

# STARTING OUR SUSTAINABILITY JOURNEY



# In remembrance of His Majesty King Bhumibol Adulyadej On 13 October 2016, the Kingdom of Thailand lost the world's longest-reigning monarch. Gone, but not forgotten; we at Southland Rubber Group will always remember His Late Majesty King Bhumibol's profound legacy to the people and nation of Thailand. We will always honour our monarch by following in his footsteps and carrying on his royal legacies.

# ABOUT THIS REPORT

This is Southland Rubber Group's first sustainability report covering the Group's sustainability performance for the period 1st January to 31 December 2017. Our next sustainability reports will be published on a yearly basis.

#### Scope and boundary

The content of this report covers all rubber processing operations of the Group in Thailand, which are managed by our seven key subsidiaries: Southland Rubber Co., Ltd., Southland Resources Co.,Ltd., Southland Latex Co.,Ltd., Southland Resources (Chumphon) Co., Ltd., Southland Latex (Phatthalung) Co., Ltd., Uni-Rubber Co., Ltd., and Unimac Rubber Co., Ltd.

#### Guidelines and standards

This sustainability report references the Global Reporting Initiative (GRI) Standards 2016. We have prepared the content based on the GRI Reporting Principles for defining report quality. Most of the required GRI General Disclosures (GRI 102) on the organisation profile, stakeholder engagement, and reporting practices are included in the report.

The key sections in the report are based on the three main sustainability dimensions defined by GRI. Economic, Environmental, and Social. The report also reflects the alignment between Southland Rubber Group's sustainability objectives, the Sustainability Development Goals (SDGs), and the topics under the ISO 26000 Guidance on Social Responsibility for organisations.

As we are still in the process of developing a structure to measure the relevant sustainability performance within our operations and value chain, we will consider having our future reports prepared in accordance with the GRI Standards.

We did not seek external assurance for this first report, however due care has gone into the disclosure of the information presented in this report.

#### Feedback

The Group places great importance in listening to our stakeholders and readers of this report. We welcome all suggestions for improvements and feedback on any aspect presented in this report. If you have any comments or questions, please contact the reporting team at csrasouthlandholding.com.

# Table of Contents

- About this Report
  - Managing Director's Message
- About The Company
- Our Value Chain
- Sustainability Framework
- Materiality Matrix & Stakeholder
- Prioritisation

11

- Sustainability Targets
- Stakeholder Engagement
- 14 16 **Economic Aspect**
- 19 **Environmental Aspect**
- Social Aspect

# Our Global Presence

Since 1999, Southland Rubber Group has made multiple investments in other countries. Coordinated by Southland Global Pte. Ltd. in Singapore, the Group has a presence in North America, Europe, China, Indonesia, Malaysia, India, Myanmar, Vietnam, and Singapore.

However the Group outside of Thailand is currently not reporting on sustainability performance. Based on the experience we acquire in developing and strengthening our reporting framework in Thailand, Southland Rubber Group intends to help inculcate best reporting practices within all Southland entities at global level in the near future.

See www.southlandglobal.com for more information.

# MANAGING DIRECTOR'S MESSAGE

I am very pleased to present to you Southland Rubber Group's first sustainability report. We are humbled to be taking our first meaningful step towards communicating our sustainability journey with you.

Dear Stakeholders,

For the past 32 years, even before sustainability became a key word in business, trust and respect were the main principles that have continued to guide and inspire us. Through a competitive business environment, these principles never fail to bring our company to life, in our corporate culture, and in our relationship with our employees, customers, suppliers, and the community at large.

Today, with the multifaceted challenges faced by the sustainable development of natural rubber, we understand that we must further uphold our principles to align with our stakeholders' interests in intensifying our corporate social responsibility (CSR) efforts.

In our endeavor to align our CSR commitment with our business purpose and principles, we have defined our significant material topics into four categories:

#### **Environmental Protection**

It is vital that we strike a balance between economic sustainability and environmental sustainability; we strive to nurture economic growth and shall contribute to achieving a sustainable society via our environmental initiatives.

#### **Customer Focus & Quality Products**

Our customer-centric operating model ensures high customer satisfaction ratings; it is our mission to consistently deliver high-quality and reliable products and services while gaining valuable insights from our customers' feedback

#### Supply Chain Management

Being a responsible corporate citizen, we shall identify effective engagement with our suppliers; we are committed to keeping track of our supplier activities, educating and encouraging our suppliers to adopt social responsibility, and mitigating risks.

#### Fair Labour Practices & Human Rights

We recognise the value of investing in our employees for sustainable corporate growth; we are committed to compliance with international standards of human rights and implementation of fundamental labour rights.

Our commitment to producing a quality product and delivering value has been the backbone of our business since its inception. While we are proud of our achievement thus far, we recognise that our business is on a long journey towards a sustainable future.

We sincerely hope for, and look forward to, your continued guidance and support. Thank you for your interest in Southland Rubber Group.

Pherm Tirasarnvong Managing Director Southland Rubber Group is a leading natural rubber producer and exporter. Established in 1986, we are a private limited company with our headquarters located in Hatyai, Thailand. Our presence in the country consists of seven entities managing a total of 16 production plants, which represent all our operations and are located in the southern, eastern, and northeast region of Thailand.

We have served numerous customers around the world over the past three decades with our primary markets being China, USA, Japan, Korea, Thailand, Malaysia, as well as Europe. With our strong track record in product quality, we have been fortunate to produce and supply rubber for many of the world's leading tyre brands and other rubber products manufacturers.

We are a member of the Thai Rubber Association, Thai Latex Association, The Federation of Thai Industries, Thai Chamber of Commerce, and Thai National Shipping Council (TNSC).

## **Our Products**







- · RSS 1
- · RSS 2
- · RSS 3
- · RSS 4 · RSS 5

- STR 10 • STR 20
  - Mixture
- Compound
- · High ammonia concentrate
- Low ammonia concentrate
- Double centrifuge
  - Deprotenized

### In 2017

We employed over 5000 personnel

> **40%** Female **60%** Male

Over **80%** of our workforce were employed in processing plants

Our sales revenue was more than

> **US\$ 1.5** billion

Exported our products to more than 20 countries

worldwide

RY, Rayong [Latex]

PT, Phattalung [Latex] BJ3, Rayong [STR]

UMR, UMR-RSS [RSS] UMR. UMR-LATEX [Latex]

7

BJ5, Chumphon [STR] BJ6, Trang [STR]

BK, Bangklum [Latex]

BJ1, Tham-Pannara [STR]

···1991····

1999 ....

·2003 · · · 2009 · · · 2010 · · · 2016 · · · >

· 1986 · · · 1987 · · · 1988 ·

Headquarter

Unirubber Co., Ltd.

Southland Rubber Co., Ltd.

Southland Latex (Phatthalung) Co., Ltd.

Southland Resources (Chumphon) Co., Ltd.

Southland Resources Co., Ltd.

Unimac Rubber Co., Ltd.

Southland Latex Co., Ltd.

YL. Yala [RSS]

BJ2, Bangklum [STR]

NTW. Nathawee [Latex] BJ4, Buengkan [STR]

Southland Rubber Co., Ltd.

SN, Suratthani [RSS]

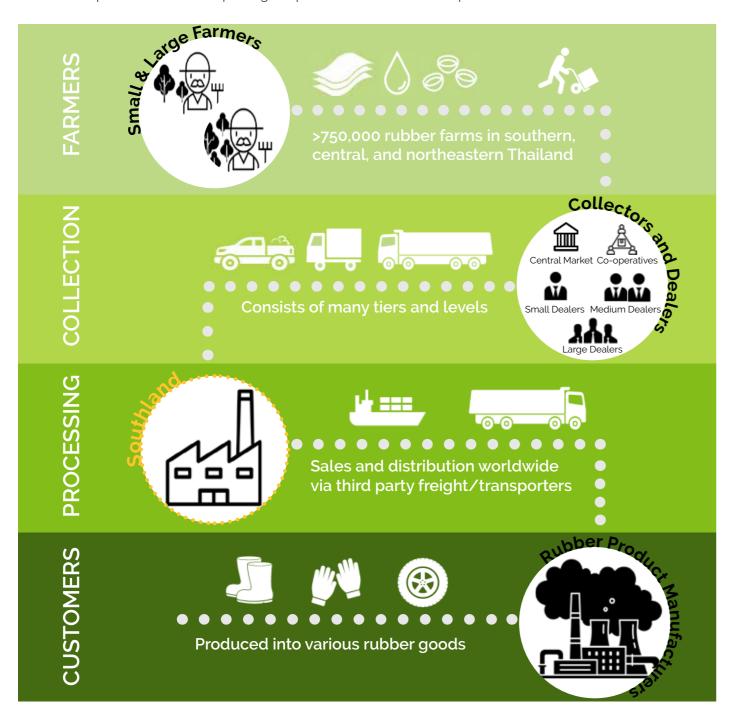
**HX**, Bangklum [RSS] TSU, Thongsong [RSS]

1994

# OUR VALUE CHAIN

Rubber trees thrive in a humid tropical environment, and this makes Thailand one of the best places in the world to harvest fine quality rubber. Rubber tree cultivation, tapping, and processing make every step of our value chain labour intensive, relying on thousands of workers in both our operations and supply chain.

Although we do not have full control over how our rubber is transformed and subsequently used and disposed of as an end product, we can have a positive influence during the sourcing and processing activities, which remain prone to various social and environmental challenges. It is in these two areas of our value chain that Southland Rubber Group is committed to improving our performance in a more responsible and sustainable manner.

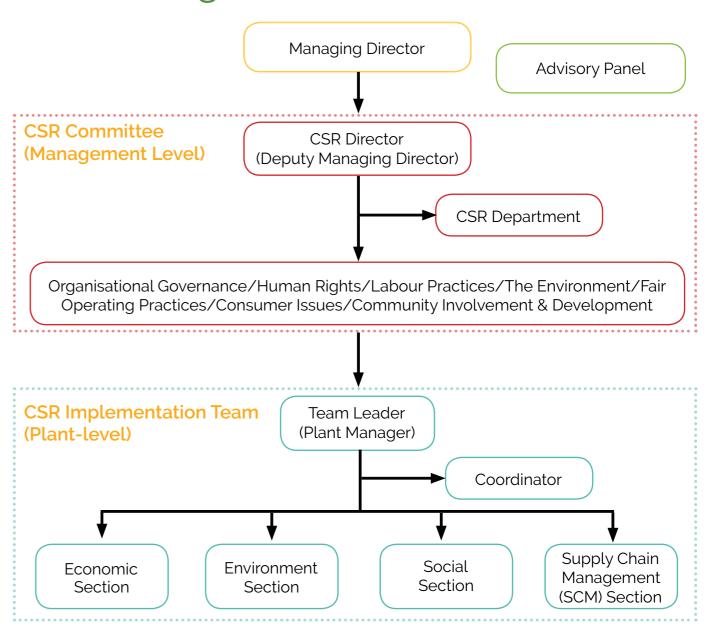


# SUSTAINABILITY FRAMEWORK

In order to apply a more strategic approach to our existing activities and processes, Southland Rubber Group established a sustainability framework in 2017. The framework looks at how we plan, implement and evaluate our sustainability performance to ensure continuous improvement across our operations and value chain.

The pillar of our sustainability framework is our cross-organisational CSR committee, which is chaired by our deputy managing director and comprises heads of all our business units. Together with our newly formed CSR department, the committee plan the Group's overall sustainability direction and oversee various sustainability topics material to our business and stakeholders.

## **CSR Management Structure**



10

## **CSR Policy**

Southland Rubber Group's CSR policy is aligned with internationally recognised frameworks such as ISO 26000 guidance on social responsibility and the principles of the UN Global Compact. Our policy confirms our sustainability objectives under five clauses highlighting our material themes. It is non binding and provides guidance for our internal and external stakeholders - i.e. employees and suppliers - on our common responsibilities to meet these objectives.

#### MAIN CLAUSES



Human rights & Labour practices



Fair operating practices



Business conduct and corporate governance



Health, safety and the environment



Supporting the community



Photo of Management and staffs during company wide deployment of CSR policy in late 2016

## Sustainability Strategy

Southland Rubber Group's sustainability strategy reflects our commitment to the environment and the people. It also complies with relevant national laws, international guidelines and industry standards.

To ensure our economic activities contribute to sustainable development, we have put in place various measures, objectives and targets to advance environmental protection, decent labour practices and customer satisfaction through the entire value chain.

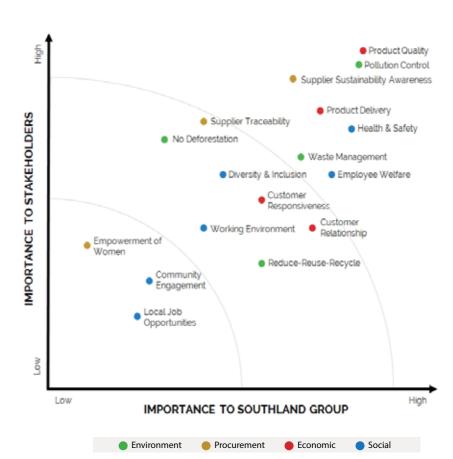
# Materiality Matrix & Stakeholder Prioritisation

At the beginning of 2017, we launched a countrywide survey in the form of an online questionnaire and face-to-face interviews to understand the needs and expectations of our stakeholders. Over the course of three months 5,500 responses were received from individuals or companies that make up our seven key stakeholder groups.

The results of the survey were assessed by the CSR Committee and our senior management together with an external CSR consultant and our reporting team in June 2017. Topics that are significant to the company and its key stakeholders were identified based on a risk management approach and the stakeholders' level of influence and direct or indirect dependency on Southland Group operations, products, and performance.

As part of this report's preparation, the CSR Committee, senior management and key operational managers met again in January 2018 to confirm and refine the prioritisation, identify the most material topics and set the Group's new sustainability objectives and targets. Our current materiality matrix is shown here.

While we aim to achieve our targets related to climate change by 2020 and 2030, other targets are on a shorter term or on a yearly basis. As 2017 is our first reporting period, it defines our baseline year for all key performance indicators (KPIs).



# SUSTAINABILITY **TARGETS**

### **Environmental Protection**



#### **BIODIVERSITY**

To increase green areas around rainwater ponds to create a biotope

#### WASTE MANAGEMENT

To improve waste management to cut greenhouse gas emissions and air pollution

5000 trees planted each year

By 2020, 50% reduction in total waste disposed via landfill and 100% reduction via open burning By 2030, 100% reduction in total waste

#### WATER MANAGEMENT

To ensure continuous high efficiency in waste water management

#### CO<sub>2</sub> EMISSIONS

To contribute to the global response to climate change

#### INTERNATIONAL STANDARDS

To align with the latest ISO 14001 requirements

100% of waste water cleaned and reused.

disposed via landfill

By 2020, 5% reduction per production unit

By 2018, all business units certified

#### **SDGs**







ISO 26000 core subjects

6.5 The Environment

### **Supply Chain Management**



#### **ENGAGEMENT WITH SUPPLIERS**

To increase suppliers' awareness and understanding of the Group's CSR

By 2020, 100% of suppliers made aware of the CSR policy

ISO 26000 core subjects

6.4 Labour practices 6.5 The Environment 6.6 Fair operating practices

**SDGs** 

## Fair Labour Practices & Human Rights



#### LABOUR PRACTICES AND HUMAN **RIGHTS**

To ensure fair labour practices and human rights to international standards

standards and processes at all operations

By 2018, implement

#### HIGH RISK OPERATION AND MA-**CHINES**

To ensure a safe working environment for all our employees

By 2018, 100% of high risks eliminated

#### WHISTLEBLOWER SYSTEM

To establish a confidential mechanism for our employees to report improper conduct within the company

INTERNATIONAL STANDARDS

To align with the latest OHSAS 18001

system implemented

By 2018, whistle blower

core subjects

6.4 Labour practices 6.5 Fair operating practices

ISO 26000

requirement

By 2018, all business units certified

# Moving Forward

We recognise that, as the company grows, there will be greater stakeholder scrutiny of our economic, social and environmental performances. Our new sustainability framework is the first step towards formalising Southland Rubber Group's sustainability strategy and better addressing our stakeholders' expectations.

As we progress in assessing the environmental and social impacts of our operations and value chain, we are committed to raising our level of reporting. This will include improving how we engage with our stakeholders, adopting a more proactive approach through our sustainability strategy and expanding our reporting boundaries within our Group and value chain.

## **Customer Focus & Quality Products**



#### **CUSTOMER COMPLAINTS**

QUESTED BY CUSTOMERS

To effectively address all customer complaints and reduce their number

AUDITS & CORRECTIVE ACTIONS RE-

Place equal importance on all correc-

By 2020, zero complaints received during the year

By 2020, 100% of Corrective Action Reports (CARs) completed and answered within required period

6.5 Fair operating practices

ISO 26000

#### PRODUCT DELIVERY

tive actions

To ensure that all product shipments are complete and on time

Bv 2018, 100% of shipments delivered on time

# core subjects

6.7 Consumer issues

14

# Stakeholder Engagement

Engaging stakeholders has been a priority for the Southland Rubber Group since its foundation. However, stakeholder interaction has primarily been on an informal basis and made at business unit level. As part of our first reporting exercise, we are establishing more formal and structured engagement channels to better communicate with our stakeholders and address their expectations.

Our current stakeholder engagement channels are illustrated below.

OUR STAKEHOLDERS	ENGAGEMENT CHANNELS	FREQUENCY
Customers	Customer satisfaction surveys	As needed
	Sales presentations/Business meetings	As needed
	Site inspections/Visits	As needed
	Joint seminars/Conferences	As needed
Employees	Company intranet/Employee newsletter/Emails	Daily
	Production performance/Planning reviews/Meetings	Monthly/As needed
	Training/Workshops	As needed
	• Employee surveys	Annually
Raw Material Suppliers	Incoming raw material checks/Sales transactions	Daily
	Phone call/LINE communication app	Daily
	Field visits/Face-to-face meetings	Daily/As needed
	Supplier surveys	Daily/As needed
Contractors/Outsources	Sales transactions	As needed
	Phone call/LINE communication app	Daily/As needed
	Field visits/Face-to-face meetings	Daily/As needed
	• Supplier surveys	Daily/As needed

OUR STAKEHOLDERS	ENGAGEMENT CHANNELS	FREQUENCY
Government Agencies	Partnership with municipalities	As needed
	Reporting on environmental management	As needed
	Face-to-face meetings/Conferences/Seminars	As needed
	Site inspections/Visits	As needed
Financial Institutions	Financial reports/Questionnaires	Daily
	Formal/Informal visits	Monthly/As needed
	Factory site visits	As needed
Community	Partnership CSR activities	On-going/As needed
	Donations/Volunteering/Local initiatives	On-going/As needed
	Complaints/Suggestions via phone call/Postal mai	On-going/As needed
	Field visits/Face-to-face meetings	On-going/As needed



# ECONOMIC ASPECT

## Governance & Ethics

Corporate governance is key to organisational accountability and transparency. It is the way an organisation keeps watch on itself and its relationships with various external stakeholders. It also defines our corporate behavior within our communities and the overall impact we want to have on the economy and society. Southland Rubber Group strives to ensure that its strategic direction, values, and code of conduct are established and understood at every level of the organisation.

Our code of conduct is instrumental to good corporate governance because it articulates the basic principles and responsibilities that lay out behavioural guidance for our employees. It sets forth the minimum requirements and behavioural expectations for our conduct. We take violation of the standards and rules seriously, and such violation is followed up with disciplinary or legal action.

This code of conduct sets a guideline for lawful and ethical business behaviour and considerations, to ensure that we make the right decisions and take the right actions. The code applies to all employees of the entities and plants within the Southland Rubber Group. It also outlines our responsibility to our key stakeholders: employees, customers, suppliers and community.

# Southland Group's Code of Conduct





# Working with our suppliers to minimise environmental impacts



In early 2017, a Southland Resources Co. Ltd. branch in Bueng Kan Province worked with cup lump (lumps of raw rubber taken from the collection cups attached to rubber trees) raw material suppliers to comply with the Land Traffic Act. Section 20 of the Act requires drivers to be responsible for appropriate safety measures to ensure that during transportation, items or goods are properly protected to avoid falling onto the road to minimise any environmental or health impacts.

When cup lumps are transported to processing facilities, weight from the stacked cup lumps causes serum to drip onto the roads. The dripped serum and its unpleasant odour affects the community and, more importantly, makes the roads slippery. To support the local authority to enforce the Act and help suppliers with legal compliance, we encouraged suppliers to install plastic tanks at the bottom of their trucks to capture the serum. The collected serum is then discharged to our waste water treatment system to be treated. We believe that this will ultimately reduce environmental and health impacts to the society.

To promote and advertise our efforts, purchasing staffs at the branch informed all cup lump suppliers of the requirements through various channels such as phone call, online communication application, posters hung at the entrance of the branch, and during face-to-face meetings. A documented procedure was put into place to inspect all trucks entering the branch premises, any failure to meet the requirement by the third check, we will stop purchasing from that supplier.

Through this successful collaboration, 100% of the cup lump suppliers have now installed water tanks on their trucks. Based on the success at Bueng Kan branch, Southland Rubber Group is looking to extend this project to all its other branches.

# ENVIRONMENTAL ASPECT

# Environmental Management System

Southland Rubber Group's sustainability strategy is based on a long-term approach to limit our environmental impact. It also aims to take precautions to prevent any direct or indirect contribution by our operations to climate change.

To be able to achieve our goal, we established an Environmental Management System (EMS), overseen by the CSR Committee. Every processing plant has an Environmental Management Representative, who is also a member of the plant's CSR Implementation Team.

From the fourth quarter of 2017, Southland Rubber Group started to roll out the certification of all its 16 processing plants to the ISO 14001:2015 Environmental Management Systems standard. The certification ensures that our facilities and production processes follow normalised procedures and criteria on resources management and environmental impact reduction. We expect all our branches to be certified by 2018.

Although production processes vary depending on the type of rubber produced, our Environmental Management System is based on the following four key topics:

#### 1. Emissions

Our goal is to reduce our carbon footprint through reduction of energy consumption and other sources of greenhouse gases.

#### 2. Water

Water plays a crucial role in our production processes. We have procedures to limit its usage and ensure it is properly discharged or recycled.



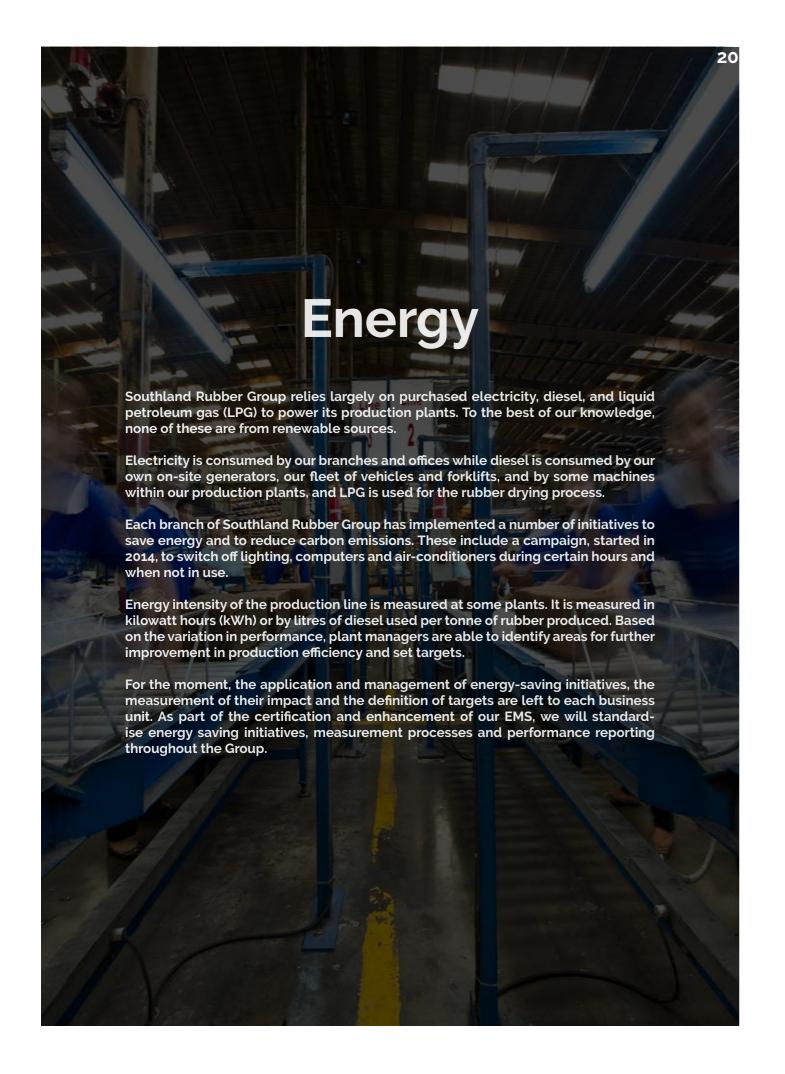


#### 3. Waste

Stringent control procedures are implemented for the proper disposal of waste generated from our production processes.

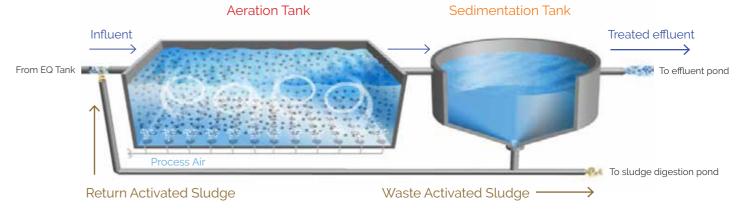
#### 4. Biodiversity

Land use in our industry is intensive and our commitment is to focus on protecting and restoring habitats within and around our operations.



## Water

While a large amount of water is used during the production process, such as for cleaning, blending, skimming, and other processes, we have an efficient waste water treatment system (part of which is illustrated in the diagram below). The soiled or waste water is redirected into a water treatment system, which is usually composed of several sedimentation tanks and other mechanisms for filtration and oxidation to remove the solids and other impurities in the water. All our water treatment systems allow the wastewater to be sufficiently cleaned and reused in the production process.



# Water Treatment System Upgrade

An increase in production at one of our facilities in Bang Klam, Songkhla, inevitably resulted in more contaminated wastewater being produced. Without appropriate action, this could have resulted in a failure of the entire water treatment system. However, one step ahead of situation, the facility has upgraded its water treatment system to handle not only its current but also its future capacity.

The "Pre-aeration" system consisting of an air blower (shown above right) and pre-aeration tank (shown below right), was introduced and installed in late 2017, primarily to handle wastewater from the cuplump cleaning process. This is necessary as the wastewater emitted has extremely high biological oxygen demands (BODs). The system increases the amount of oxygen in the serum before sending it to the main water treatment system.

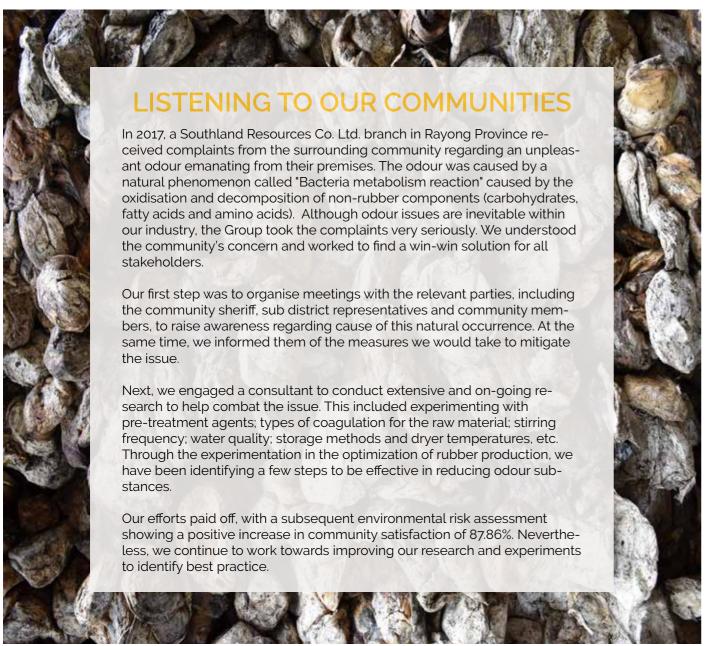
With the implementation of this new system, the efficiency and effectiveness of water treatment can be maintained at a high level and water can be completely reused in the production process.





# Environmental Impact in the Community

We are mindful of the potential for the environment and the communities surrounding our plants to be adversely affected by our operations. To prevent such occurrences, we carry out an environmental risk assessment when a community expresses concern or when we identify a potential negative impact. After examining the results from the assessment, we engage the local community and jointly initiate a project to set out communication channels and risk mitigation measures.



# SOCIAL ASPECT

## **Customer Satisfaction**

To keep abreast of our customers' needs, we engage with them at meetings, seminars, and conferences. However, the main feedback channel for our customer is our satisfaction survey, which focuses on the product quality, product delivery, customer service, health and safety, and environment. Key data obtained from the survey is analysed for further improvement. Corrective actions are also raised if necessary.

We also arrange site visits for customers who request to see our processing facilities and production processes. These visits are often part of audits requested by our customers on specific issues, such as product, process, suppliers, labour practices, environmental impact and so on. Each request leads to the creation of a corrective action report, which we follow and try to complete within a defined deadline.

## Product Quality

The key to our business success is based on delivering top quality products to our customers at a competitive price. We place great emphasis on stringent quality checks and good customer service and to achieve these objectives we have put in place various internal policies in compliance with the ISO 9001 standard on quality management systems. Based on ISO9001 requirements, our approach to product quality consists of the following:



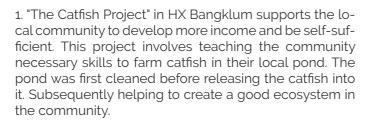
24

## Our Key Community Projects in 2017











2. BJ1 in Tham-Pannara collaborated with the local community to install weirs on three nearby rivers. The purpose was to reduce the flow of river water during the rainy season to prevent flooding. About 100 people, including branch employees and members of the community, spent three days completing the project.



3. In an ongoing project launched in March 2017, BJ4 in Beungkan worked with a local school to create a mushroom farm. Not only did this project equip the students with agricultural skills, but the harvested mushrooms were freely available for the teachers and students to either sell or consume during school lunches.

4. Active local engagement helped BJ3 in Rayong to identify the need for a public space that could be used for various community activities. As a result, the branch built a multi-purpose community hall of 120m³. The cost of this project was 35,600 THB but its value was priceless to experience the joy and gratitude of the community.

5. Since our establishment, Southland Rubber Group has awarded scholarships to disadvantaged students in the various communities where our branches are located. "Knowledge is King" and it is our aim to empower these students in pursuing quality education and ultimately giving them a chance to excel in life.

## Fair Employment Practices

Our responsibilities towards employees are stated in our code of conduct. We are committed to fair employment practices and creating a safe and clean workplace for our employees from diverse backgrounds. As a responsible employer, Southland Rubber Group does not tolerate discrimination, threat, or harassment of any kind or for any reason such as race, gender, religion, nationality, and disabilities at any of our worksites.

While we appreciate and recruit individuals who enjoy the challenge of personal growth, we also recognise our responsibility to provide adequate training and learning opportunities for our workforce. Over the years, Southland Rubber Group has provided its employees with various courses and programmes tailored to specific positions within the organisation and designed to enhance and enrich the role of each individual.



# Health & Safety



We recognise the importance of a joint effort by the management, employees, and other individuals working in our operations to provide a safe and healthy working environment.

In compliance with the OHSAS 18001 safety management system, we have put in place a number of policies and operating procedures on health and safety across our plants. These include, for example, the identification of risks related to the use of machinery and the application by each plant of the relevant mitigation measures, such as wearing protective equipment and handling machinery and hazardous substances the proper way.

In 2017, we started the OHSAS 18001 certification process for our 16 branches and we aim to have all certified by September 2018. The certification will help us better assess our current health and safety processes and align them to the highest standards.

# Self-Sufficiency Project

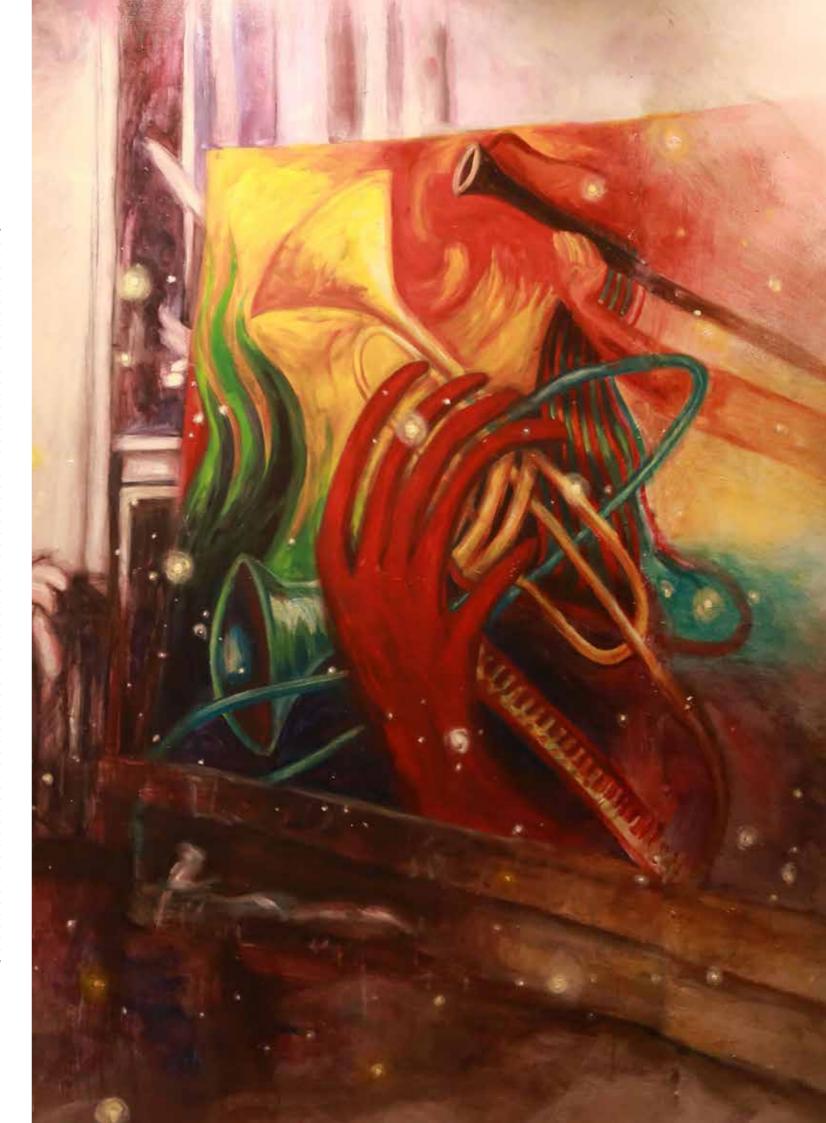
"Sufficiency Economy" is a philosophy conceived and developed by the late Thai King Bhumibol Adulyadej.
The philosophy is based on his experience of over 40 years of tireless development work to improve the lives of the Thai people and focuses on long-term profitability and sustainable development. The philosophy's key aim is to develop an independent, self-reliant and persistent nation.

In our effort to implement this vision into our business, we reviewed the communities and smallholders with which we work. We registered that a decline in the market price of natural rubber had led to a decrease in income for the rubber farmers.

Understanding that most of our employees are smallholders of rubber farms themselves, HX Bangklum
branch introduced a pilot project in late 2016. The project aimed to enable mixed crop cultivation on small
parcels of land so that the participants could benefit from an extra and sustainable income. It also sought to
increase green areas within the plant and encourage the employees to develop new skills.

• As a result of the pilot project, seven types of vegetables and fruits were cultivated - morning glory, lettuce, lemon, lemon grass, banana, papaya, and chili. Employees involved in the project were able reduce their grocery expenses by approximately 200 THB/month, while green areas at the plant increased by 1600 m<sup>2</sup>.





#### Southland Rubber Co.,Ltd.

55 Rajyindee Road, Hatyai, Songkhla 90110 Thailand.

## Corporate Social Responsibility (CSR) Department csr@southlandholding.com

Marketing Department marketing@southlandholding.com

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