

Sustainability Report

2020



Thai Optical Group Public Company Limited

TOG
THAI OPTICAL GROUP



TOG Sustainability Report 2020

About TOG

TOG-Thai Optical Group is a spectacle lens manufacturer with a strong track record and rich 60-year history. Categorized as supplying essential consumer products, we serve business customers both domestically, in Thailand, and internationally, across 50 countries, over 6 continents.



Location

In Thailand, one of the world's lens production hubs.



Revenue

1,821 Million THB



Supply markets

Over 6 Continents



Net Profit

69 Million THB

Key Milestone



Optical shop founded in Bangkok.



Established the first Mineral Lens factory in Thailand.



Began manufacturing Prescription Lenses (Rx Lenses).



Successfully launched Plastic Lenses on the market.



Successfully launched Photochromic Lenses on the market.



First manufacturer of Excelite® Trivex® Lenses, in finished form.



Issued shares for IPO on Stock Exchange of Thailand.



Launched Excelite® 1.67 High-Refractive Index Lenses.



The first and only manufacturer producing Excelite® Tribrid™ Lenses.



Launched LeafECO® 17.4 Ultra-High-Index, Bio-Based Lenses.



Established the state-of-the-art Rx Automation Line and founded TOG USA, Inc.



Successfully launched of entire Bluloc™ Series UV420 Protection Lenses.



Successfully launched of entire Z design™ Series Advanced Digital Lenses on the market.



Founded TOG Europe Sp. Z o.o. in Poland.



CEO's Message



"At TOG, we are well on track and making good progress towards our mission, to be a leading and sustainable manufacturer of quality value spectacle lenses. To this end, our people and efficiency of management remain TOG's solid foundation. Working together, we will be the preferred choice for customer vision solutions, whilst creating sustainability and promoting shared goals for the environment.

The COVID-19 pandemic has brought about many new norms, which, although having caused radical fluctuations in international business and trade, negatively impacting global economies, we envision new opportunities on the horizon. Maintaining strong relationships and collaboration with our employees, suppliers, customers and communities has provided us a better understanding of each stakeholder's requirements, and allowed us to prioritize what matters most to them. This has placed us in a more advantageous position, to be able to further strive to exceed expectations and maintain our business growth, in the long term.

Our sustainability code of **'Best Caring'** practices guides us to maximize efficiency for ease of conducting business, and delivering solutions on time, every time, with service excellence. Concurrently, this ensures we responsibly and efficiently utilize resources, and appropriately manage waste, to support planetary health. Leading by example, we encourage the communities we touch, to build a more sustainable environment and enjoy healthier living together."

Torn Prachartam
Chief Executive Officer
Thai Optical Group Public Company Limited



Contents

Sustainability Framework and Commitment	06
Our Sustainability Code	07
Our prioritized SDGs	08
Stakeholders & Materiality	09
Sustainability in Environmental Criteria	10
Sustainability in Social Criteria	13
Response Measures during the COVID-19 Outbreak	14
Constructive Relationships with Local Communities	17
Product Quality & Safety	18
Awards & Sustainability Recognitions	19
GRI-Referenced Content Index	20



TOG Sustainability

Sustainability Framework and Commitment

At TOG, we help people lead healthier, more fulfilling lives through power of sight. Our wide variety of spectacle lenses allow people to see more clearly, for an array of vision requirements, in many situations and while undertaking assorted activities, to improve their vision and thus their quality and enjoyment of life, and all it has to offer. In order to serve the needs of people around the world, and facilitate better vision everywhere, we continue to expand collaboration with global business partners, and to meet all stakeholders' interests, in a sustainable way.

TOG defines sustainability as the act of '**Best Caring**', for delivering the best value lenses, maximizing efficiency for ease of conducting business, and delivering solutions on time every time, with service excellence, whilst responsibly and efficiently utilizing resources and appropriately managing waste, to support planetary health and encourage people to build a healthier environment together. **Best Caring** is integral to and proven by TOG's track record, and is embodied by its sustainability framework and commitment to the **ESG (Environment, Social & Governance)** criteria.

The list below outlines TOG's **sustainability framework**, intentions and commitments:

1. Caring for the Environment

Closely managing responsible consumption and suitable means of disposal, to support environmental sustainability and contribute to recovering planetary health.

2.Caring for People

Nurturing valuable internal and external partnerships, based on mutual trust. Encouraging and engaging people, including employees, suppliers, customers and surrounding communities, to adopt a growth mindset and build a healthy society together, to support a healthier future.

3.Caring for Operations Management to Maximize Efficiency

Maximizing performance efficiency in operations, the supply chain, service and management, to generate improved shared values for all internal and external stakeholders.

Our Sustainability Code: TOG Lenses x 'Best Caring' = Healthier Living

At TOG, we are dedicated to our 'Best Caring' practices towards 'healthier living', integral to sustainable development.



TOG implements its 'Best Caring' practices in management, as well as utilizes various advanced technologies, in order to provide the best quality and value in spectacle lens manufacturing, to meet varying eyesight correction expectations around the world.

Beyond serving the basic need of seeing clearly, TOG also strives to fulfill people’s desires for eyesight correction, which expresses their personality, helps them look great, and feels comfortable, as well as responding to a wide variety of lifestyle-related vision demands placed upon eyewear today, such as matching lenses to lifestyles. TOG manufactures impact-resistant lenses, to provide better protection for children and occupational safety spectacles. Moreover, TOG provides a variety of sun-glare filtered lenses, such as tinted, photochromic and UV protection lenses. TOG produces spectacle lenses, while applying Best Caring practices, to enhance healthier living.

Our Priorities Supporting the UN Sustainable Development Goals (SDGs)



TOG considers **Best Caring** a key enabler, in providing **'healthier living'** as a target outcome of sustainable development. The COVID-19 outbreak coincides with the ever-present challenges of climate change. Given limited budgetary and resource constraints, TOG has prioritized focus areas, to provide coherence with the following **UN Sustainable Development Goals (SDG)**:



SDG 3. Good Health & Well-Being: Ensure healthy lives and promote well-being for all, at all ages.

We work to raise awareness and foster a culture of caring for eyesight correction needs, in the shift towards healthier living.



SDG 12. Responsible Consumption & Production: Ensure sustainable consumption and production patterns.

We manage environmental policy and engage in practices, in line with national and international guidelines, to avoid harming the environment, while striving to reduce GHG-emissions, by leveraging waste management.



SDG 13. Climate Action: Take urgent action to combat climate change and its impacts.

We take a broad-ranging approach to climate action, by collaborating globally, to deliver climate-resilient products and lens choices. We research and develop UV-absorption, photochromic, polarized, sun-glare filter, and lower carbon footprint bio-polymer lenses, along with other products and processes, to help combat and counter climate change.

Stakeholders & Materiality

We implement well-rounded processes, consolidating various inputs from the internal and external stakeholders, to determine 'Interest/Demand', 'Influence/Impact' and 'Relationship/Interaction' of each group of stakeholders, and to prioritize criteria, in terms of importance to our stakeholders and to our business success. Below is the materiality assessment matrix, its criteria and how we manage them:



Stakeholders	Material Topics	Actions taken
Environment		
Governmental organization	Waste Management	Manage suitable waste disposal processes.
Governmental organization	Responsible Consumption	Utilize resources responsibly and efficiently to support planetary health.
Governmental organization	Climate Change	Reduce GHG emissions in internal operations. Be outward-looking. Collaborate globally with business partners to deliver a range of climate resilient products.
Society		
Customer	Product Quality & Safety	Comply with the applicable quality management system, medical device management system and related international industrial standards.
Employee and Worker	Employee Health & Safety	Promote practice of good health, as new norm, to fight the spread of COVID-19.
Employee and Worker	Labour Practices	Comply with Thai Labour Standards TLS8001-2020.

Employee and Worker	Human Rights Practices	Engage internal and external stakeholders to recognize and collectively support the Human Rights Policy.
Local communities	Relationships with Communities	Manage constructive relationships with local communities.
Governance		
Shareholder	Corporate Governance	Conduct business with good corporate governance and in compliance with all legal requirements. Manage risk across business processes and operations.
Shareholder	Corporate Code of Conduct	Promote good ethics in conducting business and together with business partners.

Sustainability in Environmental Criteria

TOG is acutely aware of its responsibility to society and the environment, and is committed to a worthwhile, effective and efficient use of resources. The Company takes a proactive stance on environmental management, to mitigate any adverse environmental impact of business activities, and offers eco-conscious products, to support planetary health. TOG has already actively embedded the following environmental policy into standard daily working procedures:

TOG Environmental Policy

1) Cradle-to-Grave Lifecycle: Analyze and manage the entire lifecycle through product design and development, as well as the manufacturing process, from raw materials sourcing (Cradle), recommended modes of transportation and safety storage, up to appropriate means of waste disposal (Grave). Determine the viability of biological nutrients, to cycle back into nature, from canteen food waste.

2) Responsible Consumption: Regularly monitor the key controlled environmental aspects, covering water resources, energy consumption, conformance of air emissions, reduction of greenhouse gas emissions, waste and unused material disposal management, environmental impact from packaging materials, and relevant legal compliance assessments. This aims to protect the environment and surrounding communities from any potential negative impact that may arise from the Company's business activities, and to continuously improve environmental management performance.

3) Industrial Ecology: Implement industrial ecology concept maximizing, at all stages, using resources efficiently. The waste from manufacturing processes can be used as combined components for Fuel Blending, instead of ending up as landfill waste.

4) Eco-Design TOG launched eco-conscious **TOG LeafEco Lenses**, made from a bio-based component, derived from plants, as part of a positive impact project initiative, offering consumers an eco-friendly product choice, to engage in supporting planetary health.

Environmental Management - Voluntary ISO14000 further to Mandatory Requirements

TOG's **Environment Officer** undertakes mandatory accountability for environmental actions, involving monitoring, compliance and enforcement, in line with governmental regulations. This dedicated position works to professionally evaluate environmental management, and to ensure all conditions meet the required regulations, to mitigate risks, which may arise from business operations, as well as to keep up-to-date on new regulatory requirements and relevant future trends.

TOG voluntarily implemented the **ISO14001:2004 Environmental Management System**, with a Steering Committee, with members from all involved functions. R&D, Production, Supply Chain, Procurement, Sales & Marketing, and HR, across companies, all work together to leverage environmental accountability and are responsible for mitigating negative impact, assuring full Environmental Policy integration by people and into operations, processes and procedures, conducting risk self-assessment and applying necessary adaptations.

Furthermore, **TOG has been certified Green Industry Level 3 (Green System)**, as the first company in Thailand to study greenhouse gas emissions from plastic lens production, and registered for the carbon footprint certificate for 1.50 plastic lenses with the **Thailand Greenhouse Gas Management**. At this early stage, TOG monitors the GHG-greenhouse gas emissions to determine future considerations for mitigating GHG-emissions in the long term.

All these mandatory and voluntary mechanisms ensure every individual in the Company, regardless of role, is engaged in personal and collective accountability, to take the necessary actions, to minimize TOG's environmental impact.

Ecologically Positive Bio-Based 'TOG LeafEco Lenses'

Traditionally, TOG spectacle lenses, made with thermosetting plastic, were not decomposable, since any such material had not been able to display perfect quality optical properties. However, in 2014, TOG began working on a sustainability initiative, with the chemical raw material supplier, Mitsui Chemical, to manufacture a bio-polymer, resulting in **'TOG LeafEco Lenses'**, made from a bio-based component derived from palm oil, to reduce its carbon footprint.

The **USDA has certified TOG LeafEco Lenses on the BioPreferred Program** with a test result of 82% bio-based content. Moreover, the palm oil has been sourced from a sustainable palm oil plantation, where there are no deforestation concerns, certified as RSB-Roundtable Sustainable Biomaterials by SCS Global Services Notified Body.

TOG LeafEco provides consumers with an alternative lens choice at a lower carbon footprint. The sales of this eco-friendly product have continuously been growing year-on-year.

Environmental Criteria Key Indicators

The following indicators are considered key issues under monitoring and tracking, on a yearly basis. The data boundary to year-end 2020 was collected from the parent company. TOG will collect data from its subsidiary companies in Thailand, and advise in the next report cycle. The key indicators mainly involve **responsible resource consumption, waste management** and **GHG-Emissions**. Performance is reviewed regularly under unit-metrics, compared to business activities and sales revenue.

Environmental management



16.76

Energy Consumption
(KWhr/1,000THB Revenue)



0.17

Water Consumption
(CBM/1,000THB Revenue)



10.23

CO₂ Emission
(KgCO₂e)/1,000THB Revenue)



0%:100%

Waste Management
Landfill : Recycle

Sustainability in Social Criteria

The Company and its Subsidiaries are committed to responsible business conduct and the **respect for human rights** to avoid causing harm to people, as essential components of corporate governance, in accordance with the **UN Guiding Principles on Business and Human Rights**. Respect for human rights is embedded throughout the organization and is also promoted to our business partners.

TOG Human Rights Policy

- 1) Respect all human rights, and conduct duties without discrimination.
- 2) Facilitate a physically and psychosocially safe working environment. Zero tolerance to all forms of violence.
- 3) Be open to equal opportunities in the workplace.
- 4) Organize secure channels for employees and stakeholders to exercise freedom of expression.
- 5) Ensure confidentiality and privacy of personal data for all employees and stakeholders.
- 6) Implement ongoing risk assessments, to prevent violations to human rights.
- 7) Encourage employees and business partners to collectively and actively support the Human Rights Policy.

The Labor Standard & Employment Management

To ensure good labor relations and employment management practices, TOG has been certified for the TLS-8001 Thai Labor Standard Complete Level, by the Department of Labor Protection and Welfare, Ministry of Labor, Thailand. The standard collectively covers good governance of welfare, employment, work environment, occupational health and safety management.

Personal Data Protection

Preparing for the Personal Data Protection Act, expected to come into effect this year in Thailand, TOG has determined this will mainly impact employee personal information. TOG has enforced appropriate privacy protections, ensuring that appropriate written consent is obtained before use, that employees understand potential uses of personal data and recommended protections for their data. TOG ensures that only authorized personnel have access to password-controlled sensitive personal and health information, in the Human Resource Management System and has a policy to de-identify or anonymize, as needed.

Occupational Health & Safety Management

TOG's **Safety Officer** oversees mandatory accountability for occupational health and safety actions, involving monitoring, compliance and enforcement, in line with related regulations. This dedicated position works to professionally manage occupational health and safety; conducts work-related hazard risk assessments; recommends necessary OSH training programs and evaluations best suited to business and relevant regulations; conducts incident investigation, including near-miss incidents, to analyze hierarchy of controls and suggest appropriate corrective and preventive actions, to eliminate future reoccurrence; analytically monitors key indicators to manage prompt preventive alerts; practices Emergency Preparedness & Response plans; and keeps up-to-date on new regulatory requirements, as well as improvements for workplace health and wellness.

Moreover, appointed groups of **Safety Officers at Supervisory and Management Levels** also demonstrate leadership commitment to employee safety, health and wellness. Accountability at each level ensures full participation across the entire workforce, and continuous improvements with adequate resources and allocated budgetary funding.

Response Measures during the COVID-19 Outbreak

The COVID-19 pandemic has vastly changed our daily lives and largely impacted economies – many having fallen into recession. Huge numbers of people are living in hardship and have been put under unprecedented strain. The UN Global Compact initiative has been urging people to unite in solidarity, to support workers and communities affected by the ongoing pandemic.

This situation has taught humankind that health and well-being go beyond healthcare systems, highlighting social factors, such as seeking to instill a new norm, with support from corporations, promoting good health practices. Without healthy living for employees, communities, customers and suppliers, businesses are not able to generate shared value, contributing to economic recession. 'Health', as defined by the World Health Organization, is **“a state of complete physical, mental and social well-being, and not merely the absence of disease or infirmity”**. Indeed, good personal health for all is fundamental to collective well-being and planetary health, as well as closely interdependent for lasting socio-economic sustainability.

The COVID-19 virus spread rapidly at differing rates of outbreak around the globe, including within Thailand, and without scientifically proven therapeutics to treat it, meaning the world had to wait on vaccine development. TOG quickly implemented several preventative measures, communication messaging and recommendations, to ensure health and hygiene sanitization, to the highest levels, for all staff. This aimed at ensuring business continuity for manufacturing corrective and personal protective lenses, considered essential medical devices for consumer eyesight correction, both normal and impact-resistant safety wear.

Below are the measures used to reduce COVID-19 contraction risk:

1. Self-Surveillance & Communication Network with Digital Aids

- Using reliable health information to guide suitable hygiene and disinfectant sanitation practices.
- Set up a Surveillance Team. Implemented mobile app usage to manage the communication network and encourage individual participation of self-surveillance, with adequate privacy. Notifications sent about suspected symptoms. Contact tracing to identify close contact with relevant cases. Helping employees receive COVID-tests.
- Ensured staff access to appropriate medical care, applicable social security and medical health insurance, and to isolated shelter for self-quarantine, with appropriate follow-up support, as needed.
- Implemented mobile-device human resource management system for employees to process leave requests, and record remote working, using GPS check in & out, for some supportive functions.
- Encouraged all staff to use 'Mor-Chana' mobile app, to record contact tracing, from day one of app launch.



2. Risk Reduction of Mass Transmission

- Screened symptoms and measured body temperature for employees and visitors, upon entering facilities.
- Adjusted workplace layout to allow sufficient physical distancing between individuals, and added partitions between immovable stations.

- Minimized interdepartmental movement. Organized 'isolated cubicles' on swap working teams, during the movement restriction order, enforced by the authorities.
- Facilitated teleworking systems for some supportive functions, reducing mobilization.
- Avoided person-to-person contact by supporting secured tele-meeting channels.
- Scheduled working shifts and staggered lunch hours to reduce crowding.



3. Increased Workplace Hygiene & Sanitation Measures to the Highest Level

- Provisioned heightened sanitizing efficacy of cleaning materials, suitable for surfaces, PPE, facial masks and workplace shoes.
- Prepared essential cleaning material inventory. The beginning of 2020 saw a period of shortage for disinfecting alcohol-based sanitizers. With temporary permissions from government regulators, TOG produced alcohol-based hand-sanitizer, in accordance with WHO guidelines for hand-hygiene in healthcare, as an alternative for staff members to use, during times of insufficient commercial supply.
- Fully protected the cleaning teams with full-body protective clothing, from head to toe.
- Increased routine disinfecting, sanitation and cleaning of public areas, in the workplace, restrooms, canteens and dormitories.
- Engaged full participation of personal hygiene practices from each individual.
- Supported food makers in the canteens, securities guards and commuting bus drivers, with access to appropriate sanitation materials, to ensure intensified daily practice of hygiene and sanitization.
- Installed dish washing and sanitizing machines in canteens. The dish-washing procedure separated cleaning batches of halal dishes from general dishes, to respect halal food practices.
- Conducted Coliform Bacteria random inspection by taking samples from food, dishes and cooks in the canteens to raise awareness and ensure no pathogenic contamination risk, according to the Department of Health's recommendation.
- Used UVGI-Ultra Violet Germicidal Irradiation at night to inactivate microorganisms and eradicate biological contamination in meeting rooms and canteens, daily.



All these measures continue to remain the norm, at present, with intensity increased, according to the changing situation of frequency and location of newly diagnosed COVID-19 cases.

Constructive Relationships with Local Communities

Despite the suspension of mass gatherings, TOG continues to demonstrate its commitment toward constructive relationships with local communities to help build healthier lives together. To recognize the contribution of local community leaders and help support the remarkable efforts of frontline healthcare workers, TOG has been supporting the community with essential supplies for all those in need, to help minimize the risks of COVID-19 transmission among vulnerable groups.

On 8th April 2020, in addition to a THB100,000 donation, TOG presented 100 liters of alcohol-based hand-sanitizer to the **Chulalongkorn Hospital and Thai Red Cross**.

The contribution was intended to benefit frontline healthcare workers and help combat the COVID-19 pandemic, during a time of insufficient supply.

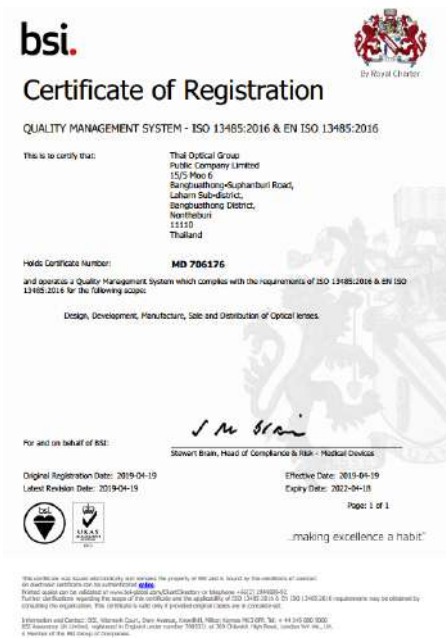
On 8th May 2020, TOG presented alcohol-based hand sanitizers, face shields, medical gloves and body temperature measuring devices, to the Head of the **VHV-Village Health Volunteers**. The donation aimed at supporting the 10-member VHV team, taking care of 214 households in the Laharn District, as they safely conducted their frontline mission, to fight the COVID-19 outbreak.

On 18th May 2020, TOG presented 100 sets of essential food care packages, to **a representative of the surrounding communities of the 5th and 6th Villages**, for vulnerable families affected by the COVID-19 lockdown measures.



Product Quality & Safety Conscious Consumers

The scope of **ISO9001 Quality Management System** covers all processes from raw material selection, to compliance with hazardous chemical substance regulations, and the material qualification process, to satisfy all necessary safety requirements. Furthermore, to ensure we supply our business partners with a consistent quality of products and adequate traceability records, we have implemented the **ISO13485 Medical Device Quality System**. This ensures all end-consumer product safety and needs are accounted for, from the very early stages of product development, through to quality testing and qualification, ensuring best-practice supply chain management from the top down, and ascertaining that all necessary working procedures are fully implemented.



Awards & Sustainability Recognitions



On the 2020 Thailand Sustainability Investment (THSI) listed by the Stock Exchange of Thailand.



Sustainability Disclosure Acknowledgement and ESG100 Certificate from the Thaipat Institute



Renewed the Anti-Corruption Certificate accredited by the Thai Private Sector Collective Action Coalition Against Corruption.

GRI-Referenced Content Index

The TOG Chief Executive Officer acknowledges responsibility for the following statement of use: The information reported by Thai Optical Group for the year ending 31-December-2020 has been prepared with reference to selected or parts of the GRI Standards cited in this content index.

GRI STANDARD	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION	SDG
GRI 102: General Disclosures 2016			
Organization Profile			
102-1	Name of organisation	Thai Optical Group Public Company Limited (SET:TOG) The organization is sometimes referred to as "TOG" within this content index.	
102-2	Activities, brands, products, and services	See business activities, product and services on TOG 56-1 One Report for the fiscal year ended 31 December 2020 page44-48 and product brands on page61.	
102-3	Location of headquarter	Thai Optical Group Public Company Limited 15/5 Moo6 Bangbuathong-Supanburi Road, Laharn, Bangbuathong, Nonthaburi, 11110, Thailand.	
102-4	Location of operations	TOG 56-1 One Report page7-9. TOG's significant operations are in Thailand.	
102-5	Nature of ownership and legal form	TOG is a public listed company in the SET-Stock Exchange of Thailand. For a complete list of entities within the group, see page of the 56-1 One report page7-9 and page42-43.	
102-6	Markets served	See TOG 56-1 One Report page 51-56.	
102-7	Scale of the organization	As of December 31st, 2020. TOG had approximately THB-Revenue, 69Million THB-Net Profit and 1,806Million THB-Shareholders'equity.	
102-8	Information on employees and other workers	As of December 31st, 2020. TOG had approximately 1,029employees. All employees data is compiled and stored by HR software program. The gender composition is 33%-male and 67%-female.	4.4, 8.5, 10.3, 16.7
102-9	Supply chain description	TOG engaged third-party two sourcing agencies to service temporary workers that periodically varying by fluctuation of order volume.	12.7
102-10	Significant changes to the organization and its supply chain	The order fluctuation during the COVID-19 pandemic caused unpredictable demand forecast and increased the proportion of temporary workers.	
102-11	Report how the precautionary approach is applied.	TOG has risk assessment process across all functions through ISO9001 Quality Management Systems regularly review operational risk to avoid negative impact on the environment.	16.3, 16.5, 16.6
102-12	External Initiatives	TOG renewed Anti-Corruption Certificate accredited by the Thai Private Sector Collective Action Coalition Against Corruption reinforcing the company's commitment taking part in tackling corruption problem via collective action.	17

GRI STANDARD	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION	SDG
102-13	Membership of associations	The associations that our membership maintained at organization level mainly involve with administrative regulation information related to governmental organizations. Here are list of the associations membership; Federation of Accounting Professions, Investor Club Association, Personnel Management Association of Thailand, Safety and health at work promotion association (Thailand) under patronage, Technologe Promotion Association (Thailand-Japan), Thai AEO Importer&Exporter, Thai Listed Companies Association, Thai National Shipper's Council, Thailand Institute of Directors, Thailand Management Association, Thailand Productivity Institute, The Federation of Thai Industries, The Intitute of Internal Auditors of Thailand, The Thai Chamber of Commerce. In addition, subsidiary, Thai Optical Co.,Ltd., is a member of the Thai Electronic Customs Brokers Association.	17
Strategy			
102-14	Statement from senior decision maker	CEO's Message "At TOG, we are well on track and making good progress towards our mission, to be a leading and sustainable manufacturer of quality value spectacle lenses. To this end, our people and efficiency of management remain TOG's solid foundation. Working together, we will be the preferred choice for customer vision solutions, whilst creating sustainability and promoting shared goals for the environment. The COVID-19 pandemic has brought about many new norms, which, although having caused radical in international business and trade, negatively impacting global economies, we envision new opportunities on the horizon. Maintaining strong relationships and collaboration with our employees, suppliers, customers and communities has provided us a better understanding of each stakeholder's requirements, and allowed us to prioritize what matters most to them. This has placed us in a more advantageous position, to be able to further strive to exceed expectations and maintain our business growth, in the long term. Our sustainability code of 'Best Caring' practices guides us to maximize efficiency for ease of conducting business, and delivering solutions on time, every time, with service excellence. Concurrently, this ensures we responsibly and efficiently utilize resources, and appropriately manage waste, to support planetary health. Leading by example, we encourage the communities we touch, to build a more sustainable environment and enjoy healthier living together." Torn Prachartam, Chief Executive Officer	
102-15	Key Impact, Risk and Opportunities	See the Risk Management section on the 56-1 One Report page 71-75. The addressed materiality topics involved with our employees and workers; employee health & safety, labour practices and relationships with communities, due to the impact from COVID-19.	16.3, 16.5, 16.6
Ethics & Integrity			
102-16	Values, principles, standards and norms of behaviour	TOG's business code of conduct outlines guideline and caution for business and professional conduct that is aligned with our ethical principles of behavior, not just regulatory requirements. Moreover, TOG's mission and values are induced and embodied across entire organization.	16.3

GRI STANDARD	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION	SDG
102-17	Mechanisms for advice and concerns about ethics	The code of conduct include procedure to address misconduct through the provided channels. TOG requires all new employees and suppliers' workers be trained to understand how to address concern with impact safeguard. We have specific channel for communicating directly with the Audit Committee. We maintain a web page with information on how the Audit Committee can be contacted directly.	16.3, 16.5, 16.6
102-18	Governance structure	See Corporate Governance page97-176 in TOG 56-1 One Report.	16.3, 16.5, 16.6
102-19	Delegating authority	Delegation of authority are regularly reviewed and updated to ensure it is up to date with business operation and activities under assessment of the internal audit control.	16.3, 16.5, 16.6
102-20	Executive-level responsibility for economic, environmental and social topics	The Board of Directors oversight policies and disclosure of sustainability report and have sustainability function directly report to the CEO.	7.1, 7.2, 8.1, 8.2, 12.2, 12.5
102-22	Composition of the highest governance body	See composition of the highest governance body and its committees page148-166 and page304-313 and 316 in TOG 56-1 One Report.	5.5, 16.3, 16.5, 16.6
102-23	Chair of the highest governance body	The Chairman of the Board of Directors is not an Executive Officer of the company. The company has separated the CEO and the Chair positions.	16.3, 16.5, 16.6
102-24	Nominating and selecting the highest governance body	See nomination and selection processes for the Committees and Executive Officers page97-100 in the TOG 56-1 One Report.	5.5, 16.3, 16.5, 16.6
102-25	Conflicts of interest	See the control and oversight page110-113 in the TOG 56-1 One Report.	16.3, 16.5, 16.6
102-26	Role of highest governance body in setting purpose, values and strategy	The Board of Directors and Executive Officers' roles in the development, approval and updating organization's purpose, mission and value statements, strategies, policies and goals related to economic, environment and social topics are managed and monitoring through the Delegation of Authority and at the Board of Directors meetings.	16.3, 16.5, 16.6
102-27	Collective knowledge of highest governance body	The Nomination and Remuneration Committees maintain comprehensive skills, experience and training profile of each individual for evaluating the skill set of the Board of Directors.	16.3, 16.5, 16.6
102-28	Evaluating the highest governance body's performance	See the Board of Directors' performance self-assessment page 102-103. The election of directors is subject to a vote by our shareholders, making each director accountable to our shareholders.	16.3, 16.5, 16.6
102-29	Identifying and managing economic, environmental, and social impacts	The role in identifying and managing economic, environmental and social topics and impacts, risks management are undertaking and monitoring through the Delegation of Authority and at committees' meeting.	16.3, 16.5, 16.6, 16.7
102-30	Effectiveness of risk management processes	Audit committee and Internal Audit Control has a role in reviewing the effectiveness of the organization's risk and management processes for economic, environmental, and social topics.	16.3, 16.5, 16.6

GRI STANDARD	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION	SDG
102-31	Review of economic, environmental, and social topics	A total number of 6 Board of Directors Meeting and 12 Committee-Meetings were held during 2019. The Business Strategic Committee review material economic matters. The Nomination and Remuneration Committees review Human Resource policies. The Audit Committee review code of conduct, internal control and risks.	16.3, 16.5, 16.6
102-32	Highest governance body's role in sustainability reporting	The Board of Directors receive presentations and updates on material ESG matters as part of meeting, including TOG efforts in sustainability reporting.	
102-33	Communicating critical concerns	See GRI 102-17.	
102-34	Nature and total number of critical concerns	See GRI 102-17. We assess and investigate all submissions through our whistle-blowing channels. We also provide information to facilitate direct communication with our Audit Committee. Public disclosure to the SET, report to the SEC are conducted as required by the regulations.	
102-35	Remuneration policies	See remuneration policies page 165-172 in the TOG 56-1 One Report.	
102-36	Process for determining remuneration	See remuneration policies page 165-172 in the TOG 56-1 One Report.	
102-37	Stakeholders' involvement in remuneration	See the results of votes on remuneration policies and proposals page 171 in the TOG 56-1 One Report.	
Stakeholders Engagement			
102-40	List of stakeholders engaged by the organisation	TOG's stakeholder group include: employees, workers, suppliers, customers, local communities, governmental authorities, shareholders. These stakeholders are critical to the company's success.	16.7
102-41	Collective bargaining agreements	None	
102-42	Identifying and selecting stakeholders	TOG identifies stakeholders as the employee and worker, customer, local communities, governmental organization and shareholder.	8.8, 16.7
102-43	Approach to stakeholder engagement	Regular stakeholder engagement are conducted through employee engagement survey, customer satisfaction survey, sourcing agency meeting, local community visits, investor relation activities, management meetings and risk management tasks.	16.7
102-44	Key topics and concerns raised	We consolidate various feedback, concern topics to determine interest/demand of each stakeholder group and its influence/impact toward our business success and prioritized materiality.	16.7
Reporting Practice			
102-45	Entities included in the consolidated financial statements	We report by referencing TOG 56-1 One Report, which is publicly available consolidated with our financial statements.	
102-46	Defining report content and topic boundaries	This GRI-referenced content index was prepared by cross functions responsible for TOG Sustainability Report. The executive officer, senior management and risk management team assess impact against our business and demanding trend from each group of stakeholders to determine and prioritize topic boundaries.	

GRI STANDARD	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION	SDG
102-47	List of material topics	The materiality assessment is based on two dimensions; increasing importance to stakeholders and increasing important to our business success. Here are list of our material topics; product quality & safety, employee health & safety, labour practices, corporate governance, corporate code of conduct, climate change, human rights practice, responsible consumption, waste management and relationship to communities.	
102-48	Restatements of information	None	
102-49	Changes in reporting	There has been minor change in prioritization of some material topics.	
102-50	Reporting period	The reporting period is 2020 fiscal year.	
102-51	Date of most recent Report	April 22nd, 2021.	
102-52	Reporting cycle	Reporting cycle is annually.	
102-53	Contact point for questions regarding the report.	Investor Relation : Jirawan Namnart email: ir@thaiopticalgroup.com	
102-54	Claims of reporting in accordance with the GRI Standards.	This report has been prepared with reference to selected or parts of the GRI Standards cited in this content index.	
102-55	GRI Content Index	The GRI Standards disclosure number, its title and publication year are listed in this table.	
102-56	GRI External Assurance	We manage the stakeholder engagement, materiality assessment and risk management processes through our Quality Management Systems; ISO13485, ISO9001, ISO14001 and the Thai Labour Standard. Internal audit team and regular external assessment by reputable audit surveillance of each system ensure that adequate internal control well conducted with monitoring in place and reliable report information.	
GRI 205: Anti-Corruption 2016			
205-1	Operations assessed for risks related to corruption	TOG participates in collective action to combat corruption and have certified with the Thai Private Sector Collective Action Coalition Against Corruption.	16.5
205-2	Communication and training about anti-corruption policies and procedures	We addressed guidance and caution relate to anti-bribery and anti-corruption as part of our Business Code of Conduct. The provisions are applicable across entire organization; all employees, executive officers and directors. TOG requires all new employees be trained to ensure compliance to this requirement.	16.5
GRI 302: Energy 2016			
302-1	Energy consumption within the organisation.	The energy consumption within our organisation is mainly generated by non-renewable sources. In 2020, our electricity consumption was 16.76 KWhr per 1,000THB Revenue.	7.2
GRI 303: Water 2016			
303-5	Water consumption	In 2020. we consume water approximately 0.17 CBM per 1,000THB Revenue.	6.4
GRI 305: Emissions 2016			
305-1	Greenhouse gas (GHG) emissions (scope 1)	961 Tonnes of CO ₂ all business entities in Thailand.	12.4
305-2	Greenhouse gas (GHG) emissions (scope 2)	15,167 Tonnes of CO ₂ all business entities in Thailand.	12.4
305-3	Other greenhouse gas (GHG) emissions (scope 3)	658 Tonnes of CO ₂ all business entities in Thailand.	12.4

GRI STANDARD	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION	SDG
GRI 306: Waste 2020			
306-4	Waste diverted from disposal	Our waste management prioritize from waste prevention and then divert waste from being sent to disposal such as recover the waste from manufacturing to be used as combined components for Fuel Blending, instead of landfilling.	12.4
GRI 307:Environmental Compliance 2016			
307-1	Non-compliance with environmental laws and regulations.	There were no significant fines for non-compliance with environmental regulations during the reporting period.	16.3
GRI 401:Employment 2016			
401-1	New employee hires and employee turnover	in 2020, here are total number of new employee hires; Under 30 years old: 65% 30-50 years old: 22% Over 50 years old: 13%	5.1
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.	Health care through the Provident Fund, Personal Accident Insurance with disability and invalidity coverage and Special COVID-19 Coverage Insurance.	5.4
GRI 403: Occupational Health and Safety 2018			
403-1	Occupational health and safety management system	Occupational health and safety management system has been implemented according to the Thai Labour Standard; TLS8001:2020 with regular internal audit and external assessment by audit surveillance.	8.8
403-2	Hazard identification, risk assessment, and incident investigation	TOG has dedicated professional Safety Officer oversees occupational health and safety to regularly conduct work-related hazard risk assessments, incident investigation and providing safety training and information that easily understood by workers. Raising awareness and train workers to understand how to work safely is the top priority. Workers have the right to remove themselves from work situation that could cause them injury.	8.8
403-3	Occupational health services	OSHA work-related injury including near missed incident are monitored by the dedicated Safety Officer with support from HR and onsite first aid clinic and transport to hospital if necessary to do so.	8.8
403-4	Worker participation, consultation, and communication on occupational health and safety.	Based on legal requirement, workers' representatives for OSHA are elected from all employees and officially appointed. The workers' representatives officially participate and undertake OSHA duties with the appointed group of Safety Officers at Supervisory, Management level and the dedicated Professional Safety Officers.	8.8
403-5	Worker training on occupational health and safety	Occupational safety training sessions are provided to all workers during orientation and on new job on board.	8.8
403-6	Promotion of worker health	TOG provide annual medical checkup program for all employees and workers at all level to feedback each individual person keep track their own health condition and monitoring non-work-related health risks.	3.3
403-8	Workers covered by an occupational health and safety management system	The Thai Labour Standard require all employees and workers at the site, irrelevant who is employer, shall be covered by the occupational health and safety management system and regularly assessed by external audit surveillance.	8.8

GRI STANDARD	DISCLOSURE	SECTION CROSS REFERENCE AND ADDITIONAL INFORMATION	SDG
403-9	Work-related injuries	b.ii Rate of high-consequence work-related injuries, based on one million hours worked: 2.05 There is no fatality during the reporting period.	8.8
403-10	Work-related ill health	b.ii Rate of recordable work-related ill health, based on one million hours worked: 15.4	8.8
GRI 404: Training and education 2016			
404-1	Average hours of training per year per employee	11.2 hours per head	10.3
GRI 405: Diversity and Equal Opportunity 2016			
405-1	Diversity of governance bodies and employees	Here are gender composition at our our governance bodies and overall employees. Board of Directors : 75% Male and 25% Female Executive Officers : 60% Male and 40% Female Employees: 33% Male and 67% Female Here are composition of all employees age group. 25% under 30 years old 67% 30-50 years old 8% over 50 years old	5.1
GRI 406: Non-Discrimination 2016			
406-1	Incidents of discrimination and corrective actions taken	There was no incident during the reporting period.	5.1
GRI 408 : Child-Labor 2016			
408-1	Operations and suppliers at significant risk for incidents of child labor	There was no operations or suppliers at significant risk for incidents of child labor during the reporting period.	8.7
GRI 409 : Forced or Compulsory Labor 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	There was no operations or suppliers at significant risk for incidents of forced or compulsory labor during the reporting period.	8.7
GRI 413: Local Communities 2016			
413-1	Operations with local community engagement, impact assessments, and development programs	To prevent the COVID-19 transmission risk in local communities, our HR team visited the Head of Village ⁵ and the Head of Village ⁶ to identify the most urgent needed stuffs and vulnerable families affected by the COVID-19 lockdown measures. In addition, we also visited 10 member of the VHV-Village Health Volunteers, taking care of 214 households in the Laharn District, to support sanitation stuff mostly needed, so that they could safely conducted their frontline mission, fighting the COVID-19 outbreak.	16.3
GRI 416: Customer Health and Safety 2016			
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There was no identified any non-compliance with regulations during the reporting period.	16.3



บริษัท ไทยออปติคอลล กรุ๊ป จำกัด (มหาชน)

15/5 หมู่ 6 ถนนบางบัวทอง-สุพรรณบุรี ตำบลละหาร
อำเภอบางบัวทอง จังหวัดนนทบุรี 11110
โทร. (02) 194 1145 ถึง 1150

THAI OPTICAL GROUP PUBLIC COMPANY LIMITED

15/5 Moo 6 Bangbuathong-Suphanburi Rd., Laharn
Bangbuathong, Nonthaburi, Thailand 11110
Tel: (+66) 02 194 1145 to 1150

www.thaiopticalgroup.com

TOG
THAI OPTICAL GROUP