of no less than 50,000 baht.</li> </ul>
Medium-Term Goal (2025 - 2026)	<ul style="list-style-type: none"> <li>● Innovation in the new generic drug group will be developed with no less than 2 products per year,</li> <li>● and at least 1 new product in the new generic drug group will be launched each year.</li> <li>● There is development of innovative herbal products of no less than 1 product every 2 years, and at least 1 herbal product formulation is approved by the company's internal committee each year.</li> </ul>

Targets:	Key Performance Indicators (KPIs)
	<ul style="list-style-type: none"> <li>● At least 2 formulations with reduced or no use of environmentally unfriendly organic solvents approved by the internal committee per year.</li> <li>● At least 30% of secondary packaging should be environmentally friendly by 2026.</li> <li>● At least 12 QCC topics per year.</li> <li>● At least 25 Kaizen topics per year.</li> <li>● Total savings of no less than 70,000 baht.</li> </ul>
Long-Term Goal (2027 - 2030)	<ul style="list-style-type: none"> <li>● At least 2 new products in the new generic drug category can be marketed per year.</li> <li>● At least 2 herbal product formulations approved by the company's internal committee per year.</li> <li>● At least 3 formulations with reduced or no use of environmentally unfriendly organic solvents approved by the internal committee per year.</li> <li>● At least 45% of secondary packaging should be environmentally friendly by 2030.</li> <li>● At least 15 QCC topics per year.</li> <li>● At least 30 Kaizen topics per year.</li> <li>● Total savings of no less than 100,000 baht.</li> </ul>

## **Sustainability Plan**

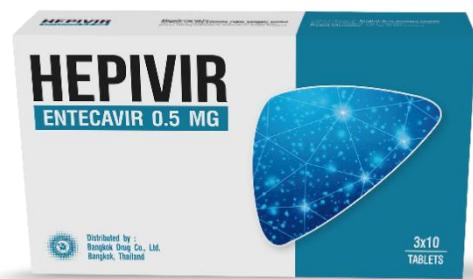
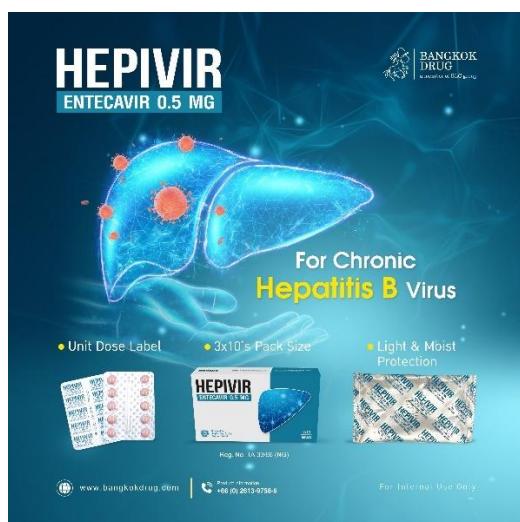
### **1. Research and Development of New Products**

The group establishes research plans for every product with a clear timeline and budget allocation for research each year. There is a process to request approval of formulations by the internal design committee, which is responsible for assessing the appropriateness of the formulation and production process of the researched products.

In the new generic drug group, the group has set a target to develop no less than 2 products per year and to launch at least 1 new product. In the past year, more than 2 new generic drug products were under research, and 1 new product was launched in the new generic drug group – Hepivir, for the treatment of hepatitis B, which has been listed in the Thai Innovation List of the Budget Bureau, additional version, August 2024.



List of Innovative Drug Products



In addition, in 2024, three new modern (non-generic) pharmaceutical products were launched: Vitara Beta – C; Fango-BD Cream, used to treat skin diseases caused by fungal infections with inflammation and/or itching; and Rhinadine-P, an antihistamine to relieve nasal congestion and runny nose due to colds. These efforts helped increase sales and revenue for the group.



For the herbal product group, the company set a target to develop no less than 1 innovative herbal product every 2 years and must receive approval for at least 1 formulation per year from the design committee. In 2024, the company successfully developed and received approval for 1 herbal medicine formulation by the internal committee, in collaboration with

external research agencies, using new technologies to develop innovative products. Clinical research was also conducted to test the product's efficacy and safety.

In past product research and development, the company did not conduct tests on laboratory animals but instead collected test result data from various studies to compile into information for research purposes only.

## 2. Research and development of formulations and production processes to reduce environmental impact

In the formulation research and development, consideration has been given to the environmental impact, consumers, and workers. Over the past years, the company has adjusted the use of solvents in several product formulations by replacing organic solvents with water-based solvents. In 2024, the company continues to research and develop formulations without using organic solvents or by reducing their usage as much as possible.

Therefore, to ensure continuity of operations, in 2024, a clearer research and development plan was established for products that reduce the use of environmentally unfriendly solvents, with implementation planned for 2025. The plan includes selecting existing products that can reduce solvent usage and setting guidelines for developing new products that avoid hazardous solvents in formulations or use them in the least amount necessary. This is to minimize risks to workers, reduce potential residues reaching consumers, and decrease the chance of environmental toxicity.

## 3. Use of environmentally friendly packaging

The group has started transitioning to environmentally friendly packaging, focusing on secondary packaging that does not come into direct contact with the product and does not affect product quality. Consideration includes material selection, print design, and the packaging production process by manufacturers. The company has switched to paper



packaging materials that help reduce environmental impact, including paper made from recycled materials. They have also switched to environmentally friendly coatings or varnishes, replacing plastic and harmful chemical coatings with water-based solvents to reduce environmental and worker health impacts. In 2024, 287 items were changed to use water-based varnish, and

155 items were changed to paper containing recycled materials, out of a total of 869 items, accounting for 33.03% and 17.84%, respectively.

#### **4. Work improvement and efficiency enhancement through QCC and Kaizen**

The QCC (Quality Control Cycle) System Development Committee organized employee participation activities through QCC groups and Kaizen activities, including competitions with cash prizes. The total expenditure for these activities was 15,700 baht. A total of 247 employees participated, resulting in total savings of 2,049,522.50 baht, divided as follows:

- Participation in Kaizen activities: 122 topics (1 person per topic), resulting in total savings of 729,300.77 baht. The committee selected 15 entries for cash prizes, with 200 baht per prize.
- Participation in QCC group activities: 18 topics (18 groups with a total of 125 participants), resulting in total savings of 1,320,221.73 baht. The committee held a competition with the following awards:

First Prize: 1 award with a 7,200 baht prize – Topic: Reducing calibration/revalidation frequency of instruments, by the Quality Assurance Department



Runner-up: 2 awards, 2,500 baht per group – Topics:

1. Reducing ink setting time in blister packaging process, by the Production Department
2. Improving efficiency of mobile phase volume for analysis, by the Quality Control Department



### Achievements from 2024 Operations

Key Performance Indicators (KPIs)	2024 Performance Results
At least 1 new product in the new generic drug category can be marketed per year.	✓
At least one herbal product formulation per year has been approved by the company's internal committee.	✓
Targets are set for research and development of products to reduce the use of environmentally unfriendly organic solvents.	✓
The company can convert no less than 20% of secondary packaging to environmentally friendly types.	✓
At least 10 QCC topics per year.	✓
At least 20 Kaizen topics per year.	✓
Total savings of no less than 50,000 baht.	✓

### Future Plans

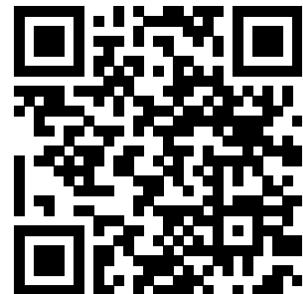
The group has developed a research and development plan for new generic drugs to meet the business targets. Each product has a research plan that is reviewed for suitability annually. The company collaborates with university research units to innovate herbal-based products. Research planning also considers environmental impact from formulation development, explores new technologies to reduce the use of organic solvents, and evaluates the feasibility of developing environmentally friendly products.

In terms of packaging changes, a list of potential secondary packaging candidates for environmentally friendly alternatives has been established and communicated to relevant parties for joint consideration and impact assessment.

In work innovation development, policies have been set to promote QCC and Kaizen activities across all departments to encourage more participation from employees.

## Code of conduct

Conducting business with a commitment to ethics, morality, and honesty is the foundation of a transparent and sustainable organization. Combating corruption, strictly complying with the law, and properly paying taxes not only reflect social responsibility and accountability to stakeholders but also help build trust from customers, investors, and external service providers, as well as promoting a strong organizational culture. Responsible business conduct leads to a good reputation, strong relationships with stakeholders, and meaningful participation in sustainable social development – all of which are key factors that support stable growth and long-term competitiveness. The company has policies and management guidelines on business ethics issues, with important policies published on the company's website.



Business Ethics

## Management Approaches to Key Sustainability Issues

The group has announced the implementation of the Good Corporate Governance Policy, the Business Ethics Policy, and the Anti-Corruption Policy, recognizing the importance of promoting efficient operations and sustainable growth to maximize benefits for shareholders and take all stakeholders into account. The company is committed to monitoring and managing risks, as well as encouraging executives and employees to work with transparency and fairness, to build confidence that we adhere to the principles of good corporate governance for listed companies, with a focus on ethical, transparent, and verifiable operations. This will help the company to continue growing sustainably while considering the benefits to society and the environment. The company also regularly reviews its Good Corporate Governance Policy, Business Ethics Policy, and Anti-Corruption Policy to ensure alignment with the changing business environment.

## Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term and Long-Term Goals (2024 - 2030)	<ul style="list-style-type: none"><li>● No business ethics violations.</li><li>● No corruption or bribery.</li></ul>

## Sustainability Plan

The group has established operational guidelines based on the principles of transparency, ethics, and systematic accountability, in alignment with good corporate governance principles for listed companies, through relevant policies, to build trust with all stakeholders. Furthermore, the group has signed a Memorandum of Understanding (MoU) on Ethical Criteria for Drug Promotion with domestic pharmaceutical manufacturers. In 2024, the Company participated in the Corporate Governance Report (CGR) assessment for listed companies and received a total score of 76 points, which is considered good. Additionally, the group has studied guidelines from the Thai Private Sector Collective Action Coalition Against Corruption (CAC) to adapt and enhance quality, transparency, and fairness in operations.

Currently, the group has outlined operational guidelines that are ethical, transparent, and verifiable, in accordance with the good corporate governance principles for listed companies, through relevant policies such as the Good Corporate Governance Policy, the Business Code of Conduct, and the Anti-Corruption Policy, as follows:

### Company Code of Conduct Regarding Fair Treatment of Stakeholders

- Treatment of Shareholders and Investors: Strive to develop and grow the business while generating sustainable returns, operating with honesty, transparency, and fairness. Financial information is reported completely, with supported projections disclosed, avoiding the misuse of undisclosed information or conflicts of interest.

- Treatment of Customers: The group prioritizes customer satisfaction by implementing quality management standards and setting customer satisfaction as a primary business objective.

- Treatment of External Service Providers and Creditors: The group aims to build fair and sound business relationships with external service providers and creditors, avoiding conflicts of interest and refraining from any corrupt practices. Dishonest acts must be disclosed and resolved swiftly and fairly. The Company must strictly adhere to all terms with external service providers and creditors. If unable to comply, it must notify them to find a solution together.

- Treatment of Business Competitors: The group engages competitors under fair competition rules and applicable laws, without damaging reputations or making defamatory claims, and without improperly accessing or violating trade secrets.
- Treatment of Government Agencies: The group operates to support and contribute to the country's development while strictly complying with laws, rules, and regulations. It builds good relationships with government bodies and provides information carefully and prudently.
- Treatment of Communities, Society, and the Environment: The group conducts business with regard to the safety and health of employees, society, and communities. It also emphasizes environmental protection and efficient energy management, strictly complying with relevant laws and avoiding support for socially or morally harmful activities. Additionally, employees are encouraged to participate in community, social, and environmental development. A system for handling complaints and providing quick responses to community and environmental issues is in place. The group also allocates part of its profits to support activities that are beneficial to society and the environment.
- Treatment of Employees: The group strictly complies with employee-related laws and regulations, fostering a safe and appropriate work environment. Fair compensation is provided while respecting employee dignity. Appointments and transfers are conducted fairly, based on capability and suitability. The group promotes skill development and provides equal opportunities for grievances and suggestions from employees at all levels.

Practices for Maintaining Financial Credibility and Information Disclosure: The Board of Directors is responsible for ensuring that financial reports and disclosures are accurate and complete according to established standards. They also monitor liquidity and debt payment ability. If financial issues arise, a suitable remedial plan will be implemented with consideration for stakeholders' rights. Moreover, transparent communication with shareholders and stakeholders is maintained, and IT is used to support information dissemination.

Practices Supporting Shareholder Engagement and Communication: The Board ensures that shareholders can participate in key decision-making and that shareholder meetings are conducted orderly, transparently, and effectively, allowing full exercise of their rights. Resolutions and meeting reports are accurately and completely disclosed.

Anti-Corruption Practices: Directors, executives, and employees must strictly adhere to the Anti-Corruption Policy, avoiding involvement in all forms of corruption, including giving or receiving bribes. Any suspected corrupt acts must be reported for a transparent investigation.

Company assets must be used for maximum benefit and not for personal gain. Whistleblowers are protected, and offenders are disciplined according to regulations.

**Procurement Guidelines:** The procurement unit must follow the defined procedures, taking into account fairness and reasonableness in price, quality, and service. Personal gain from one's position must be avoided, and bribery or corruption at any stage of the procurement process is strictly prohibited.

**Guidelines for Dealing with Government Agencies:** Directors, executives, and employees must strictly comply with laws and regulations when dealing with government agencies. Interactions must be transparent and must not induce government officials to act or avoid acting for the benefit of the company. Support for government activities must go through proper and transparent approval processes, and the giving or receiving of gifts or entertainment must be within the prescribed limits.

**Guidelines for Receiving or Giving Entertainment Expenses, Gifts, Items or Other Benefits to Clients, External Providers, and Other Stakeholders:** Directors, executives, and employees are prohibited from giving or receiving entertainment expenses, gifts, or any benefits from clients, external providers, or stakeholders unless in accordance with appropriate and reasonable customary practices. All expenses must be recorded and documented for transparency. If such giving or receiving affects decision-making unfairly or is intended to exchange for special privileges, it is considered a violation of the code of conduct.

**Training and Communication Guidelines:** The company communicates and publicizes its Anti-Corruption Policy to directors, executives, and employees to ensure awareness and understanding of anti-corruption measures. This policy is also announced on the company's website and disclosed in the annual report and Form 56-1 One Report.

Additionally, the group has established safe and reliable channels for reporting violations or witnessing corrupt practices. Whistleblowers or complainants are protected appropriately to ensure fair consideration and protection for all reports, as follows:

- Email: To the Chairman of the Audit Committee at Email: [fraud-complaint@bangkoklab.co.th](mailto:fraud-complaint@bangkoklab.co.th)
- Postal Mail: To the Chairman of the Audit Committee, 48/1 Moo 5, Nong Chae Sao Road, Namphu Subdistrict, Mueang District, Ratchaburi Province 70000, marked "Confidential" on the envelope.

A review process has been established along with protective and remedial measures for whistleblowers or complainants in accordance with the company's defined whistleblowing and complaint policy.

Currently, the group conducts annual policy review training for employees and provides communication, knowledge sharing, and testing on key topics to enhance understanding and compliance with the policy effectively, as follows:

1. Communication and testing on Prevention of Insider Information Use, from July 3–17, 2024, via Google Form



2. Communication and testing on Conflict of Interest Prevention, from September 23–30, 2024, via Google Form



### Achievements from 2024 Operations

	<ul style="list-style-type: none"> <li>● No business ethics violations.</li> <li>● No corruption or bribery.</li> </ul>
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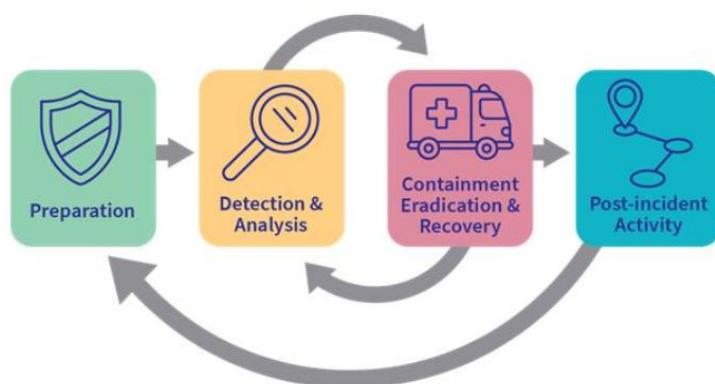
## Cybersecurity and Personal Data Protection Management

Currently, measures for personal data protection and cybersecurity are essential to building trust among stakeholders. As the group uses technology to modernize its business in line with new innovations, there is a high likelihood of becoming a target of cyber threats or personal data breaches, which could cause harm to stakeholders and affect confidence and trust in the organization. The group has established policies to ensure the security of information systems and personal data protection policies to define guidelines for protecting personal data. Additionally, a cyber threat response plan has been developed and is practiced at least once a year. All employees can quickly report incidents via an application to enable immediate prevention, response, and risk mitigation from cyber threats. This helps prevent crimes, attacks, and various errors, and ensures compliance with government regulations such as the Cybersecurity Act B.E. 2562 (2019) and the Personal Data Protection Act B.E. 2562 (2019). Personal data management is aligned with the Personal Data Protection Act B.E. 2562 (2019) to prevent violations of stakeholder rights from improper use of personal data, enabling the business to operate continuously.

## Management Approaches to Key Sustainability Issues

- Announcement The Information Security Policy is based on the ISO/IEC 27001 information security management framework, integrating cybersecurity risk with organizational risk management and building cybersecurity awareness.  
Cyber
- Develop a cyber threat response plan with the following four key implementation steps:

### Cyber Incident Response Cycle



Ready to handle potential cyber threats in all forms of operations.

- Provide a means of reporting issues through the application, such as receiving phishing emails, emails containing malware or viruses, as well as other anomalies that may result from cyber attacks, in order to manage incidents and issues caused by the use of information technology appropriately and promptly.

### Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	
Medium-Term Goal (2025 - 2026)	● No successful cyberattacks.
Long-Term Goal (2027 - 2030)	

### Sustainability Plan

- The group conducts phishing simulation training, aimed at increasing knowledge, understanding, and familiarity with the response process, enabling those involved to effectively handle cyber threats.
- Conduct vulnerability assessments and penetration testing regularly to assess risks and test system penetration, identifying and addressing potential vulnerabilities in the information security and network systems. This involves simulating various penetration test scenarios, which helps improve understanding and strengthen defenses.
- Conduct an annual risk assessment to evaluate the effectiveness of operations, providing insights into emerging threats and areas that need improvement in the security system, which will guide the enhancement of cybersecurity measures.

### Achievements from 2024 Operations

Key Performance Indicators (KPIs)	2024 Performance Results
Number of Successful Cyber Attacks	0

## Future Plans

The information security management approach uses the ISO/IEC 27001 framework.

The group is committed to obtaining ISO/IEC 27001 certification in 2026.



## Supply Chain Management and Raw Material and Product Inventory Management

Sustainable supply chain management is one of the company's strategies to enhance business competitiveness. The group places importance on evaluating the environmental, social, and governance (ESG) impacts of various activities in the supply chain, including the procurement and purchasing process, production process, quality inspection process, information technology, storage, transportation, and delivery of goods to customers or consumers. All of these processes play a crucial role in the sustainable growth of the business. Therefore, the group selects and assesses the risks of external service providers to pass on value and responsibility through high-quality products and services, ensuring maximum customer satisfaction and reducing business risks that may arise from negative impacts by external service providers.

### Management Approaches to Key Sustainability Issues

The group has established a Code of Conduct for external service providers, covering environmental issues, human rights, fair employment and working conditions, occupational health and safety, as well as business ethics of external service providers.



Code of Conduct for External Service Providers

1. Environment: External service providers must conduct business with consideration for the environment and natural resources, support the use of renewable energy, and reduce greenhouse gas emissions. They must also be committed to protecting and conserving biodiversity and maintaining ecosystems efficiently. The sourcing of herbal raw materials or upstream raw materials must come from replanting for harvest or replenishment, and should not be sourced from forest areas.
2. Human Rights: External service providers must conduct business fairly and respect human rights, ensuring they do not employ child labor or forced labor. They will also support the prevention of human rights violations in the workplace.
3. Employment and Working Conditions: External service providers must provide a safe and fair working environment for employees. They must inspect and assess working conditions and employment terms to ensure compliance with laws and fairness for all employees.
4. Occupational Health and Safety: External service providers must have policies and measures to prevent accidents and communicable diseases in the workplace. Regular training on occupational health and safety should be provided to employees.

5. Business Ethics: External service providers must conduct business with integrity, ethics, and in strict compliance with the law, supporting fair competition, free from bribery, collusion in bidding, or corruption in any form. They must also be honest about business data, records, and accounting, ensuring accuracy and completeness, and must cooperate with audits upon request.

To manage operations, the group uses a procurement manual as a shared guideline for procurement practices, ensuring transparency in line with various standards under the company's policies and management systems. Additionally, there are relevant regulations in place to manage external service providers for optimal efficiency in managing the group's inbound supply chain, as follows:

### **Procurement Practices**

BLC defines the authority and duties of each process, covering everything from purchase requests, price comparisons, issuing purchase orders, to receiving goods from external service providers, and sets the approval authorities for each process according to the approval authority table. In addition to quality and price, environmental and social issues are also considered when comparing and selecting each item according to the appropriateness of each case.

Under the operational framework according to the purchasing manual and regulations on the above three issues, the company group can perform purchasing in line with the sustainability policy of the group as follows:

Selecting external service providers: There is a policy for selecting external service providers who operate sustainably and prioritize good practices toward society, the environment, and corporate governance. In 2024, the company's key external service providers totaled 89, of which 59 signed the external service providers' business conduct code. They also hold 149 international certificates related to their business as follows:



**Evaluating external service providers:** The company has developed criteria for evaluating external service providers, focusing on practices related to quality, social issues, occupational health and safety, and environmental concerns, as per the procedures for registering suppliers.

**Contracting and employment conditions:** Employment contracts specify that external service providers must strictly adhere to labor laws and safety regulations, ensuring that their operations have minimal environmental impact.

**Monitoring and auditing practices:** The company monitors and audits the operations of contractors or external service providers strictly to ensure compliance with policies, regulations, and conditions related to (legal and fair employment, appropriate welfare, and basic occupational health and safety equipment for workers) and practices that may impact the environment.

**Promotion and support:** The company supports and encourages external service providers in good practices toward society and the environment. In 2024, the company:

- Provided on-site advice during evaluation activities at the external service provider's premises.
- Offered training on Thai Labor Standards to suppliers who were not fully compliant in some areas and to external service providers interested in labor knowledge for further development.
- Increased the proportion of purchases from external service providers who are certified in social and environmental standards to support and encourage sustainable development efforts.

**Creating transparency:** The company discloses information on policies and practices related to social and environmental issues to the public and stakeholders and opens channels for complaints through [www.blcplc.com](http://www.blcplc.com).

## Sustainability Targets

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"> <li>The company also has an ESG evaluation criterion for external service providers and uses it to assess all external service providers.</li> </ul>
Medium-Term Goal (2025 - 2026)	<ul style="list-style-type: none"> <li>Proportion of key external service providers trained: The company aims for 50% or more of key external service providers to undergo training based on the ESG evaluation criteria, with an annual increase of no less than 10%.</li> </ul>
Long-Term Goal (2027 - 2030)	<ul style="list-style-type: none"> <li>Proportion of key external service providers compliant with the company's ESG criteria: The company aims for 10% or more of key external service providers to comply with the ESG evaluation criteria, with an annual increase of no less than 5%.</li> </ul>

## Sustainability Plan

BLC sets an operational plan to improve the supply chain management efficiency as follows:

1. Plan to improve product delivery efficiency (raw materials-packaging) to support production needs and meet customer demand. In 2024, the company achieved 96.14% product delivery to the material warehouse, surpassing the target of 95%.
2. Plan to improve the quality of raw materials and packaging purchased to meet the company's quality requirements. In 2024, the company achieved 96.40% non-deviation and 98.72% non-reject, surpassing the target of 95%.
3. Plan to reduce raw material and packaging costs to support competitive pricing and increase profitability. In 2024, the group reduced costs by 1.71%, compared to a target of at least 4%.
4. Plan for receiving raw materials, packaging, and consumables that have damage or do not meet inspection standards to reduce waste from storage, handling, and transportation throughout the supply chain. In 2024, damaged products accounted for 0.11% of the total, meeting the target of no more than 1%.

The company evaluates external service providers based on the ESG criteria and develops a plan to promote and encourage external service providers' participation in ESG and sustainable business development.

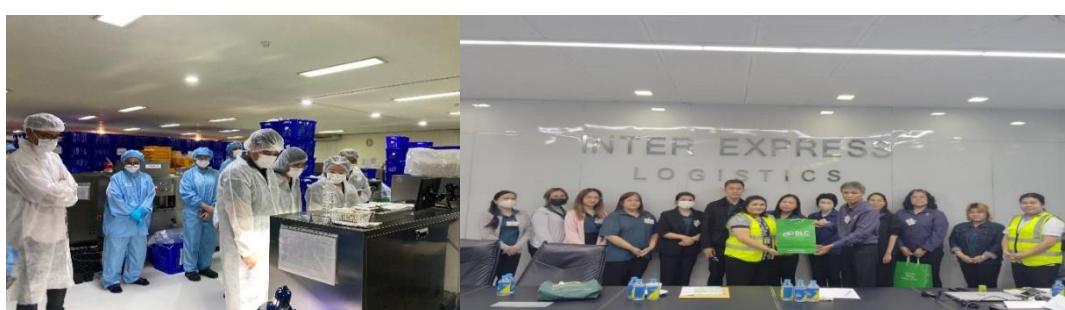
### **Supply Chain Management Supervision Structure**

To ensure effective joint supply chain management, the group defines roles and responsibilities as follows:

- Bangkok Lab & Cosmetic Co., Ltd. (Public Company):
  - Production line responsible for the company's supply chain.
- Pharma Alliance Co., Ltd. and the subcontractor company for out-of-town delivery:
  - Operational departments manage the supply chain for subsidiaries.
- Other subsidiaries of Bangkok Lab & Cosmetic Co., Ltd.:
  - Responsible for sales and customer service both before and after sales.

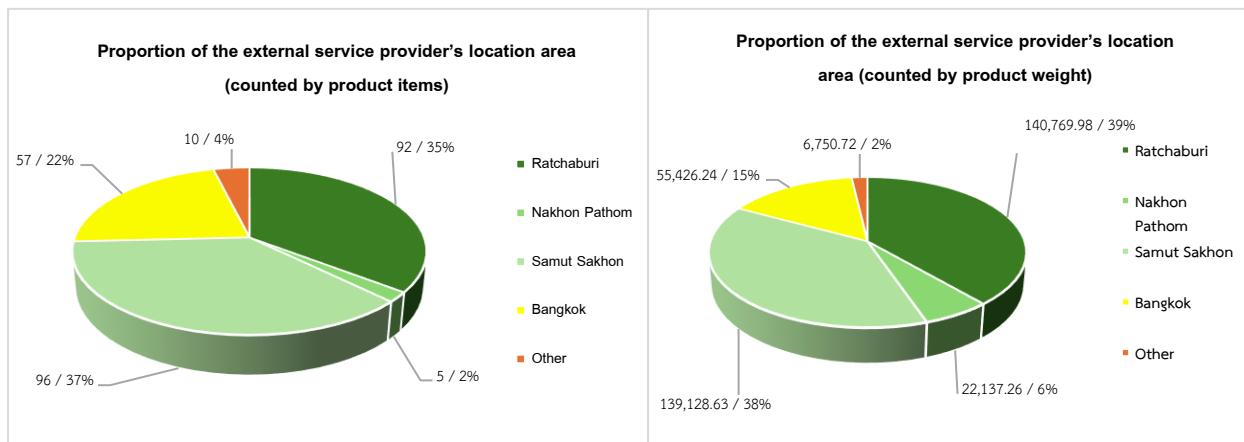
### **Supply Chain Management-related Activities or Projects:**

1. The group organized an online training session to promote knowledge about Thai Labor Standards with suppliers or contractors on Wednesday, October 2, 2024, via Microsoft Teams. The session was conducted by Gaesorn Rodpol, a Senior Labor Expert from the Labor Standards Certification Division, Department of Labor Protection and Welfare, to 55 external service providers.
2. The group has conducted an evaluation at the external service provider's premises with the objective of monitoring the effectiveness of the corrective and preventive actions taken on previously identified issues and informing the company of the preventive measures to avoid recurrence, in order to reduce risks and improve the process efficiency in collaboration with the supplier. The assessment also evaluates the infrastructure and resources' ability to meet product demand and future opportunities for joint development.



## Achievements from 2024 Operations

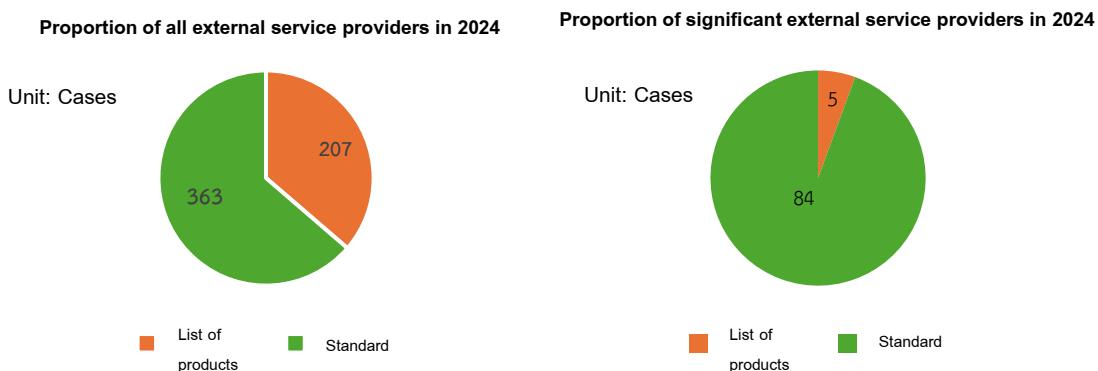
In 2024, BLC adjusted the proportion of box purchases for product packaging by selecting sources of production closest to the company to reduce environmental impacts from transportation, while considering other important factors such as quality and better pricing, in line with the plan to reduce raw material and packaging costs as follows:



## Evaluation and registration of external service providers

The objective is to establish guidelines for selecting, evaluating, grading, controlling, and developing external service providers, fostering continuous performance improvement, covering the procurement of goods/services affecting compliance with product requirements and the company's management system. It is specified that significant external service providers are those who sell goods and services related to the company's main products and activities. They should pass the annual evaluation against the external service provider standards. The external service provider evaluation standards consider the impact on products and business sustainability, covering aspects of quality, environment, social ethics, and legal compliance. External service providers scoring below 70% are considered to be outside the required standards, and the procurement department must develop a plan to improve the performance of these significant providers. External service providers scoring 70% and above are considered to meet the standard.

## Evaluation results of external service providers for 2024



\*Product-specific means external service providers with limited product listings available for the company to order.

\*\*Standard means external service providers with no restrictions on the product listings available for the company to order.

### Registration and cancellation of production source authorization

Since BLC prioritizes the quality of raw materials and packaging used in production, which directly affects product quality and production processes, as well as the quality of chemicals and equipment used in product quality control, before products are delivered to customers and consumers, it has established processes and authority for approval. This ensures that evaluations cover both quality and corporate governance aspects. In 2024, there were 478 items registered for production source authorization, comprising 31 raw materials, 359 packaging items, and 88 chemicals and equipment used for product quality testing.

## **Risk Management and Business Continuity**

The group has defined risk management and business continuity as a critical process for addressing factors that could obstruct operations, ensuring the company can effectively achieve its business objectives. This process focuses on preparing to respond to and operate under crisis situations or emergencies promptly to maintain business stability.

## **Management Approaches to Key Sustainability Issues**

The group assesses risks in various areas annually and monitors the results of actions to reduce risk levels to acceptable levels regularly. The results of the risk level reduction are summarized annually and reported to the risk management committee.

## **Sustainability Targets**

Targets:	Key Performance Indicators (KPIs)
Short-Term Goal (2024)	<ul style="list-style-type: none"><li>Measures to reduce risks from very high to acceptable levels (moderate level) include three issues.</li></ul>
Medium-Term Goal (2025 - 2026)	<ul style="list-style-type: none"><li>There are measures to reduce risks from very high to acceptable levels (moderate level) in total.</li></ul>
Long-Term Goal (2027 - 2030)	<ul style="list-style-type: none"><li>Measures to reduce risks from high to low levels:</li></ul>

## **Sustainability Plan**

### Risk management

Each year, the group places significant emphasis on the systematic assessment and management of risks that may impact business operations, aiming to minimize their effects to acceptable levels while enhancing business stability in alignment with long-term goals. The group has established a step-by-step risk management process to cover all dimensions, categorizing risks into four areas as follows:

- Strategic Risks
- Operational Risks
- Financial Reporting and Numerical Risks
- Risks related to compliance with regulations and laws.

The risk management working group conducts an internal control system review to assess its adequacy and effectiveness in addressing the identified risks. If existing internal controls are found to be insufficient in reducing risks to acceptable levels, additional measures will be implemented to enhance risk management efficiency. Furthermore, the group continuously monitors and evaluates the risk management plan to ensure that the actions and measures taken can effectively mitigate impacts and control risks. The annual risk management plan is also updated to align with the changing circumstances and challenges. This process reflects the group's commitment to conducting business securely and sustainably in the face of uncertainty and potential future risks.

#### Regarding business continuity management

In business continuity management, operational risks are addressed by creating plans to prevent potential events that could disrupt business operations. These risks can be controlled by following operational procedures and emergency plans. The company has prepared plans for flood prevention, fire hazard mitigation, chemical spill drills, epidemic prevention, protest response, and emergency IT system plans.

Roles and responsibilities for business continuity are clearly defined, including emergency management teams, on-site command teams, business recovery teams, and special task forces for various disaster scenarios.

The group conducts business continuity plan drills at least once a year, with the continuity management team being responsible for this task.

#### **Achievements from 2024 Operations**

In 2024, the group identified nine risk issues that may impact the business. These are categorized as follows: 4 strategic risks, 3 operational risks, 1 financial reporting and numerical risk, and 1 compliance and legal risk. Most of the risk levels are assessed as high, and the risk management team has implemented measures and continually monitors the execution of these risk reduction plans to ensure effectiveness.

The number of risk issues after implementing risk reduction measures has decreased to an acceptable level.	2024 Performance Results	
	Average	Low
	7	2

## **Future Plans**

In the upcoming year, the company will assess risks across all areas, including potential emerging risks, to develop timely preventive measures for business operations.

## **Sustainability Reporting Approach**

The 2024 Annual Sustainability Report for Bangkok Lab & Cosmetics Co., Ltd. (Public) aims to collect and disclose the company's policies, strategies, operations, and sustainability performance to all stakeholders. The report will assist in driving the business to grow alongside sustainable development. The performance data covers the period from January 1 to December 31, 2024, in line with the company's financial reporting timeline.

The report addresses key issues in the environmental, social, and governance (ESG) dimensions and has been prepared following the sustainability reporting guidelines and recommendations for the Stock Exchange of Thailand's (SET) sustainability reporting. The group intends to disclose these reports annually by March each year on the company's website ([www.blcplc.com](http://www.blcplc.com)).

## **Scope of the Report**

This report presents sustainability performance for the year 2024, marking the second year the company has officially prepared the sustainability report. The report covers the company's operations at seven locations, including subsidiaries involved in distribution and marketing:

- (1) Bangkok Lab & Cosmetics Co., Ltd. (Public), Ratchaburi Province
- (2) Bangkok Drug Co., Ltd. (Distribution and Marketing), Ratchathewi District, Bangkok
- (3) Pharma Alliance Co., Ltd. (Supply Support)
- (4) Pharma Line Co., Ltd., Ratchathewi District, Bangkok (Distribution and Marketing)
- (5) BeRich (Thailand) Co., Ltd., Ratchathewi District, Bangkok (Distribution and Marketing)
- (6) Bangkok Medica Co., Ltd. (Distribution and Marketing)
- (7) BKD Viva Co., Ltd., Ratchathewi District, Bangkok (Distribution and Marketing)

## Contact Information



Investor Relations Department, Bangkok Lab & Cosmetics Co., Ltd. (Public)  
Address: 48/1 Moo 5, Nong Chae Sao Road, Nam Phu Subdistrict, Mueang  
Ratchaburi District, Ratchaburi 70000  
Phone: 091-7735757, 097-1906336  
Website: [www.blcplc.com](http://www.blcplc.com)  
Facebook: Bangkok Lab and Cosmetic Public Company Limited  
Line @bangkoklab

### Summary of Performance Based on SET ESG Metrics

Indicator	Sustainability Indicators	Unit	2022	2023	2024	Remarks
Environmental Dimension						
E1 Policy and Compliance with Environmental Management Standards	Number of cases of legal violations or environmental impacts with corrective measures explained	Total	0	0	0	
	Value of damages or fines from legal violations or environmental impacts	Baht	0	0	0	
E2 Energy Management	Energy Consumption (Total)	kWH	3,445,830.00	4,611,898.00	5,274,248.00	
	Renewable Energy Consumption	kWH	1,652,480.87	1,514,537.64	1,493,633.13	
	Energy Consumption per Unit (Energy Intensity)	KWh/kg	1,517.23 kWh/lot	2.18	1.86	*In 2022, data was collected in kilowatt-hours per lot
E3 Water Management	Water Consumption	m <sup>3</sup>	42,631	56,315	59,021	
	Water Consumption Target	m <sup>3</sup>	154,560	154,560	194,880	

Indicator	Sustainability Indicators	Unit	2022	2023	2024	Remarks
	Water Consumption per Unit (Water Intensity)	m <sup>3</sup> /Unit	0.044	0.060	0.051	
	Percentage of wastewater treated before disposal	%	100%	100%	100%	Zero Discharge
E4 Waste and Waste Management	Waste and Waste Volume	kg	170,020	172,960	195,130	
	Waste and Waste Volume Processed for Reuse and/or Recycling	kg	52,130	48,454	51,932	
E5 Greenhouse Gas Management	Total Greenhouse Gas Emissions of - Scope 1	tCO <sub>2</sub> e	303	356	398	
	- Scope 2	tCO <sub>2</sub> e	1,710	2,111	2,256	
	- Scope 3	tCO <sub>2</sub> e	3,333	2,978	3,309	
	Total Greenhouse Gas Emissions of Scope 1, Scope 2, and Scope 3	tCO <sub>2</sub> e	5,346	5,445	5,963	
	Greenhouse Gas Emissions per Unit (Carbon Intensity)	tCO <sub>2</sub> e/Unit	0.00550	0.00581	0.00514	

Indicator	Sustainability Indicators	Unit	2022	2023	2024	Remarks
PPH-E1 Environmentally Friendly Products	Percentage of sales of environmentally friendly products (eco products) to total product sales	%	-	-	-	
PPH-E2 Use of Environmentally Friendly Packaging	Total weight of all packaging, classified by type and properties	kg	-	-	-	
	Reusable Packaging	%	-	19.95	19.23	
	Recyclable Packaging	%	-	80.03	80.65	
	Percentage of packaging with recycled materials	%	-	-	0.02	
	Percentage of biodegradable packaging	%	0	0	0	
PPH-E3 Use of Environmentally Friendly Materials	Total weight of all materials, classified by type such as - Non-renewable materials	kg	0	0	0	

Indicator	Sustainability Indicators	Unit	2022	2023	2024	Remarks
	- Renewable materials					
	Percentage of recycled materials used in product development	%	-	-	-	
	Percentage of reclaimed materials (expired or degraded) used in product development	%	-	-	-	
PPH-E4 Animal Welfare Management	Number of disputes or complaints regarding the use of animal testing with corrective actions	Total	0	0	0	

Indicator	Sustainability Indicator	Unit	Year 2022			Year 2023			Year 2024			Note
Social Dimension												
S1 Human Rights	Number of incidents related to human rights violations along with corrective and remedial measures	Number	-	-	-	-	-	-	-	-	-	
S2 Fair Labor Practices	Number of employees categorized by gender, age, position level, and region of residence		Female	Male	Total	Female	Male	Total	Female	Male	Total	
	Total number of employees	Person	652	343	995	695	362	1,057	709	398	1,107	
	Number of employees by age		Female	Male	Total	Female	Male	Total	Female	Male	Total	
	- Under 30 years	Person	227	121	348	229	131	360	239	137	376	
	- 30–50 years	Person	388	186	574	427	191	618	412	213	625	

Indicator	Sustainability Indicator	Unit	Year 2022			Year 2023			Year 2024			Note
Number of employees by position level	- Over 50 years	Person	37	36	73	39	40	79	58	48	106	
	Number of employees by position level		Female	Male	Total	Female	Male	Total	Female	Male	Total	
	- Operational level	Person	500	264	764	544	290	834	555	317	872	
	- Managerial level	Person	148	62	210	147	55	202	144	61	205	
	- Executive level	Person	4	14	18	4	14	18	10	13	23	
	Senior executive level	Person	-	3	3	-	3	3	-	7	7	
	Number Of Employees Categorized By Region Of Residence											
	Thai Nationality		Female	Male	Total	Female	Male	Total	Female	Male	Total	
	- Ratchaburi	Person	329	211	540	359	226	585	382	255	637	
	- Bangkok	Person	104	64	168	111	59	170	109	63	172	
	- Others	Person	219	68	287	225	77	302	218	80	298	

Indicator	Sustainability Indicator	Unit	Year 2022			Year 2023			Year 2024			Note
	Number of employees who are persons with disabilities and/or elderly	Person	2	6	8	2	6	8	4	6	10	
	Total employee compensation	Baht	349,383,051.06			393,200,266.09			428,322,928.37			
	Percentage of employees who are members of the provident fund	%	57.59			56.67			59.26			
	Gender pay gap	At: M = Calculation result: 1	0.79			0.83			0.95			
	Average training hours per employee	Hour/ PERSON /YEAR	59.06			56.05			83			

Indicator	Sustainability Indicator	Unit	Year 2022	Year 2023	Year 2024	Note
	Employee development expenses	Baht	921,592.30	921,592.30	3,565,501.68	
	Number of incidents or cases of work-related injuries leading to work stoppage	Time	1	1	-	
	Lost Time Injury Frequency Rate (LTIFR)	Time/ 1,000,000 Hours	0.455	0.436	0.000	
	Percentage of employees who resigned voluntarily (average per year)	%	11.36%	8.23%	18.07%	<i>Total number of employees who passed and did not pass the probation period</i>
	Number of major labor disputes along with corrective measures	Number	0	0	0	

Indicator	Sustainability Indicator	Unit	Year 2022	Year 2023	Year 2024	Note
	Employee engagement assessment results	%	90.27	90.23	90.29	
S3 Responsibility to Customers/Consumers	Number of customer data breach cases with corrective measures	Number	0	0	0	
	Number of incidents or complaints related to consumer rights violations with corrective measures	Number	0	0	0	
	Customer satisfaction assessment results	%	88.67%	88.67%	84.00%	
S4 Responsibility to the Community/Society	Number of disputes with communities/society with corrective measures	Number	0	0	0	

Indicator	Sustainability Indicator	Unit	Year 2022	Year 2023	Year 2024	Note
	Total amount spent on community/social development and assistance projects or activities	Baht	620,000.00	1,001,920.00	1,028,414.80	
PPH-S2 Respect for Diversity and Equality	Employee data categorized by gender and nationality	Person	995	1,057	1,107	
	Number of incidents or complaints regarding violations of rights, equality, and unfair labor practices with corrective and remedial measures	Number	0	0	0	
PPH-S3	Number of female employees	Person	500	544	555	

Indicator	Sustainability Indicator	Unit	Year 2022	Year 2023	Year 2024	Note
Promotion of Women Workers	categorized by job level - Operational level employees					
	- Management level employees		148	147	144	
	- Executives		4	4	10	
	- Senior executives		-	-	-	
PPH-S4 Fair Wage Determination	Percentage of employees receiving wages equal to or above the legal minimum wage	%	100%	100%	100%	

Indicator	Sustainability Indicator	UNIT	Year 2022	Year 2023	Year 2024	Note
Corporate Governance and Economic Dimension						
G1 Policy, Structure, and Corporate Governance System	Total number of board members	Person	7	7	7	
	Number of independent directors	Person	3	3	3	
	Number of non-executive directors	Person	1	1	1	
	Number of FEMALE directors	Perso	0	0	0	
	Number of independent directors in each subcommittee					
	Audit Committee	Person	5	5	4	
	Executive Committee	Person	12	11	7	
	Nomination Committee	Person	2	1	1	
	Risk Committee	Persons	4	4	4	

Indicator	Sustainability Indicator	UNIT	Year 2022	Year 2023	Year 2024	Note
	Number of YEARS in position for individual directors	Year	Yes	Yes	Yes	
	1. Dr. Wanchai Suttanan		2	3	4	
	2. Pharmacist Vorathep Kokitpoonpol		2	3	4	
	3. Dr. Thanadon Raksaphon		2	3	4	
	4. Pharmacist Suwit Ngamphuphan		30	31	32	
	5. Pharmacist Supachai Saibua		30	31	32	
	6. Pharmacist Somchai Phisphahutharn		30	31	32	
	7. Mr. Surasilp Ngampoopun		2	3	4	
	Number of times the board met	Time	12	11	6	

Indicator	Sustainability Indicator	UNIT	Year 2022	Year 2023	Year 2024	Note
	Number of times the Audit Committee met	Time	5	5	4	
	Number of times the Nomination and Remuneration Committee met	Time	2	1	1	
	Number of times the Risk Management Committee met	Time	4	4	4	
	Number of times the Executive Committee met	Time	12	11	7	
	Individual director remunerations	Baht				
	1. Dr. Wanchai Suttanan		195,000	315,000	360,000	
	2. Pharmacist Vorathep Kokitpoonpol		210,000	275,000	360,000	
	3. Dr. Thanadon Raksaphon		240,000	365,000	395,000	

Indicator	Sustainability Indicator	UNIT	Year 2022	Year 2023	Year 2024	Note
	4. Pharmacist Suwit Ngamphuphan		-	-	-	<i>Items 4-7 are not independent directors, therefore they do not receive director remuneration.</i>
	5. Pharmacist Supachai Saibua		-	-	-	
	6. Pharmacist Somchai Phisphahutharn		-	-	-	
	7. Mr. Surasilp Ngampoopun		-	-	-	
	Total remuneration of senior executives	Million baht	27.92	31.36	32.25	
	Number of cases of business ethics violations or corruption, with corrective measures	Number	0	0	0	
	Percentage of new company suppliers screened for sustainability issues	%	-	-	-	
	Percentage of key suppliers signing and complying with	%	-	-	66.29	

Indicator	Sustainability Indicator	UNIT	Year 2022	Year 2023	Year 2024	Note
	the company's supplier code of conduct					
	Research and development expenses for innovation	Baht	4,134,120	5,903,240	10,488,820	
<b>PPH-G1 Cybersecurity and Personal Data Protection</b>	Percentage of technology infrastructure certified for cybersecurity standards, such as ISO 27001 or others	%	0	0	0	ISO 27001 implementation will start in the year 2025.
	Percentage of employees trained in cybersecurity and personal data protection	%	None	None	None	Start of operations: Year 2025
	Number of cyberattack incidents on the company, with corrective measures	Number	0	0	0	
	Number of personal data leakage incidents, with corrective measures	Number	0	0	0	

Indicator	Sustainability Indicator	UNIT	Year 2022	Year 2023	Year 2024	Note
<b>PPH-G2 Quality and Product Recall</b>	Number of product recalls, with corrective and remedial measures	Number	0	0	0	
<b>PPH-G3 Emergency and Crisis Management</b>	Number of TIMES emergency and crisis drills were conducted	Time	1	1	1	
	Number of business disruption incidents, with corrective measures	Number	0	0	0	

## Reader Feedback Survey on Sustainability Report

We kindly ask for your cooperation in completing the survey by scanning the QR Code so that Bangkok Lab can use your feedback to improve and further develop its sustainability report.



### 1. Personal Basic Information

Gender  Male  Female  Prefer not to specify

Age  Under 30 years  30–50 years  Over 50 years

### 2. As a reader, please specify your perspective

Customer  Employee  Government agency  Educational institution/Research agency

General public  Business owner  Other financial institutions

Other, please specify .....

### 3. Purpose of reading this Bangkok Lab Sustainability Report

To learn about Bangkok Lab  To gather information for purchasing decisions regarding Bangkok Lab products

To study socially and environmentally beneficial projects  For research and studying sustainability practices

### 4. What do you think about this Bangkok Lab Sustainability Report?

The completeness of the report's content covers key issues of your interest  High  Medium  
 Low

The aesthetic design of the report  High  Medium  
 Low

The interest of the content and presentation style  High  Medium  Low  
Clarity of the content, easy to understand, not confusing  High  Medium  Low

Overall satisfaction with the report  High  Medium  
 Low

### 5. What content in the sustainability report are you most interested in?

Learn about Bangkok Lab  Sustainability practices of Bangkok Lab  Key sustainability issues

Stakeholder engagement  Economic and governance sustainability management

Environmental sustainability management  Social sustainability management

**6. Do you think the content of this sustainability report covers the issues that interest you?**

Complete

Incomplete

(Please specify the issues of interest that you would like to see added in the next Bangkok Lab sustainability report)

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**7. Do you think Bangkok Lab should further develop or improve its sustainability practices in any areas?**

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**8. Do you have any additional comments or suggestions to improve the Bangkok Lab sustainability report?**

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Thank you very much for your cooperation.



**BLC**  
Bangkok Lab & Cosmetic

Trusted solutions For  
Lifelong Well-Being

## Bangkok Lab and Cosmetic Public Company Limited

No. 48/1 Moo 5, Nong Chae Sao Road, Nam Phu Subdistrict,  
Mueang Ratchaburi, Ratchaburi 70000

For More Information, Please Contact  
Our Customer Service at :



032-719900



032-719917



blc@bangkoklab.co.th

[www.blcplc.com](http://www.blcplc.com)

