



# 2020

## MUANG MAI GUTHRIE

### SUSTAINABILITY REPORT

รายงานความยั่งยืน ประจำปี 2563





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## Statement from President

“  
*Respond consumer's  
need and maintain our intention  
of operating businesses that  
create social values*  
”



2020 is the year that the world encountered challenges from the outbreak of COVID-19 with serious effects on global economy and society, and lockdown happened in Thailand and many countries all over the world. As a result, needs for products in the world market decreased, but it did not affect overall operation of the company, getting prepared and having strict measures for managing and preventing the outbreak of COVID-19 of every branch of the company. We implemented various measures to keep our employees and related persons healthy, hygienic and safe and supported nearby communities around the factory and office by providing necessary equipment for employees and the communities sufficiently for prevention suitable with any situations.

On 31<sup>st</sup> August this year, the Company was certified with FSC-CoC (Forest Stewardship Council: Chain-of-Custody-Certification) for trading and producing concentrated latex, fresh latex and ENR FSC 100%.

To express commitment in business operation of the company that is promoting and consistent with the Sustainable Development Goals (SDGs) of the company and the United Nation, the company invests in research and development of innovation and technology for production of ENR RUBBER, ENR LATEX and MG RUBBER to reduce the use of artificial rubber and to be environmentally friendly.

The company focuses on operating businesses for sustainable growth with research and development of highly valued and environmentally-friendly special-grade products to respond needs of consumers and to maintain our intention in operating business that creates values to the society and uplift quality of life of everyone. It is to reduce environmental impacts based on the principle of respecting human right under good corporate governance, and engaging with stakeholders to achieve the sustainable development goals for the business and the community.

**Pitaya Tantipiriyakij**

President of Muang Mai Guthrie Public Company Limited



# รู้จักกับ เมืองใหม่กัทธรี About MMG



**Muang Mai Guthrie Public Company Limited** is a joint venture between a shareholder that is a Thai juristic person “Muang Mai Rubber Co., Ltd” (holding 51% shares) and a Malaysian juristic person “Sime Darby Plantation Berhad Company” (holding 49% share), which is a company in Sime Darby Group, registered in the stock exchange of Malaysia. It operates a business of rubber and latex and agriculture with rubber and oil palm. In Malaysia, oil palm is cultivated instead rubber trees, and thus the rubber production and distribution business is expanded to Thailand through the operation of Muang Mai Guthrie Public Company Limited.

Since, there are many rubber farms in Thailand and latex is a crucial raw material with high volume, Sime Darby Group has a policy to provide marketing, innovation and management assistance to the company for business sustainability.

Company's name: Muang Mai Guthrie Public Company Limited  
Abbreviation: MMG  
Founding date: 19<sup>th</sup> March 1996  
Date of registration as public company limited: 12<sup>th</sup> May 2005  
Registration No.: 0107548000331  
Registered capital: 340,000,000 Baht  
Trademark: DYNATHAI



## Business

Producing and distributing initial processed rubber products including Concentrated latex, ENR, Skim block and Compo block under the trade name of “DYNATHAI” with registration of copyright and trademark with the Department of Intellectual Property.

## Head Office

No. 9/17, Muang Mai Building, 3<sup>rd</sup> floor  
Thep Krasattri Road, Ratsada Sub-district  
Mueang District, Phuket Province 83110  
Tel. 076-211332, 076-237356  
Fax: 076-215966  
Email: [mmg@mmguthrie.com](mailto:mmg@mmguthrie.com)  
Website: [www.mmguthrie.com](http://www.mmguthrie.com)

## Surat Thani Branch

No. 7, Village No. 8, Khlong Cha-un Sub-district,  
Phanom District, Surat Thani Province 84250

## Thung Song Branch

No. 329, Village No. 2,  
Tham Yai Sub-district, Thung Song District  
Nakhon Si Thammarat Province 80110





# วิสัยทัศน์

## Vision

“  
To be a producer of  
high quality  
concentrate latex, skim block  
and ENR rubber to respond  
needs and satisfaction of  
customers and stakeholders.  
”



# พันธกิจ

## Mission



Manufacture products with higher quality than general standard



Emphasize and develop personnel to have potentials and work effectively



Engage with stakeholders to take social and environmental responsibility for sustainable shared success



# ค่านิยม Culture

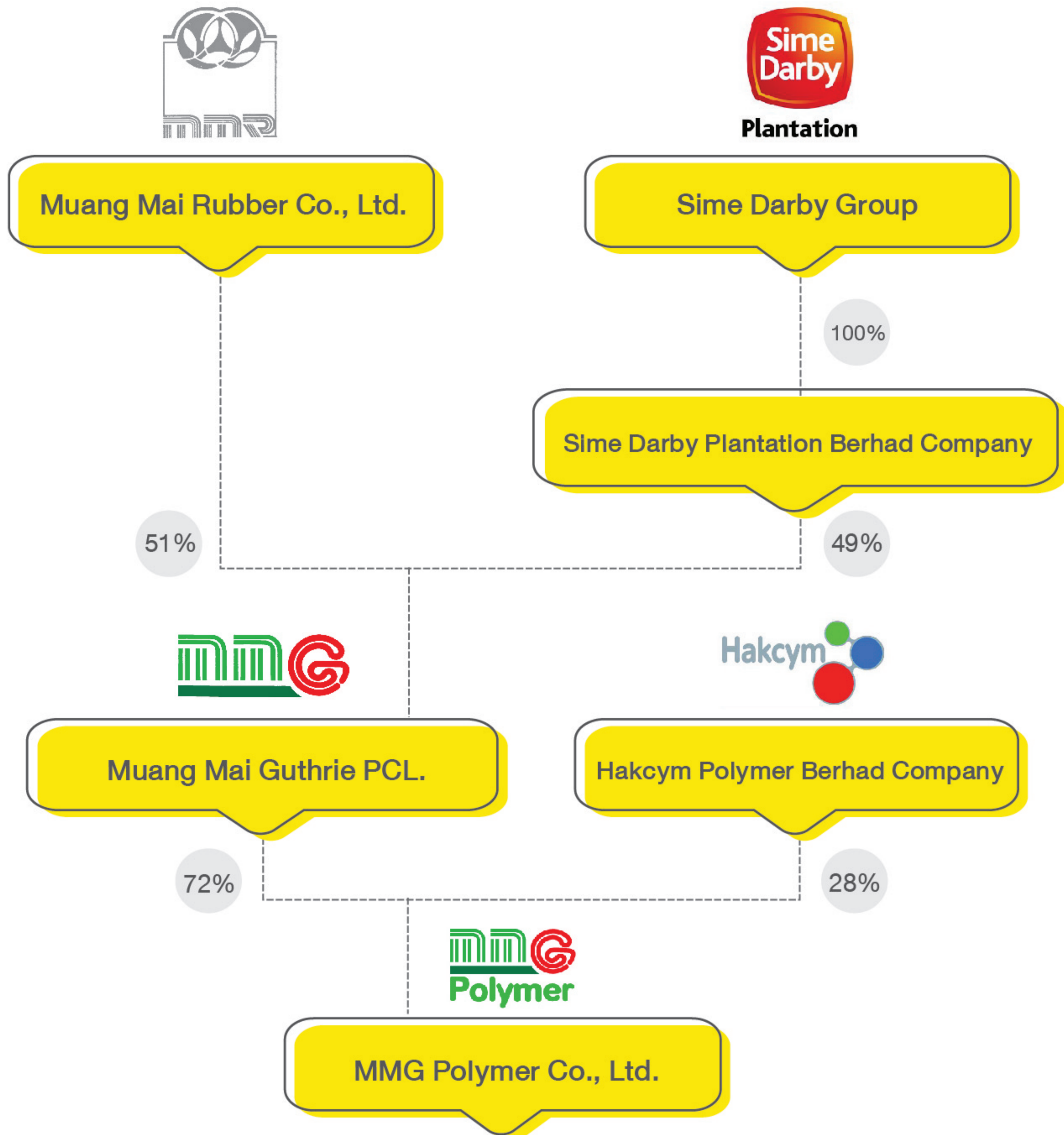
The company has the organizational culture and value which is fundamental as a guideline of practices. The organization culture and value connect with the organization's strategies to enable the company to grow, have potential and competitiveness, and it is an important part that contributes to the company to have sustainable success, consisting of 8 vital parts as follows:

1	Quality	>	Quality of operations, products and personal life
2	Effective	>	Effective and successful production with expected or intended outcome
3	Responsible	>	Responsibility for related sectors
4	Be honest, transparent	>	Honesty, transparency and commitment to agreements to bring trust and reliability
5	Togetherness	>	Togetherness and harmony
6	Caring for people and Society	>	Care about people and society
7	Create Value and Sustainability	>	Creation of value and innovation for unceasing and sustainable development
8	Company are our home	>	The companies are our home





## Structure of Company's shareholding

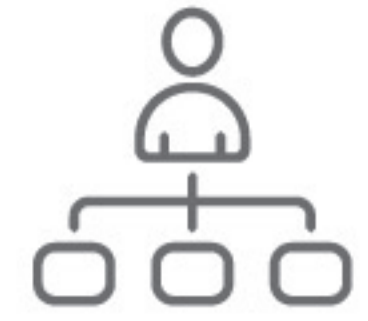


Muang Mai Guthrie Public Company Limited has more than 20 years of experience in producing concentrated latex, ENR and skim block, which is a joint venture between Muang Mai Rubber Co., Ltd. and Sime Darby Plantation Sdn. Bhd. from Malaysia, producing natural rubber to be distributed in the world market, to constitute variety and sustainability of its business operation. On 30<sup>th</sup> June 2015, Muang Mai Guthrie Public Company Limited cooperates with Hakcym Polymer Sdn. Bhd. from Malaysia, having knowledge, experience, and expertise in technology about polymer, production of compound rubber, and special grade rubber. MMG Polymer Co., Ltd. is established with registered capital of 20 million Baht and its products are PE latex, PSG rubber, and pre-vulcanized with high quality, and various properties and specifications that can be customized for each customer. Our processing plant is located in Thung Song District, Nakhon Si Thammarat Province with fully-equipped laboratory that can provide technical support and improve research and development initiatives.



# Organizational

# Chart







## Products and services



### Concentrated Latex and FSC Latex

**Grade:** Latex with High Ammonia, "HA"  
Latex with Low Ammonia, "LA"  
Latex with Low Protein  
Microtex Latex

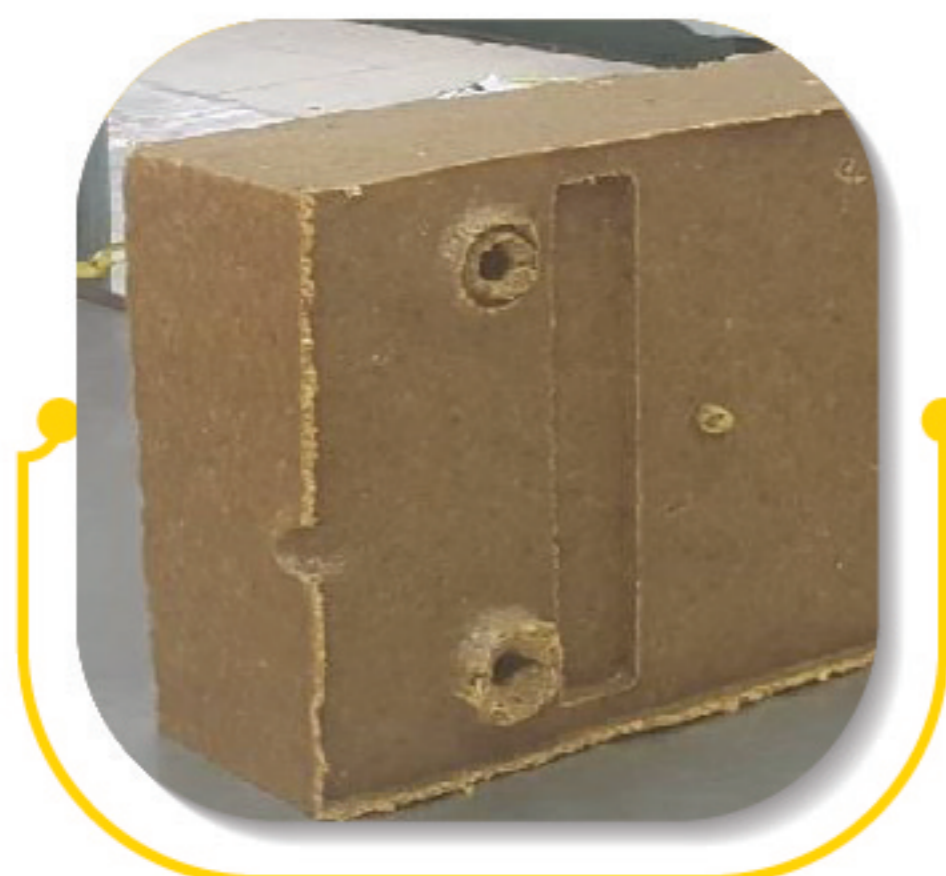
**Application:** It is a raw material in condom, rubber gloves and rubber glue industry as well as rubber products that must be specifically thin.



### Epoxydised Natural Rubber (ENR) and ENR FSC

**Grade:** ENR 25, ENR 50, ENR LATEX and ENR 25 FSC, ENR 50 FSC

**Application:** It is rubber resistant to oil, heat, corrosion and it is skid proof, soundproof and shockproof with similar property to synthetic rubber.



### Skim Block

**Grade:** Skim block (DYNATHAI)

**Application:** It is used as a raw material in the industry of block rubber, shoe soles, and rubber band.



### Compo

**Grade:** Compo lump, Compo block

**Application:** It is used as a raw material in the industry of block rubber, shoe soles, and rubber band.





### Prevulcanized Rubber

**Grade:** General standard prevulcanized including PVML, PVL, PVM & PVH, and specialty such as PNL, PNM, PVH

**Application:** It is a raw material used in the industries of condom, rubber gloves, hose, baby pacifier and balloons etc.



### Evaporated Latex

Evaporated Latex

**Grade:** PE1001 - PE1004

**Application:** Special glue, rubber cork, pavement, carpet and artificial leather



### Grafted and compound latex

**Grade:** PSG

**Application:** It is used as an addition for adhesives and to strengthen rubber products in the textile and automotive part industries

## Production capacity of the company and affiliates

Product	Capacity (ton/year)
Concentrate Latex	60,000
Skim Block	6,000
ENR	1,000
Compo Block	1,000
Prevulcanised, Evaporated latex and Grafted compound latex	1,200

Purchase amount of latex from local farmers	= 1,130,748,241 Baht
Raw material purchased from local farmers	= 25,392,954 dry kilogram (100%)
Total production of natural rubber in 2020	= 46,147,591 kilograms
Total sales of natural rubber in 2020	= 1,726,978,881 Baht





# Sustainable Corporate Social Responsibility Management

The company determines a policy and practice for sustainable corporate social responsibility which is a main mission of the Company based on 4 principles as follow:



Good Corporate Governance



Environmental Friendly



Occupational Health and Safe Operation



Responsibility to Supply Chain



## Good Corporate Governance

The company has good corporate governance system committed to adherence to organizational ethics with professional governance and business operation according to the legal principles, fairness and business ethics at highest level to promote and implant practical standards for the company's employees as expected. The board of directors has prescribed the company's policy and guideline for business ethical standards with implantation of sense of responsibility, transparency, and anti-corruption policy as a clear code of practice for business operation to build up a good foundation for sustainable business organization development.

## SUSTAINABLE DEVELOPMENT GOALS



1 NO POVERTY



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS





## Environmental Friendly

The company's businesses are directly related to nature and environment, and thus the company has a strict environmental code of practices according to applicable environmental laws as well as other regulations. The environmental management system of ISO 14001 is applied as a main tool for managing and providing a measure to prevent and assess risks, and mitigate environmental impacts arising from the company's activities for sustainability. It includes sustainable resource use, water management, effective water, soil and energy conservation with modern machine, and less chemicals that affect environments and communities pursuant to the environmental policy.



## Occupational Health and Safe Operation

The company responsibly operates its business under laws, regulations and requirements related to occupational health and safety of employees and stakeholders. The company implements a policy and provides ISO 45001 Standard that is universally accepted to assess and check the occupational health and safety of the organization to meet the universal standard. It includes providing the organization's framework for suitable and effective occupational health and safety management in the workplace.







## Responsibility to Supply Chain

The company is committed to operating the business with morality, ethic and legality according to the corporate governance principle. It promotes every employee to comply and it is a guideline for trade partners to practice. Therefore, the company provides a supplier sustainable code of conduct to describe expectation that the company has with trade partners, stakeholders, as well as rubber supply chain such as rubber farmers, rubber merchants and customers about honesty and ethics in business operation to have good and correct practices about labors and human rights, health, occupational health and safety along with good environmental management. The Company will provide assistance, promotion and support to trade partners and implements the principle and extend it to the society to improve quality of life and sustainable business operation. If any trade partners fail to comply with the “Supplier sustainable code of conduct”, the company may reserve right to take any action with that supplier by considering potential impacts and damages.







# SUSTAINABLE DEVELOPMENT

The company integrates the United Nation Sustainable Development Goals (UN SDGS), to determine each aspect to be consistent with 3 keys sustainable issues of the company for better society, community and world as follows:

## 1 Economic and corporate governance issues



### Operating guideline

- Good corporate governance and transparency
- Anti-corruption
- Risk management and crisis management
- Sustainable practice for trade partners and customers
- Economic overall operation
- Quality product and response to customer
- Innovative research and development and new technology

### Indicator

- Accounting audit and evaluation, internal external auditor and continuously growing business and pay dividend every year.
- Complaint from public and private sectors and stakeholders
- Overall operation and risk from reporting
- Evaluation of customers' satisfaction, and annual trade partner's evaluation result with continuous ordering
- Expansion of production capacity and marketing and confidence of customers with continuous ordering
- Customer's satisfaction and complaint
- Invention of new products to respond needs of customer including promotion of creating innovations through Kaizen



## 2 Social Issue



### Operating guideline

- Personnel development and training
- Occupational health and safety in work
- Support and participation with community
- Complaint management
- Creation of promotion process for trade partners to be responsible for society

### Indicator

- - Turnover rate of employees
- - Number of employee promoted for work progress
- Rate of accident with absence, IFR, IRR, TCIR
- Visit project and satisfaction survey of the communities around the factory
- CSR projects and annual support budget
- Community's complaint
- Trade partners that sign in an agreement as a business ally such as anti-corruption, safety and human right

## 3 Environmental Issue



### Operating guideline

- Determining environmental management policy
- Reducing energy use and using renewable energies
- Air quality management
- Garbage, waste and pollution management
- Effective wastewater management and reuse
- Forest resource conservation and green area expansion

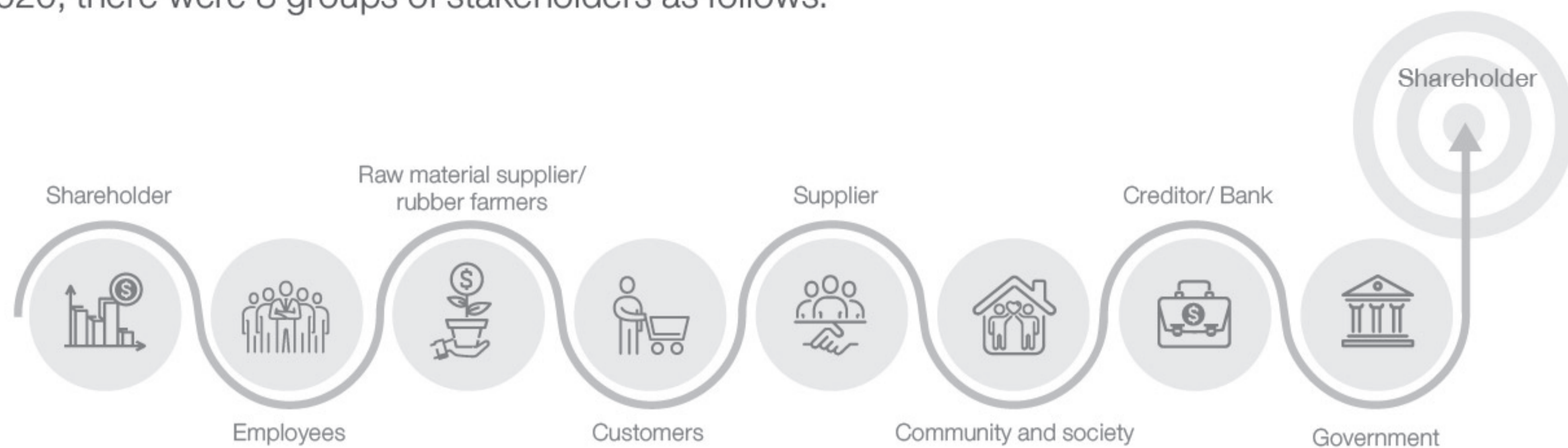
### Indicator



- Success according to the goal, policy and indicator
- Power use rate and energy conservation project
- Air quality check from chimney
- Production waste and dangerous waste quantity
- Wastewater quality, water use rate, reused water volume and unit water
- Green industry certificate at level 3



# Operation with stakeholders

The stakeholders play an important in the company for business operation that contributes to strengthening the organization in all aspects. Therefore, the company emphasizes participation of stakeholders with process to contact, communicate and build up relationship to study opinions, expectations, needs and concerns for suitable management. The needs and expectations of stakeholders will be updated periodically. In 2020, there were 8 groups of stakeholders as follows:



Stakeholders	Participation communication channel	Need / expectation	Expectation response	Indicator of outcome in 2020
 <b>Shareholder</b>	<ul style="list-style-type: none"> <li>- Annual shareholder's meeting</li> <li>- Company's website</li> <li>- Response to telephone and email</li> <li>- Annual sustainability report</li> </ul>	<ul style="list-style-type: none"> <li>- Good turnover and return</li> <li>- Management under corporate governance</li> <li>- Constant dividend payment</li> <li>- Stably and sustainably glowing business with social and environmental responsibility</li> </ul>	<ul style="list-style-type: none"> <li>- Strategic, profitable and socially and environmentally responsible business operation</li> <li>- Good, transparent, and traceable corporate governance</li> <li>- Correct, complete, punctual disclosure meeting expectation of shareholders</li> </ul>	<ul style="list-style-type: none"> <li>- Continuously growing business</li> <li>- In 2020, the company paid dividend for 0.11 Baht/ share at rate of return to share for 22.00%, accounted for 80.43% of net profit of the year</li> </ul>
 <b>Employees</b>	<ul style="list-style-type: none"> <li>- Weekly, monthly meeting</li> <li>- Annual internal and external training</li> <li>- Listening to opinions and complaint</li> <li>- Electronic communication system, Internet, Email, Facebook, Line</li> <li>- Welfare committee</li> <li>- Presentation of a project for improving Kaizen operation, safety, and environment in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>- Training and development of knowledge and ability of employees</li> <li>- Fair return payment with good welfare</li> <li>- Recognition of human right and fair treatment to labors without discrimination</li> <li>- Good occupational health, safety and work environment</li> <li>- Stable job and opportunity of advancement</li> <li>- Promoting good health and hygiene</li> <li>- Implementing modern technology for effective working</li> </ul>	<ul style="list-style-type: none"> <li>- Adjusting salary every year</li> <li>- Having provident fund</li> <li>- Having complimentary shelter and meal</li> <li>- Safety management with ISO 45001 Standard</li> <li>- Environmental management with ISO 14001 Standard</li> <li>- CSR activity with sports competition inside and outside the factory</li> <li>- Annual health checkup with free health and accident insurance</li> <li>- Training for employee development</li> <li>- Complaint policy</li> </ul>	<ul style="list-style-type: none"> <li>- Organizational commitment of employees</li> <li>- Turnover rate</li> <li>- Accident statistics</li> <li>- Complaints in various matters</li> <li>- Number of employees promoted with work advancement.</li> <li>- Effective work and production with new products and innovations</li> </ul>



Stakeholders	Participation communication channel	Need / expectation	Expectation response	Indicator of outcome in 2020
 <p><b>Raw material supplier, Rubber farmers</b></p>	<ul style="list-style-type: none"> <li>- Online communication system, Telephone, Website, Email, Facebook, Line</li> <li>- Visit and assessment of supplier</li> <li>- Suggestion for quality maintenance and control</li> <li>- Correct knowledge about trading and rubber</li> <li>- Activities and participation in activities of rubber farmers</li> </ul>	<ul style="list-style-type: none"> <li>- Receiving correct, rapid and updated information.</li> <li>- Gaining knowledge about quality maintenance and control</li> <li>- Complying with procurement agreement fairly</li> <li>- Transparent and fair price bidding</li> <li>- Obtaining knowledge about latex quality control</li> </ul>	<ul style="list-style-type: none"> <li>- Complying with purchase policy, raw material trading procedures, supplier and vendor assessment</li> <li>- Development of suppliers by educating them about raw material quality control</li> <li>- Having anti-corruption policy and promoting good ethical practices</li> </ul>	<ul style="list-style-type: none"> <li>- Delivering quality raw materials as agreed</li> <li>- Delivering correct raw materials punctually</li> <li>- Assessment result of each vendor and supplier with notification and improvement</li> </ul>
 <p><b>Customer</b></p>	<ul style="list-style-type: none"> <li>- Online communication system, Telephone, Website, Email, Facebook, Line</li> <li>- Surveying customer's satisfaction every year</li> <li>- Evaluating site visit of the customer's factor</li> <li>- Doing activities with the customers</li> <li>- Meeting the customers to discuss improvement</li> <li>- Accept customers' complaints</li> </ul>	<ul style="list-style-type: none"> <li>- Receiving quality, correct and complete products, goods and services</li> <li>- Complying with an agreement fairly</li> <li>- Keeping secrets of the customers</li> <li>- Jointly developing products and goods as the customers need</li> </ul>	<ul style="list-style-type: none"> <li>- Universal standard of work management including ISO9001, ISO14001, ISO4500, ECOVADIS, SMETA, FSC-CoC</li> <li>- Complying with trade ethics</li> <li>- Research, development and improvement of production process to obtain quality products as the customers need</li> <li>- Having ethics in keeping the company's secrets</li> <li>- Check, visit of the production process by customers at any time</li> </ul>	<ul style="list-style-type: none"> <li>- Satisfaction score of customers</li> <li>- Various grades and types of products as the customers need</li> <li>- Continuous ordering</li> <li>- New products</li> </ul>
 <p><b>Supplier</b></p>	<ul style="list-style-type: none"> <li>- Online communication system, Telephone, Website, Email, Facebook, Line</li> <li>- Annual visit and assessment of suppliers</li> <li>- Meeting</li> <li>- Joining activities with suppliers</li> </ul>	<ul style="list-style-type: none"> <li>- Standard, fair, transparent, and traceable procurement system</li> <li>- Clear information of procured products and services</li> <li>- Punctual product and service cost payment</li> </ul>	<ul style="list-style-type: none"> <li>- Anti-corruption policy</li> <li>- Compliance with the procurement policy, and business ethics</li> <li>- Complaint channels</li> <li>- Supply chain management</li> </ul>	<ul style="list-style-type: none"> <li>- Delivering products punctually</li> <li>- Supplier's annual assessment result</li> <li>- Supplier agreeing to ethical agreement in business operation and a clear sustainable practice in a sustainable way for suppliers with the company</li> </ul>



Stakeholders	Participation communication channel	Need / expectation	Expectation response	Indicator of outcome in 2020
 <p><b>Community and Society</b></p>	<ul style="list-style-type: none"> <li>- Surveying communities around the factory and surveying the communities to get to know and build up good relationship</li> <li>- Doing activities and having a meeting with the community every three months</li> <li>- Signboard, website, Facebook</li> <li>- Environmental management according to the laws</li> <li>- CSR with nearby communities</li> <li>- Accepting community's complaints</li> </ul>	<ul style="list-style-type: none"> <li>- Helping and supporting community's activities</li> <li>- Not causing negative impacts on the communities</li> <li>- Being transparent in work</li> <li>- Hiring community people to work</li> <li>- Complying with the principles of human right and anti-corruption</li> <li>- Developing quality of life and generating income for the community</li> </ul>	<ul style="list-style-type: none"> <li>- Having a team to survey, meet and discuss matters with the communities</li> <li>- Supporting community activities</li> <li>- Hiring community people to work</li> <li>- Opening the factory for community visit.</li> </ul>	<ul style="list-style-type: none"> <li>- Having more than 10 CSR projects to improve and develop communities, villages, schools, temples, and bedridden patients/year</li> <li>- Having a budget to support community activities every year.</li> <li>- Complaints from the community</li> <li>- Hiring community people</li> <li>- Surveying satisfaction of the communities.</li> </ul>
 <p><b>Creditors Bank</b></p>	<ul style="list-style-type: none"> <li>- Meeting, discussing any agenda</li> <li>- Submitting the company's annual report</li> </ul>	<ul style="list-style-type: none"> <li>- Complying with terms and conditions of agreements</li> <li>- Having ethics and transparency in business operation</li> <li>- Managing risks well</li> </ul>	<ul style="list-style-type: none"> <li>- Abiding by terms and conditions of the agreements</li> <li>- Clearing inquisition and doubts correctly and quickly</li> </ul>	<ul style="list-style-type: none"> <li>- The financial institutions' confidence with the business's overall operation</li> <li>- Suitable and timely return</li> </ul>
 <p><b>Governments</b></p>	<ul style="list-style-type: none"> <li>- Reporting information according to the laws</li> <li>- Submitting legal taxes</li> <li>- Supporting projects of the government</li> <li>- Listening to and exchanging opinions regularly</li> <li>- Visiting the business</li> <li>- Meeting and discussing matters with related government authorities</li> </ul>	<ul style="list-style-type: none"> <li>- Complying with rules, regulations and laws</li> <li>- Not causing any impacts on the community and environment</li> <li>- Having good environmental management and safety system for working</li> <li>- Participating in the government's activities</li> </ul>	<ul style="list-style-type: none"> <li>- Complying with rules, regulations and laws</li> <li>- Disclosing correct and transparent business information</li> <li>- Recognizing human rights</li> <li>- Cooperating and participating in government's projects</li> </ul>	<ul style="list-style-type: none"> <li>- Being permitted for continuous business operation</li> <li>- Not causing impacts on the communities and societies</li> <li>- Information result according to legally specified information</li> <li>- Awards and certificates from the government</li> </ul>





# Sustainability Reporting

The sustainability report of Muang Mai Guthrie Public Company Limited in 2020 was made with aims to communicate sustainable directions and operations in 3 aspects including economy, society and environment with every group of the company's stakeholders. The report is based on a guideline of the core sustainability reporting of Global Reporting Initiative: GRI. Furthermore, the company analyzes and connects with operations responding to the Sustainable Development Goals: UN SDGs) to disclose significant and specific indicators to the company's business operation to express commitment in operating business together with taking care of society and environment.

The scope of reporting covers main business operation of the company in producing natural rubber, concentrated latex, Skim Block, ENR and pre-vulcanized latex. The content of this report covers the period of 1st January to 31<sup>st</sup> December 2020.





# Important issues of sustainable development

The company reviews and prioritizes significant issues of sustainable development affecting the business operation with consideration of current and potential risks in every process that may affect the company's operations to make a plan and guideline for suitable management. This would enable the company to grow stably and sustainably and respond needs or expectations of stakeholders in every dimension. Therefore, the materiality is determined and selected as follows:



## Sustainability Identification

The Company surveys and gathers important internal and external factors from needs and expectations of stakeholders regarding sustainability, economic, social and environmental impacts. To determine scope of each sustainability issue depends on impacts from operation in the entire value chain related to the company.



## Prioritization

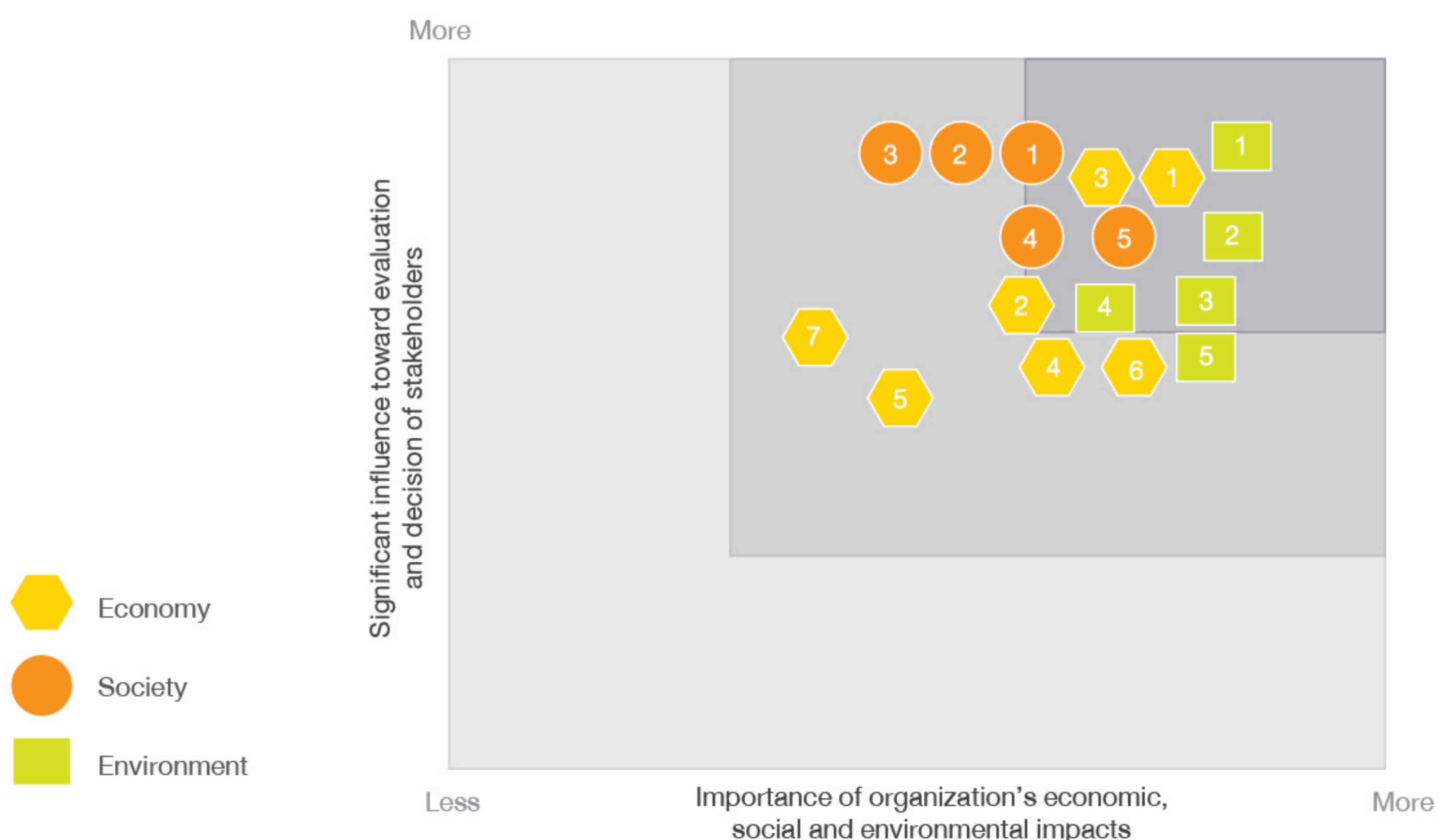
The company prioritizes significant sustainability issues by using a materiality matrix in prioritization through 2 perspectives of consideration criteria as follows:

- Horizontal axis shows significance of the organization's economic, environmental and social impact from less to more.
- Vertical axis displays influence on stakeholder assessments and decisions from less to more.



## Significant issue validation

Significant issues from data collection, analysis and prioritization are presented to the sustainability working team of the company, with important summaries as follows:







**Important issues  
and operation**



**Corporate Governance  
Economy**



**Society**



**Environment**

Issue	GRI Aspect	Report Topic
Corporate Governance / Economy	<ol style="list-style-type: none"> <li>1. Good and transparent corporate governance</li> <li>2. Anti-corruption</li> <li>3. Risk and crisis management</li> <li>4. Good turnover with constant return</li> <li>5. Engagement with stakeholders and supplier development</li> <li>6. Research, development and innovation</li> <li>7. Good procurement and supplier development</li> </ol>	<ul style="list-style-type: none"> <li>- Good corporate governance</li> <li>- Anti-corruption</li> <li>- Risk management</li> <li>- Economic overall operation</li> <li>- Sustainable practice for suppliers</li> <li>- Organizational innovation and research, development and improvement of new products</li> <li>- Procurement and treatment to suppliers</li> </ul>
Society	<ol style="list-style-type: none"> <li>1. Supervision and training and employee development</li> <li>2. Occupational health and work safety</li> <li>3. Complaint management</li> <li>4. Product and service quality</li> </ol>	<ul style="list-style-type: none"> <li>- Personnel development, human right and personnel care</li> <li>- Occupational health and safety</li> <li>- Participation in community and social development</li> <li>- Complaint acceptance</li> <li>- Responsibility for customers and consumers</li> </ul>
Environment	<ol style="list-style-type: none"> <li>1. Environmental impact</li> <li>2. Water use and wastewater treatment</li> <li>3. Energy use</li> <li>4. Air quality management</li> <li>5. Waste management</li> </ol>	<ul style="list-style-type: none"> <li>- Environmental management</li> <li>- Water management</li> <li>- Electric power conservation</li> <li>- Air pollution management</li> <li>- Waste management</li> </ul>



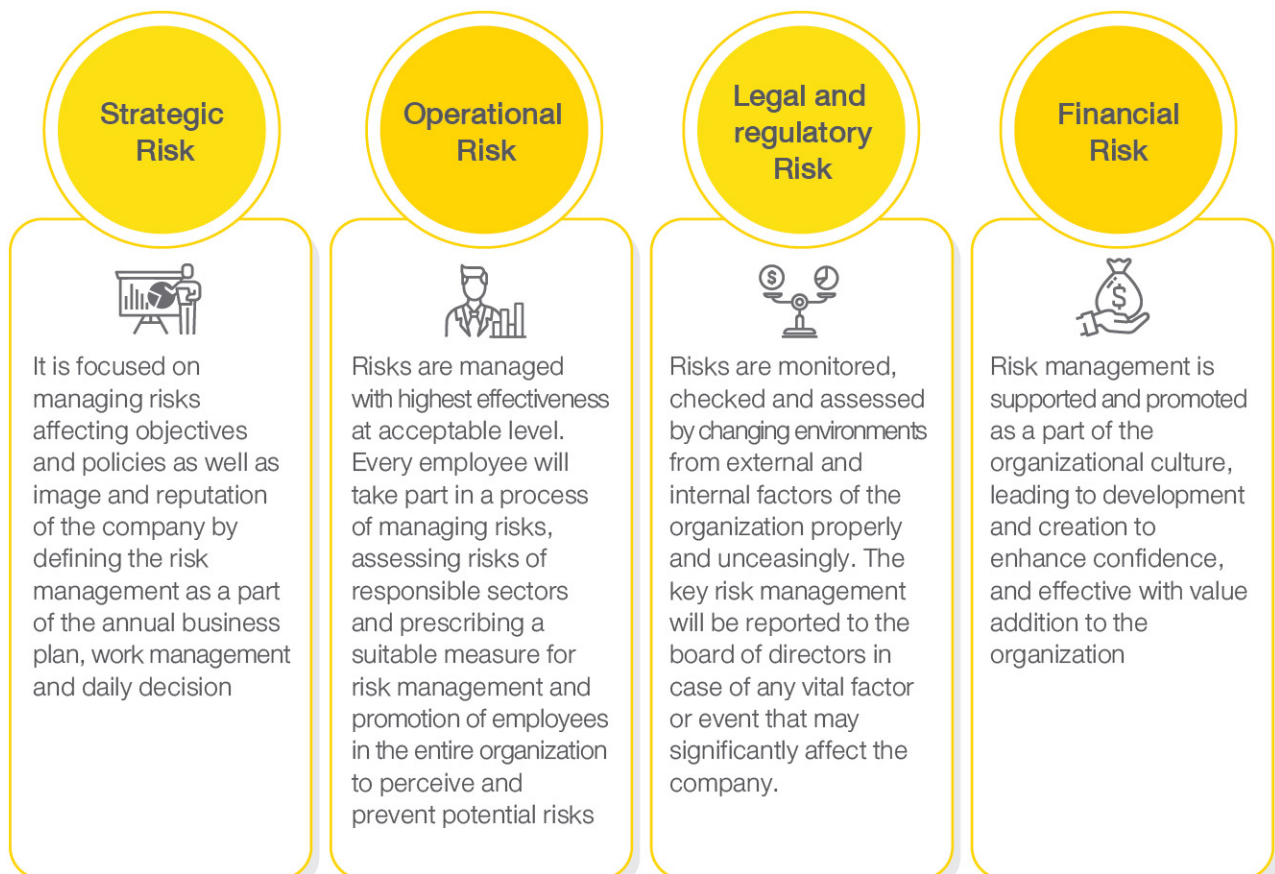
# Risk management and internal control

The company realizes importance of risk management in all dimensions including society, economy an environment and it provides continuous review of the risk management policy, which will be presented to the board of directors. It is focused on important and necessary risks on business sustainability due to natural rubber production industry involved with nature, environment, community and a number of stakeholders. Therefore, the Company has provided the risk management system.

To make the organization's management to have potentials and achieve the goals, increase business opportunity, add values to the organization, strengthen its business, and bring highest benefits to stakeholders. It is provided in accordance with the principle of good corporate governance, a strategic plan, operation plan, and related laws and regulations. It applies with the board of directors, executives, employees and everyone in the organization to realize their duty and responsibility in risk management pursuant to the risk management policy.

## Risk Management Policy

The company operates business about producing natural rubber products for domestic and international distribution. To do the business, the company encounters complicated and diverse risks arising from environmental changes inside and outside the company. To make the company's business operation effective and meet universal standards with stable and sustainable growth, it is necessary to construct a good and suitable foundation of risk management to prevent and mitigate impacts from these risks. The company's board of directors thus determines a risk management policy, method, and plan with risk management covering 4 main risk factors as follows:





## Risk Management Results

The company assesses risks with emphasis on economy, society and environment and has a plan to follow up the risks continuously with annual review or upon significant changes that may affect the risk management plan to bring confidence and achieve goals as follows:



### Economic Risk

Risk	Impact	Management
<ul style="list-style-type: none"> <li>- Fluctuation of natural rubber price and quantity</li> <li>- Fluctuation of exchange rate</li> <li>- Credit and risk from customers</li> </ul>	<ul style="list-style-type: none"> <li>- Increased production cost</li> <li>- Decreased sales and profits</li> <li>- Customers terminate an agreement or fail to pay product price leading to loss and revenue loss</li> </ul>	<ul style="list-style-type: none"> <li>- The management team follows up news and information about quantity and purchase price of rubbers in a domestic and international market, and works in both Thailand and Malaysia</li> <li>- Determine product price of the company in different forms to diversify risks such as long term contract, short term contract.</li> <li>- Purchasing and managing raw materials at suitable level</li> <li>- Having a team to enter into a forward contract and follow up movement of exchange rate closely</li> <li>- Doing transactions with only reliable customers and reviewing credit term</li> <li>- Increasing product varieties to meet the customer's need and expand customer base all over the world.</li> </ul>
<ul style="list-style-type: none"> <li>- Supply chain management, and shortage of latex as an important raw material due to drought or heavy rain</li> </ul>	<ul style="list-style-type: none"> <li>- Insufficient or bad-quality latex with effects on production, production cost and product quality</li> </ul>	<ul style="list-style-type: none"> <li>- Managing fresh latex from different channels through wholesalers, retailers, cooperatives, and building up network and good relationship with every vendor group</li> <li>- Having a team to educate, and visit raw material suppliers and enter into a fresh latex delivery agreement on a yearly basis with government sectors and cooperatives.</li> <li>- Checking and assessing raw material suppliers every year.</li> </ul>
<ul style="list-style-type: none"> <li>- Liquidity</li> </ul>	<ul style="list-style-type: none"> <li>- Inadequate current capital which causes the company unable to make payment as scheduled affecting the company's reputation.</li> </ul>	<ul style="list-style-type: none"> <li>- Maintaining adequacy of the capital and managing liquidity at any time.</li> <li>- Making a loan agreement, packing credit from sales of the deliverables.</li> </ul>



## Social Risk



Risk	Impact	Management
- Laws and regulations	- Being fined, loss of good reputation and business opportunity	- Having a responsible sector to evaluate, analyze and follow up the operations to be consistent with CSR team and environmental responsibility
- Accident or emergency	- Health and safety of employees - Confidence of stakeholders	- Having an occupational health and safety policy and plan - Having an annual health checkup - Having an emergency plan - Having a safety team
- Quality and safety of product	- Safety of consumers	- Having a team and check system in every production procedure with good quality assurance according to the universal standards - Having a standard test room certified according to universal standard - Having standard and effective production, packing and delivery control - Having a brand that brings confidence to consumers and customers according to ISO, FSC-CoC

## Environmental Risk



Risk	Impact	Management
- Weather and natural environmental changes	- Acts of god or natural disasters such as drought, flood, affecting raw material and business operation	- Having an energy conservation project with water, electricity and waste management by controlling the quantity - Improving the production process to be environmentally friendly and implementing new technology and innovation.
- Wastewater and air quality management	- Wastewater and undesirable odor affecting nearby community that may lead to complaints	- Having a treatment system for wastewater and odor from the production process - Monitoring and checking operations continuously - Operating matters related to community relation, having a meeting with the community to listen to problems, complaints and doing activities for further resolution and improvement



## Emerging Risk

From the company's risk assessment, important emerging risk is a risk from an outbreak such as Coronavirus Disease 2019 (COVID-19).

### **A guideline for risk management from the outbreak of Coronavirus Disease 2019 (COVID-19)**

Due to the outbreak of Coronavirus Disease 2019 (COVID-19) which is rapidly and continuously spreading to different areas nationwide, the company has kept updated about news and information and evaluated situations and assessed risks with improvement of work operation through online platforms and video-conference with executives, employees, suppliers and customers to prevent infection for executives, employees and visitors of Muang Mai Guthrie Public Company Limited of the headquarter, Thung Song Branch and Surat Thani Branch as follows:

1. Determine a measure to prevent the outbreak of Coronavirus Disease 2019 (COVID-19) such as education about prevention and practice, wearing a sanitary mask, having a body temperature check for all related persons with a measuring tool, providing alcohol gels and sanitizers for cleaning areas, equipment and washing hands properly and sufficiently.
2. Make a contingency plan to support measures to control, monitor and respond to emergency and remedy.
3. Donate face shields, masks, alcohol gels to hospitals, medical personnel, government authorities, and villagers in the community around the company to prevent Coronavirus Disease 2019 (COVID-19).
4. Donate survival bags and provide meals for employees, families, and nearby communities affected by the situation of COVID-19 outbreak.

## Internal control and Audit



The company has a system to monitor business operation with transparency and fairness and it is committed to suppression corruption inside and outside the company. The company has effective risk management and internal control in accordance with the universal standard. The company has an independent audit committee to evaluate the company's internal control system in various aspects including organization, environment, risk management, control, practice of the management, information system and data communication, and monitoring system from an external auditor and internal control of the auditor, presented to the board meeting. Furthermore, it includes compliance with laws and regulations as well as an anti-corruption and other policies of the company.

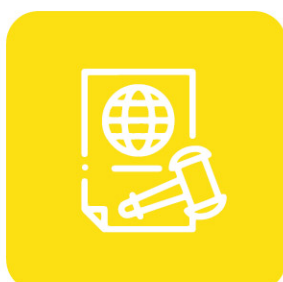


## Corruption prevention and suppression



The company is committed to operating business ethically under the good corporate governance framework, by adhering to the corporate governance, ethics and morality in business operation principle, with responsibility for society, environment and every stakeholder. The Company operates its business with integrity, transparency, honesty, fairness and traceability. The company intends to be “a member of Thai private sector to suppress corruption” to express its intention and commitment in dealing with all kinds of corruptions, and the company determines an anti-corruption policy and a clear code of practices

## Whistleblowing and Complaint Measure and Channel



The Company provides a measure of whistle blowing or complaint related to a misbehave, business ethics, noncompliance with the policies, requirements of the company or doubtful corruptive behavior of the company’s personnel. The Company provides various communication channels to employees and stakeholders that they can make a whistle blowing or a complaint to the Company conveniently and suitably. The channels for case acceptance are as follows:

### Channels for whistle blowing or complaint of any corruption

- By post : Delivered to the company’s committee chairman, general manager  
Muang Mai Guthrie Public Company Limited  
Muang Mai Building, 9/17, Thep Krasattri Road, Ratsada Sub-district,  
Mueang District, Phuket Province 83000
- Email  
Email: Admin@mmguthrie.com      Human resource department  
Email: pitaya@mmguthrie.com      President
- Company’s website : [www.mmguthrie.com](http://www.mmguthrie.com)
- A box for suggestion/opinion/complaint in the Company

## Protection Measure and Confidentiality



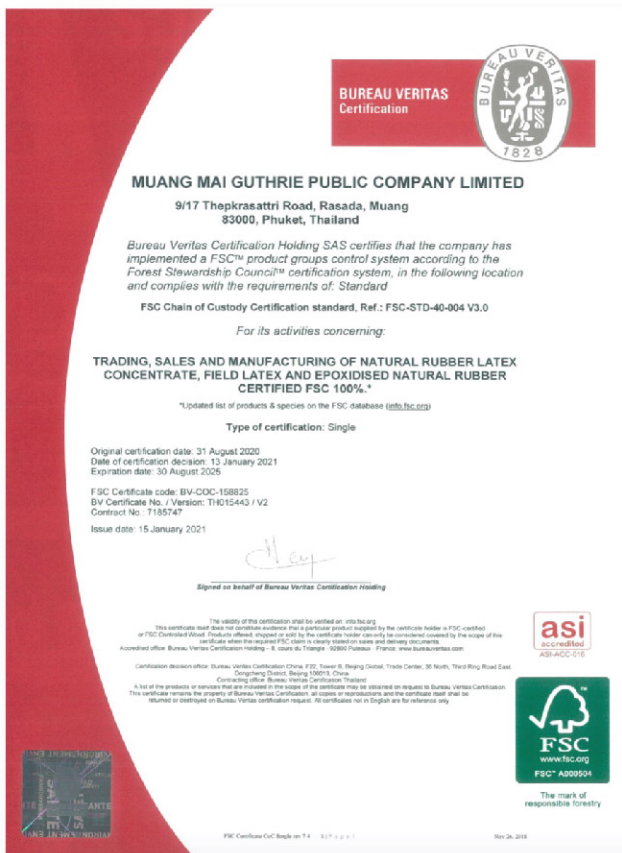
To protect whistleblowers or informants who have good faith, the company will conceal name, address or any information that can identify the whistleblowers or informants. They are restricted for only those who have duty and responsibility for investigating the case, that can access the information. They shall keep such information, complaint and documentary evidence confidential, and shall not disclose unless required by laws. In case of any complaint related to an executive, the top executives and the audit committee will protect the whistleblowers or informants, witnesses, and any persons giving information in the fact investigation process from any trouble, danger, or unfairness from such whistle blowing or complaint.



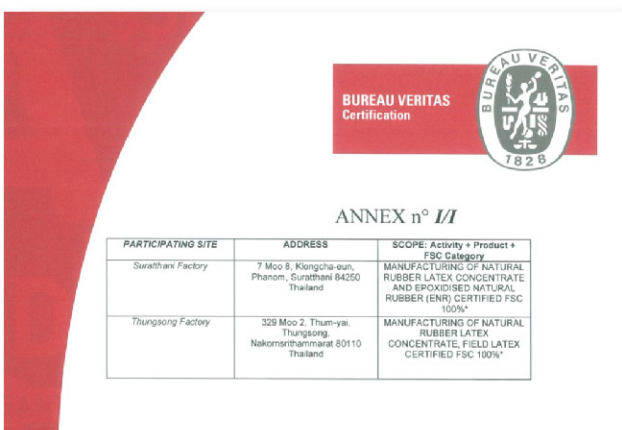
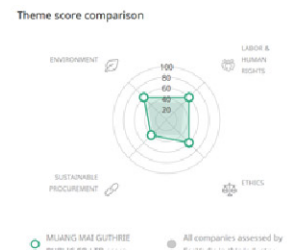
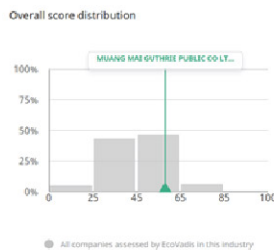
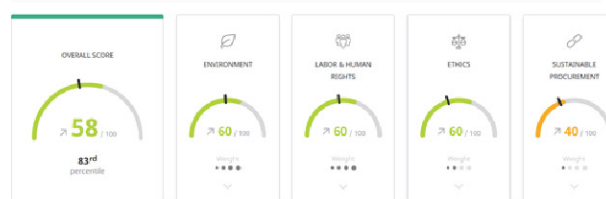


# International standards and awards of year 2020

The company has integrated, developed, and improved economy, environment, society, morality and sustainable operation, that is has been assessed sustainability by **ECOVADIS SUPPLIER SUSTAINABILITY RATINGS in 2019**. The company's score was rated at rank No. 58 (Silver medal in recognition of CSR achievement) which was higher than preceding year at 46 because of provision of the environmental management system: ISO 14001, occupational health and safety system: ISO 45001 and FSC COC (Forest Stewardship Council: Chain-of-Custody Certification).



ECOVADIS SUPPLIER SUSTAINABILITY RATINGS  
Silver medal in recognition of CSR achievement  
**MUANG MAI GUTHRIE PUBLIC CO., LTD.**



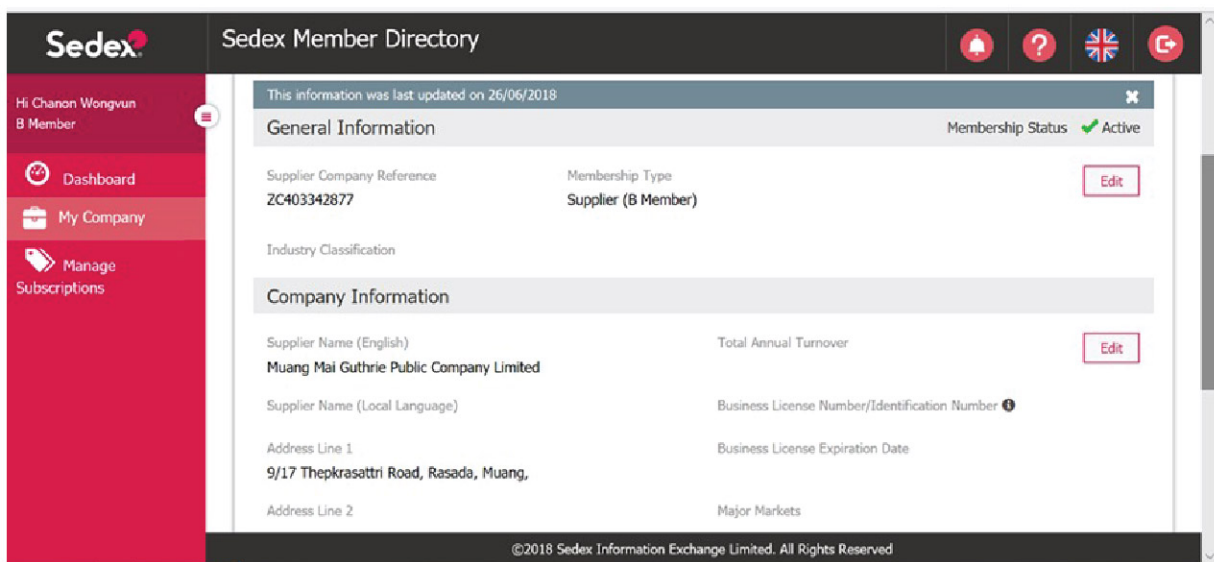




It is also a member of the company, applying for membership of **SEDEX MEMBERS ETHICAL TRADE**, an organization originated from the grouping of leading organizations' members, and established as non-profit organization to provide a theory or tool to drive ethical development and responsibility for business operation in the world-class supply chain. The system is audited for 4 main subjects (version 6.0) as follows:



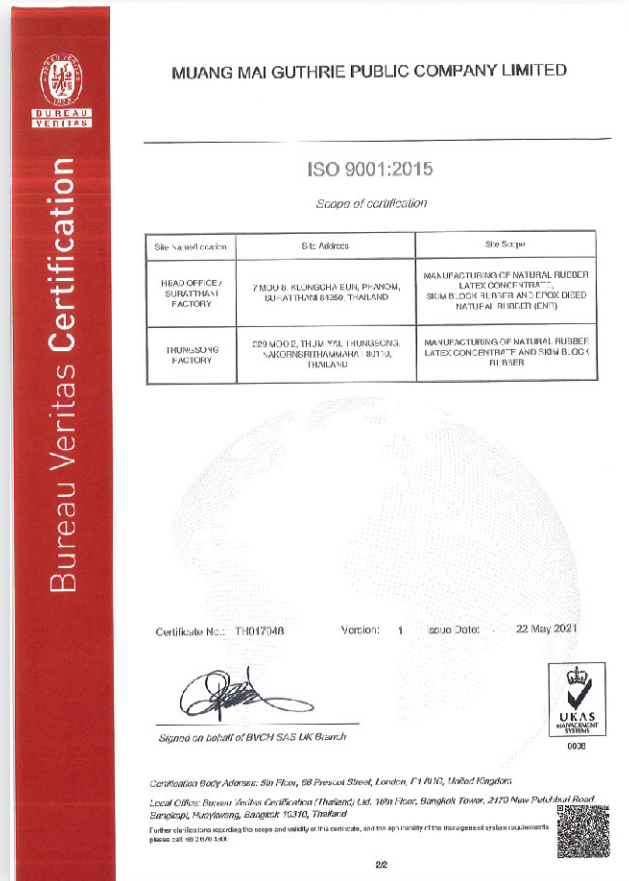
The audit of these 4 subjects passed all requirements with certification to be informed to customers and shown in the **Sedex Members ethical trade audit report**.







The company has been certified for universal standard quality management system: ISO 9001 Version 2015



The company has been certified for its standard quality management system: **ISO 9001 Version 2015** to assure quality of the production of the company whose system is reliable that any processes are controlled and supervised with a clear identification system and work procedure. It is to ensure that personnel in the organization realize their duties, responsibilities and procedures with knowledge and skill training, data recording, and performance check if it meets the system or not. All mistakes must be corrected, and a guideline to prevent recurrence must be provided. Furthermore, understanding the organization and its contexts, comprehending needs and expectations of stakeholders for risk and opportunity management as well as other requirements is a basis to help the organization to develop sustainably.



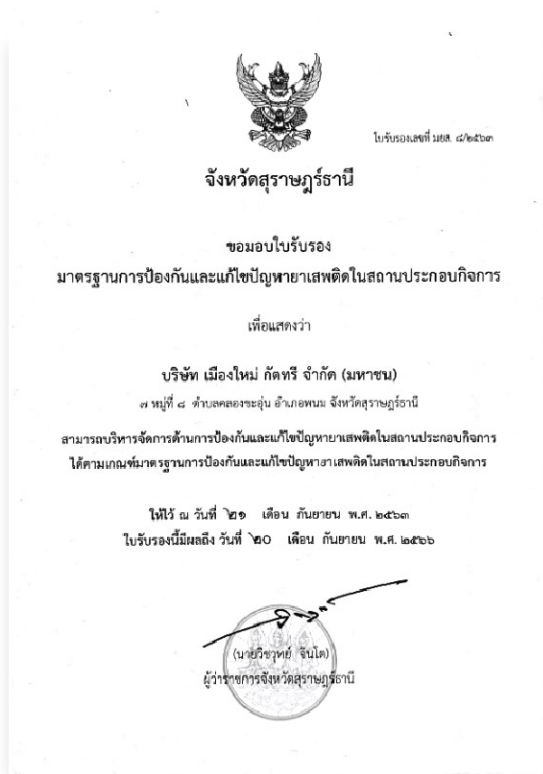


## Cooperation with government sectors and organizations and various awards



### National Shippers' Council Provincial Chamber of Commerce

The company has a guideline to cooperate with external organizations such as government authorities, temples, schools, municipalities, to take part in every part of the society for economic, social and environmental development as well as being a member in different organizations including Thai Latex Association, the Federation of Thai Industries Provincial Chapter, Thai National Shippers' Council and the Provincial Chamber of Commerce.







## Research, development and improvement projects

1

### Project of de-ammonia tower's efficiency enhancement, electric power reduction, and minimization of ammonia stripping danger (Thung Song and Surat Thani Factories)

It is a project that the Company researches, develops and designs ways to improve machine and equipment of the de-ammonia tower, used to remove ammonia from skim, by replacing it with de-ammonia chute to enhance efficiency of ammonia removal. The electric power consumption is reduced by releasing it to flow along the steel rail from above to below parts. Dangers from claiming or falling can be minimized with replacement of the old machine and equipment for employees to work safely and clean the worksite more conveniently. The electric power can be saved for 373,939 units/-year or 1,417,229 Baht per factory.

Before



After





## Energy conservation project by replacing Decanter centrifuge with sludge dewatering press (Thung Song Factory)

2

It is a project to reduce power consumption and decrease noise pollution from the decanter centrifuge with loud noise by using the sludge watering press machine instead with better performance about water treatment, and cheaper maintenance cost. Electric power can be saved for approximately 63,005 units or 238,791 Baht.

Before



After





### 3

## Homogenizer concentrate latex improvement project (Thung Song Factory)

It is a long-term project to reduce energy use and enhance safety for operations of employees by implementing the inverter system to control and minimize power consumption for Microtex latex production.

### Before



### After





## Waste and cost reduction for skim block production (Thung Song Factory)

4

It is a project to reduce waste and cost of production in the skim block production process, which is caused by long time of skim block being on the production line resulting in epoxidation between rubber and air. The rubber will look darkened with dark spots and cracks, and repetitive work and overtime working is required with higher electric, fuel and plastic cost.

After the research, development and improvement of the rubber pond before production, the work processes can be reduced, production cost is decreased, and power and workers can be saved because of easier work. The rubber is not sticky and dry and that the skim block's quality is good without the production's waste.

Before



After



## Wet scrubber installation project

5







## CSR Projects

### for community and social development

#### Children's Day (Both factories)

- **Activity**

Distribute stationery and rewards, enjoy activities, and play games with children.

- **Result**

Children enjoy the activities and are happy with rewards and gifts from the event.



#### Repair classrooms, fences and playground of Wat Tham Yai School

- **Activity**

The company repairs and improves the electric system, paints the fence, classrooms and playground to look new and be safely used.

- **Result**

Children have the new rides, classrooms, and safe electric system, and the company has good relationship with the school.





## Running for charity in grandparent's activity



- **Activity**

Employees exercise and make merit in such project.

- **Result**

The employees exercise and make merit, and the company and the community have good relationship.

## Donating blood with Red Cross Office, Thung Song District

- **Activity**

Employees of MMG & MMGP donate blood as a reserve for Thai Red Cross.

- **Result**

The employees make merit and donate blood to help the society and build up good relationship with government sectors.





## Giving scholarship for employees' children and 6 schools in Tham Yai Sub-district



- **Activity**

Giving scholarship for students in 6 schools in Tham Yai Sub-district

- **Result**

The community's students and employees' children are granted scholarship to ease burden of their family.

## Helping drought victims

- **Activity**

Distribute raw water to the communities and schools during drought for 44,600 liters.

- **Result**

The villagers and schools that are affected by drought have water to use to mitigate troubles of the villagers and schools in the community.





## Produce COVID-19 face shields for employees, medical personnel and government officials

- **Activity**

Jointly produce COVID-19 face shields for government authorities, medical personnel and company's employees.

- **Result**

The government authorities, medical personnel and company's employees have equipment for basic COVID-19 protection.



## Helping bedridden patients

- **Activity**

Surveying bedridden patient in Village No. 2 and Village No. 9, Tham Yai Sub-district, Thung Song District, together with the village's medical volunteers to visit them and give consumption products as well as rubber healthy rubber pillows and necessary equipment for elderly people, and bedridden patients in the community.

- **Result**

To bring morale and encouragement to bedridden patients and their families.



## Supporting sports club of Khlong Cha-un Sub-district

- **Activity**  
Give scholarship for purchasing sports equipment and supporting community health.
- **Result**
  - People in the community and employees participating in sports and exercise activities have better health.
  - Harmony and good relationship between the company and community are reconstructed.



## Supporting food trays for students at the school

- **Activity**  
Give food trays to the school for students to use to have clean and safe lunch.
- **Result**  
It helps the students to have clean and hygienic containers for lunch.



## Supporting the repair of the village's water tank

- **Activity**  
Support budgets and workers to repair the village's water tank.
- **Result**  
The villagers have sufficient water in every season.





## Providing alcohol gels for Khlong Cha-un Sub-district Municipality



- **Activity**

Provide alcohol gels to prevent COVID-19 for government authorities, medical personnel and company officers.

- **Result**

The government authorities, medical personnel and company officers have COVID-19 alcohol gel for basic protection.

## Visiting fresh latex suppliers and farmers

- **Activity**

Visit fresh latex suppliers and farmers to educate them about fresh latex's quality maintenance and trading post cleaning as well as %drc, VFA testing, and latex reconditioning agent at the trading post before delivery to factories.

- **Result**

Farmers and the fresh latex trading posts have knowledge about how to maintain quality of fresh latex and find correct and quality %DSC and VFA.







## Summary of annual overall operation

### ● Fresh latex bought from farmers ●

(Unit ton of dried rubber)

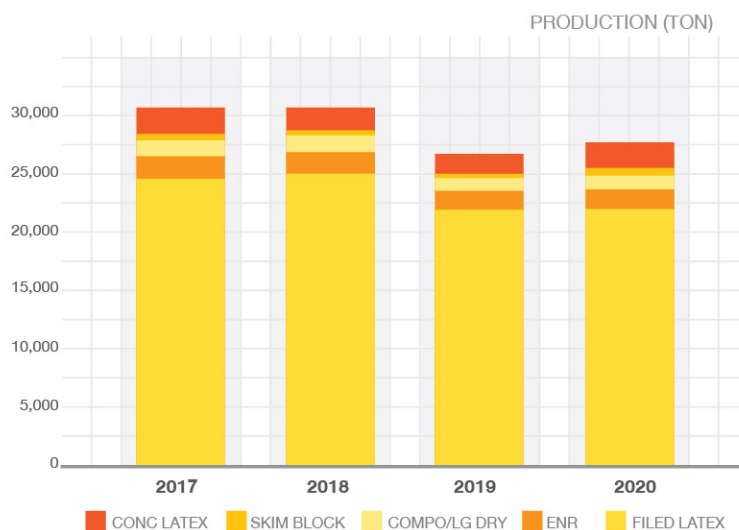
YEAR / TON	2017	2018	2019	2020
Field Latex	28,642	28,706	24,853	25,392
Price	56.94	41.88	42.37	44.53
Value (x1000)	1,630,875	1,202,207	1,053,022	1,130,706

The company purchases fresh latex from small, medium and large farmers as well as cooperatives. The purchase points that sell fresh latex for the company shall pass the assessment of latex suppliers by inspecting areas of the latex trading spot and distance to prevent spatial overlapping and to focus on quality latex supply every day.

### ● Total quantity of natural rubber produced by the company from 2017-2020 ●

(Unit ton of dried rubber)

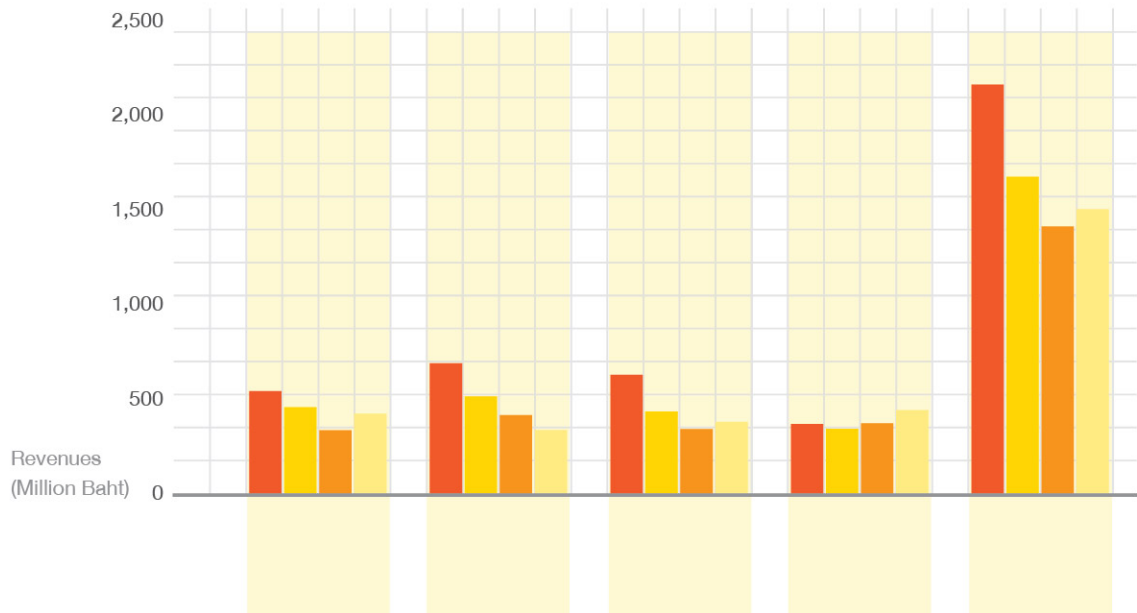
YEAR / TON	2017	2018	2019	2020
CONC LATEX	23,413	23,601	20,771	20,850
SKIM BLOCK	1,867	1,907	1,548	1,597
COMPO/LG dry	1,394	1,397	1,022	1,206
ENR	261	336	492	583
FIELD LATEX	2,142	1,959	1,529	2,053
TOTAL	29,077	29,200	25,363	26,289





● Revenue from total sales in 2017-2020 ●

(Unit: Billion Baht)



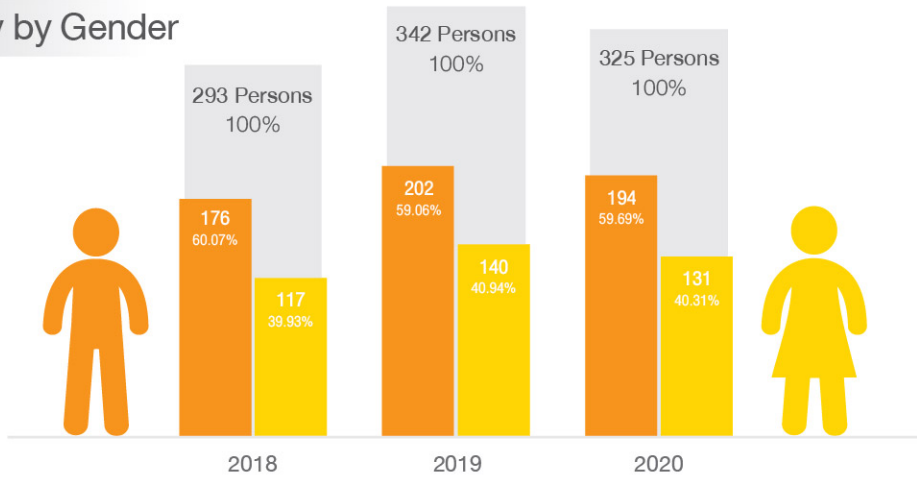
(Million Baht)	Q1	Q2	Q3	Q4	Total
Revenues 2017	505.15	645.23	588.57	330.45	2069.40
Revenues 2018	424.06	472.28	392.61	312.81	1601.76
Revenues 2019	302.15	384.21	317.29	337.10	1340.75
Revenues 2020	385.73	299.17	343.75	403.21	1431.86



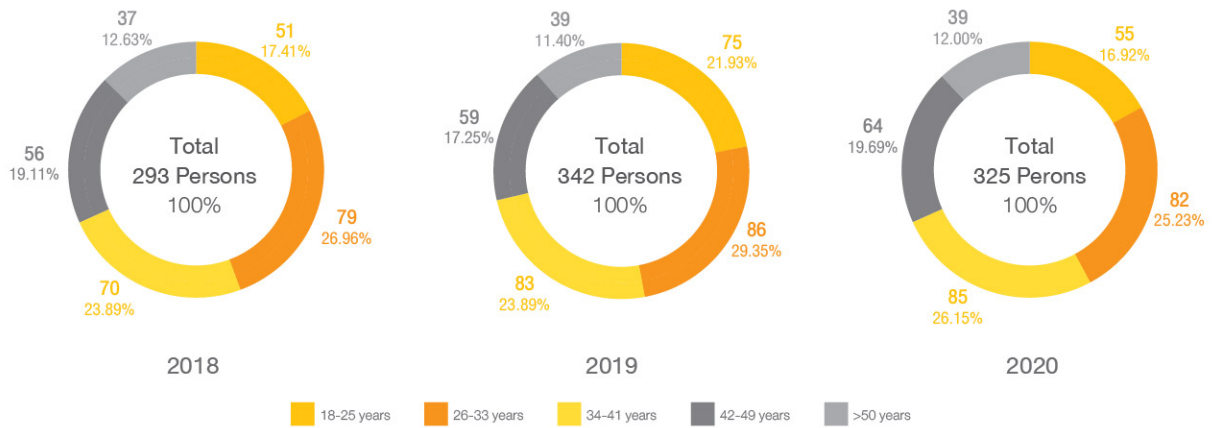


# Number of employees (MMG's employees as of 31<sup>st</sup> December 2020)

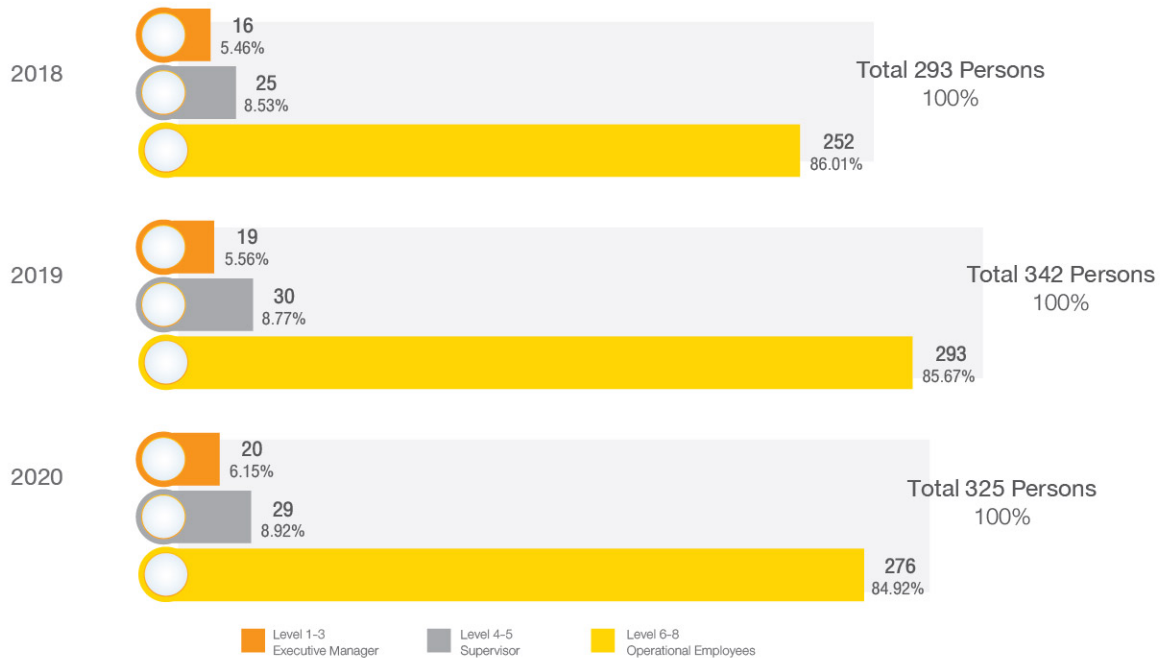
## • Category by Gender



## • Category by Age

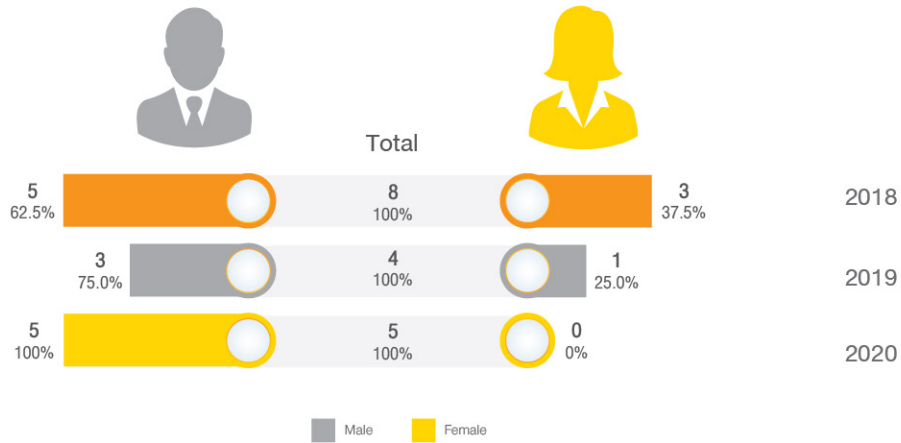


## • Category by Level

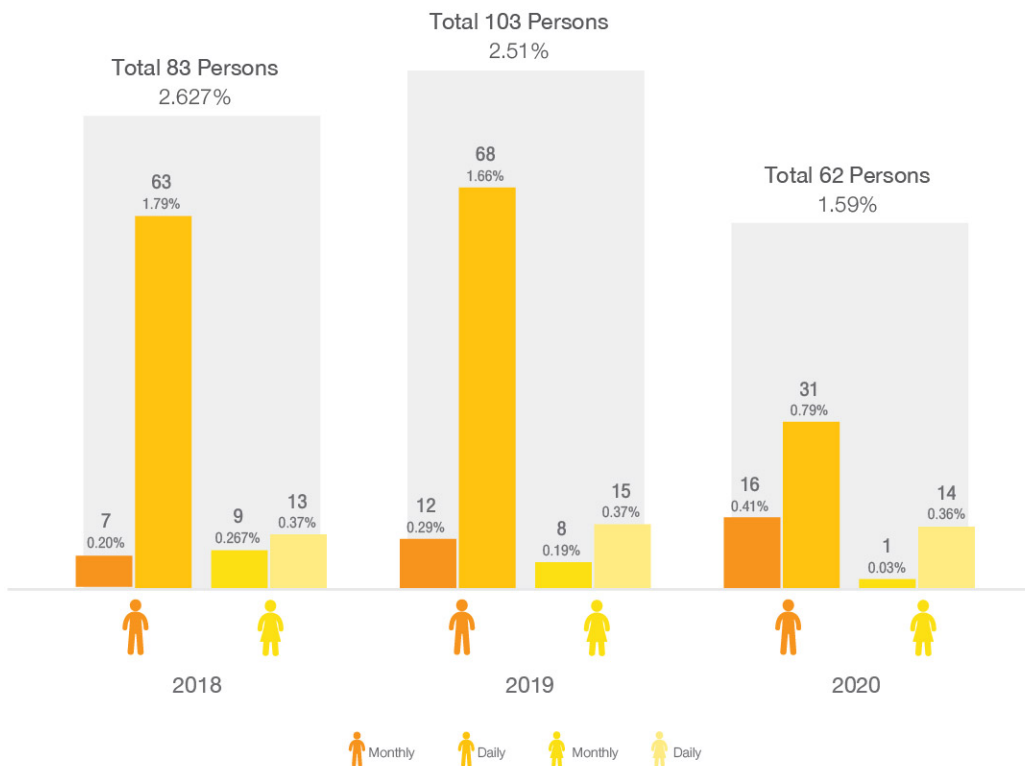




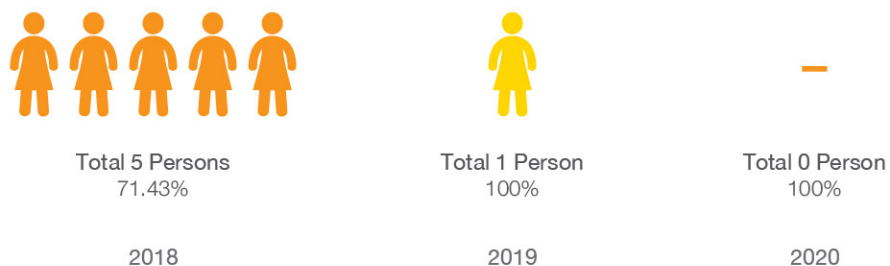
## Number of Promoted Employees



## Turnover Rate

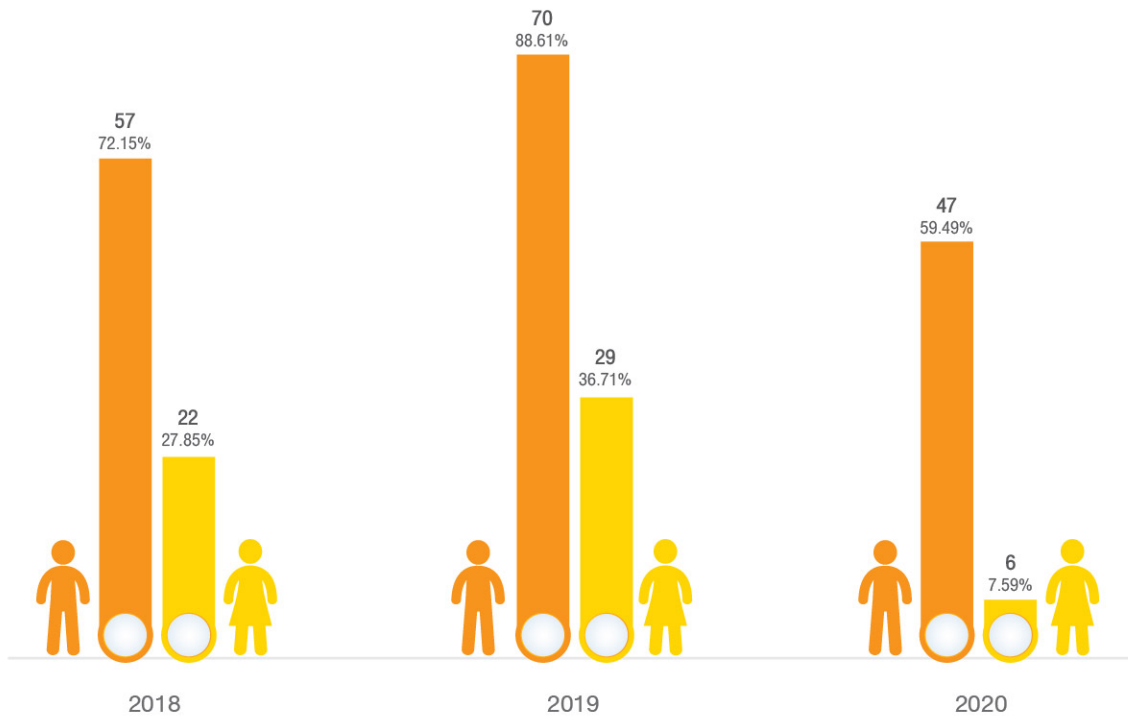
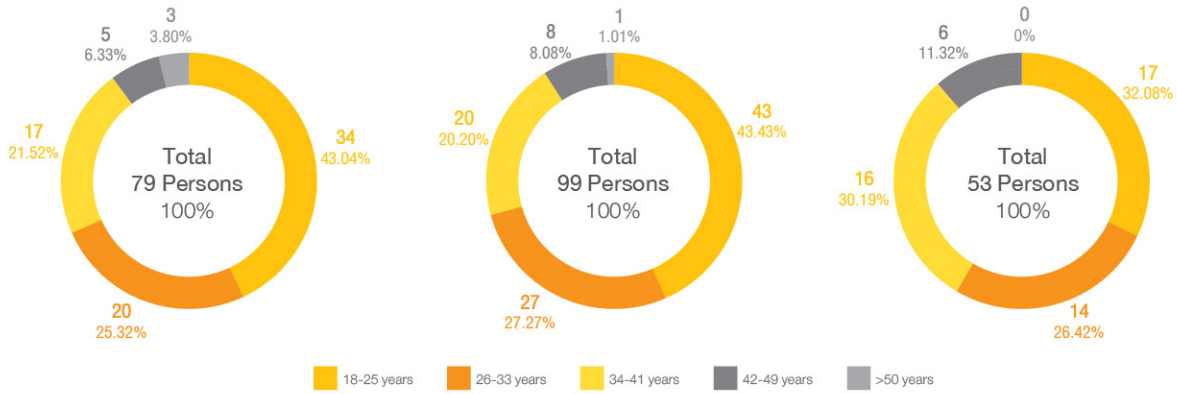


## Employees with Maternity Leave and Return to Work

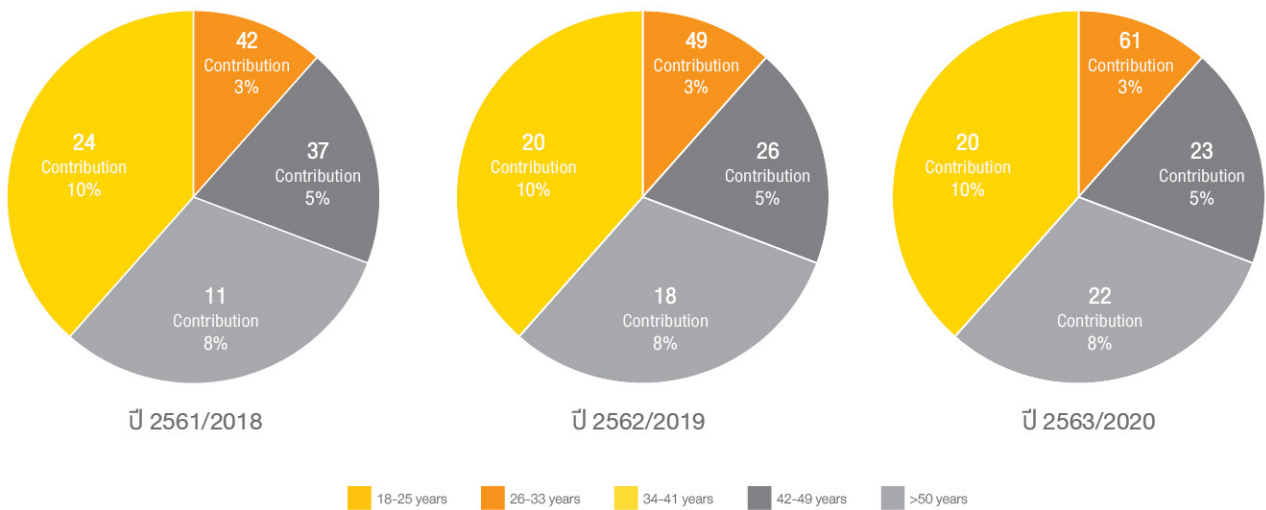




• Newcomers

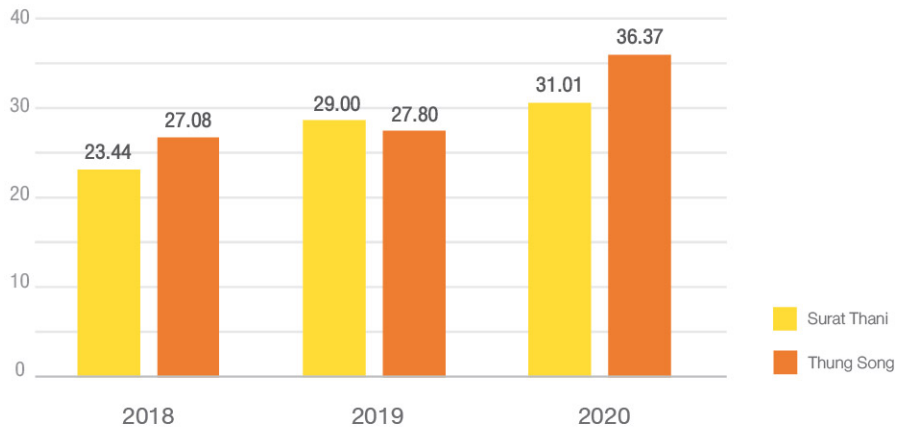


• Rate of Provident Fund Contribution

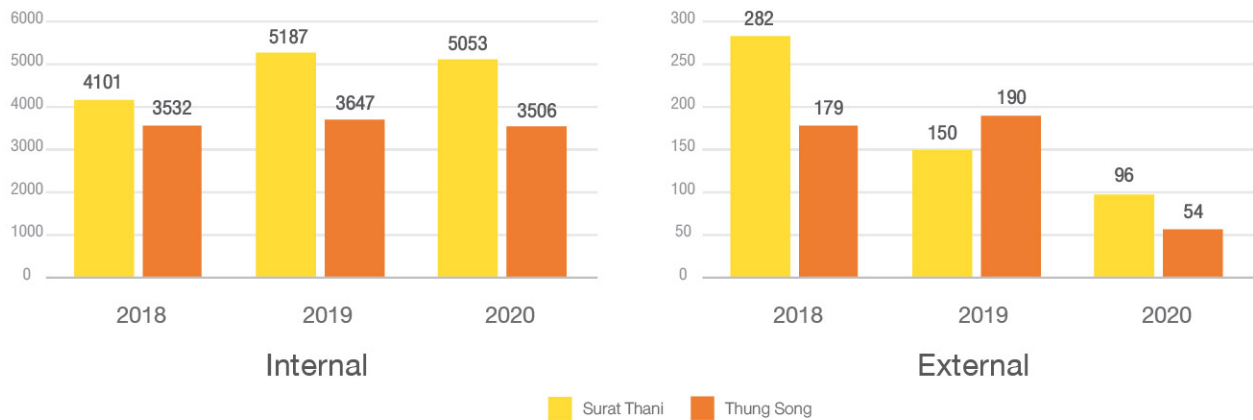




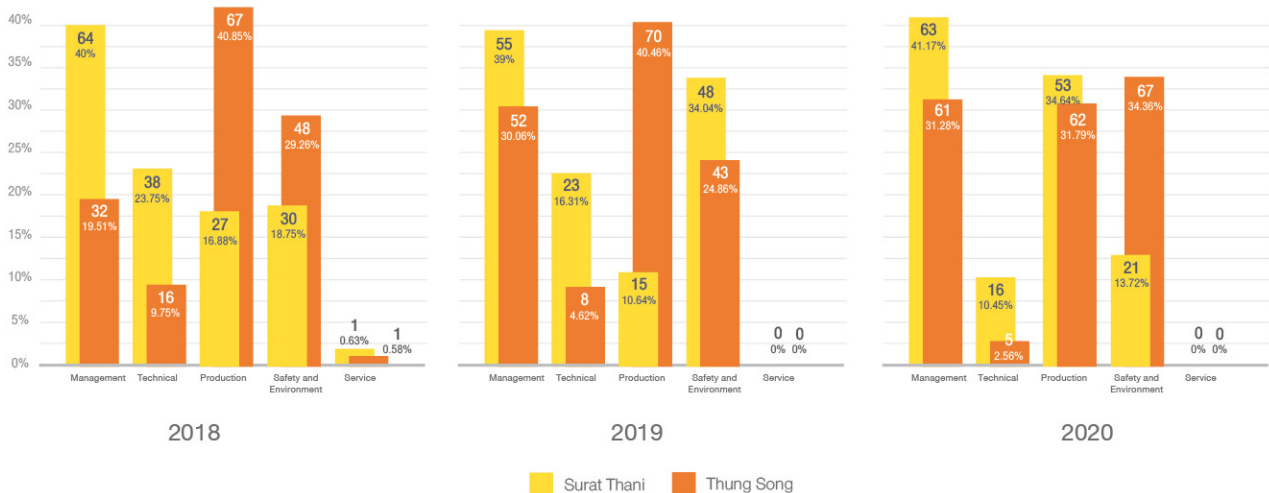
Average Training hour/year (hour/person/year)



Category by Type of Training (including OJT) (hour)



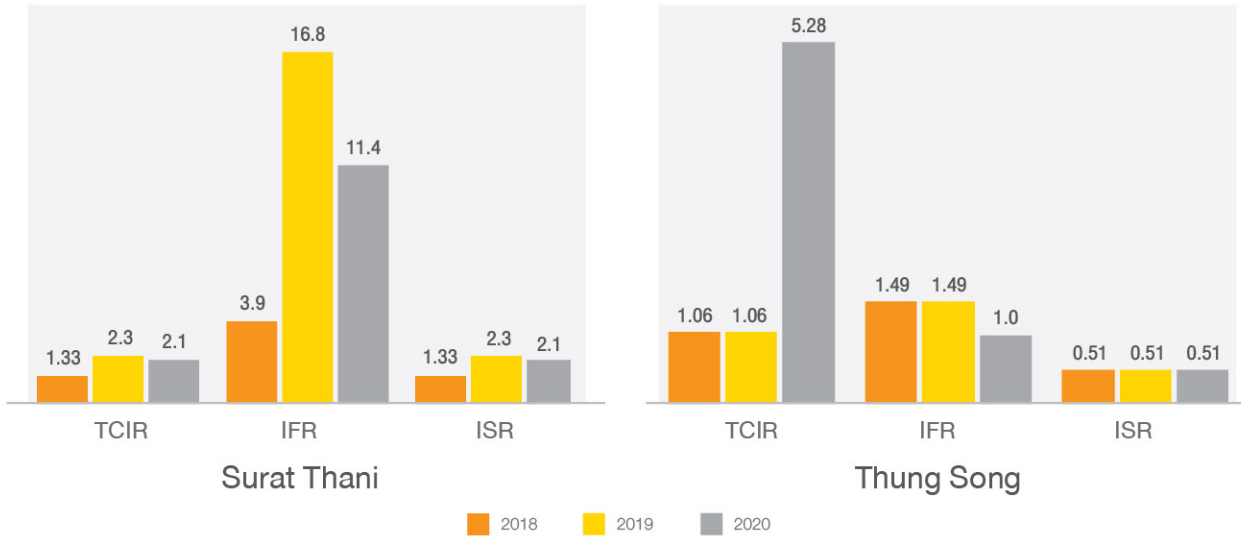
Category by Type of Training (including OJT) (hour)





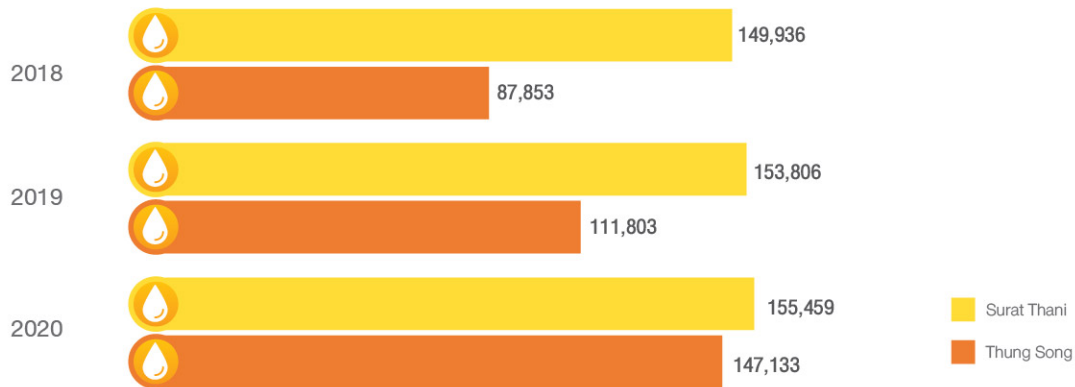
## Overall Occupational Health and Safety Operation

### Accident Statistic

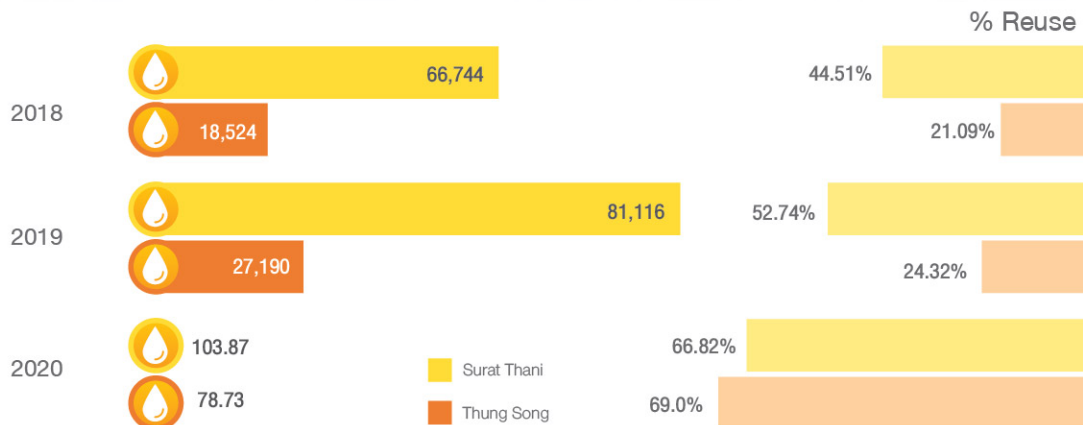


## Overall Environmental Operation

### Water Use (m<sup>3</sup>/ year)

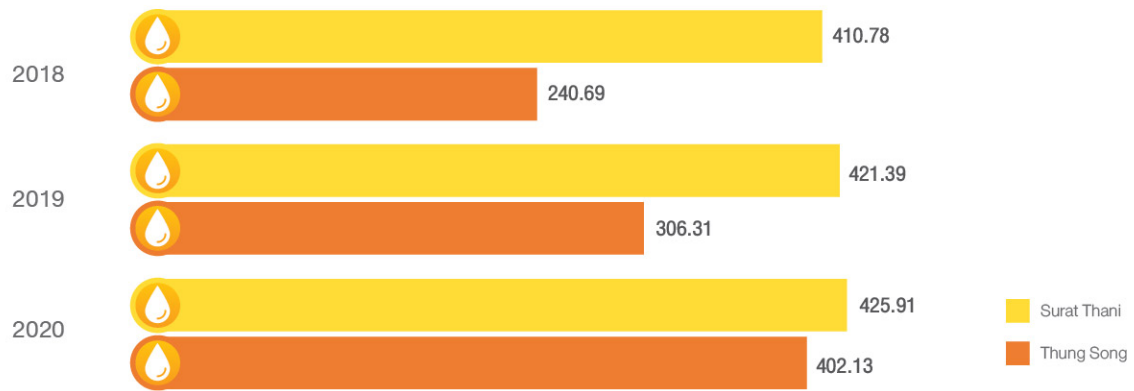


### Water Management for Reuse (m<sup>3</sup>/ year)

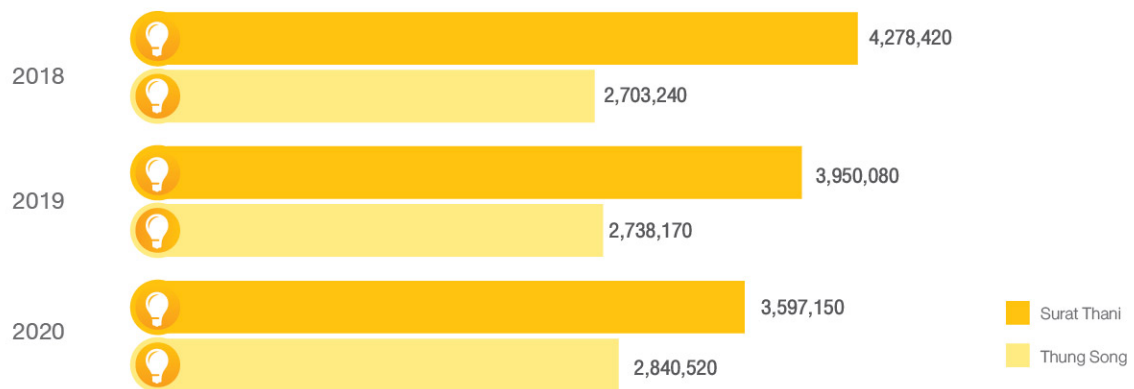




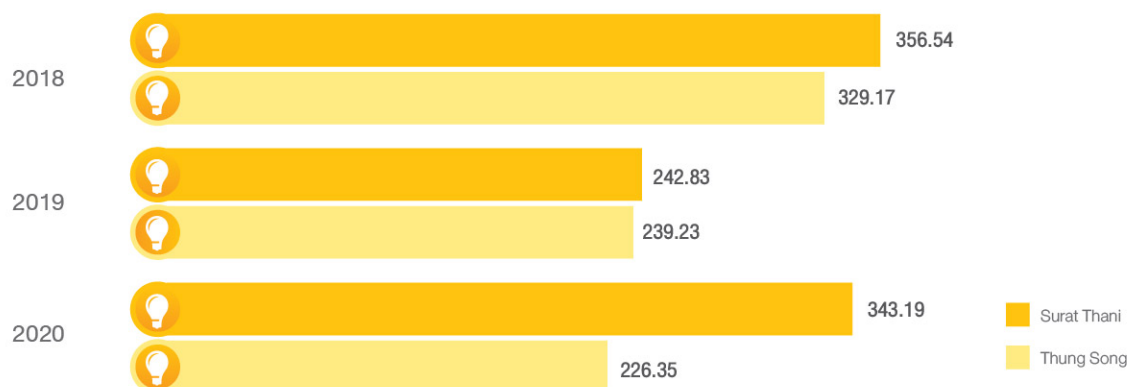
### Average Water Use/day (m<sup>3</sup>)



### Power Consumption Rate (kilowatt-hour)



### Power Consumption Rate (kilowatt-hour/ton)





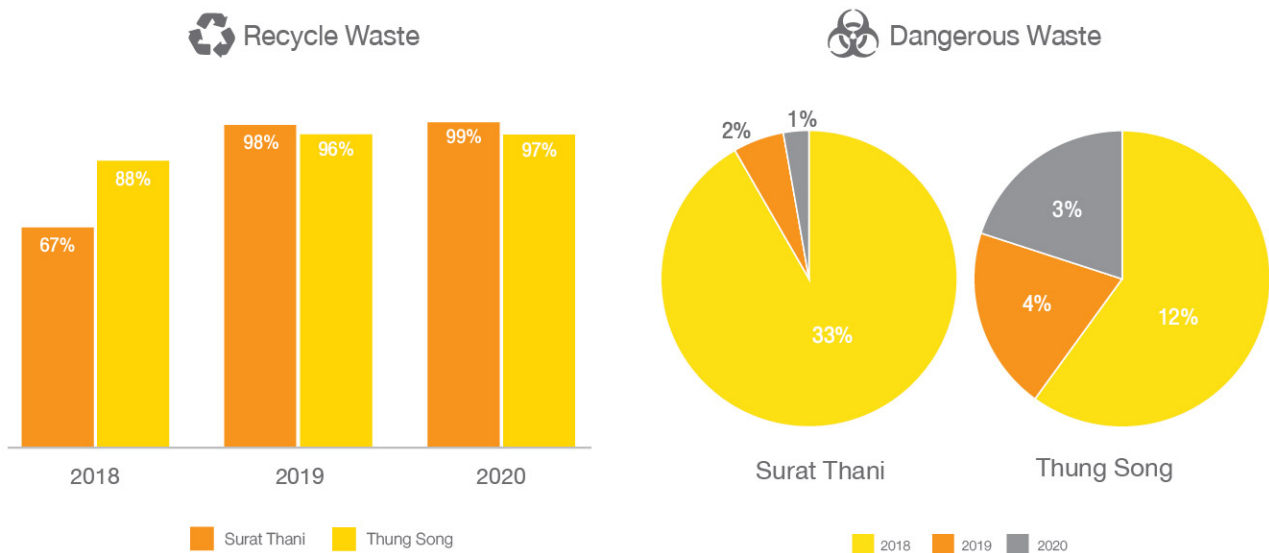
## Treated Water's Quality Check in December

	PH	SS	TD	BOD	COD	
	5.5-9.0	≤50	≤3000	≤20	≤120	
2018	6.6	16	590	3.6	30	Surat Thani
2019	6.2	33	1800	15	120	
2020	6.6	21	900	4	64	
2018	7.2	36	2300	16	119	Thung Song
2019	6.6	16	930	6.9	100	
2020	7.3	9	370	6.6	32	

## Air Quality Check Result

	TSP	SO2	NO2	CO	
	(≤400 mg/m3)	(≤500 ppm)	(≤200 ppm)	(≤870 ppm)	
2018	17.11	4.12	6.61	51.71	Surat Thani
2020	8.11	1.86	0.81	9.89	
2019	6.60	0.51	0.33	6.61	
2018	21.11	5.61	2.11	38.41	Thung Song
2020	8.12	1.61	0.45	12.41	
2019	6.11	1.86	0.41	8.41	

## Rate of Waste from Production Process by %





# GRI Content Index (MMG)



GRI Standard Title	Disclosure Number	Disclosure Title	Page	
<b>GRI 101 : Foundation 2016 General Disclosures</b>				
<b>GRI 102 General Disclosures</b>	<b>Organizational Profile</b>			
	102-1	Name of the organization	2	
	102-2	Activities, brands, product, and services	2-7	
	102-3	Location of headquarters	2	
	102-4	Location of operations	2	
	102-5	Ownership and legal form	5-6	
	102-6	Markets served	7-8	
	120-7	Scale of the or organization	8	
	102-8	Information on employees and other workers	41	
	102-9	Supply chain	11	
	102-10	Significant changes to the organization and its supply chain	5	
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